

**LIBRARY USER SATISFACTION SURVEY: DEL MAR COLLEGE FACULTY AND STAFF, 2013:  
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 Oct. 24 to Dec.13 and had 80 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.	63	15	0	0	2	100 %	0 %
2. The library maintains adequate hours to meet user needs.	43	33	2	1	1	96.2	3.8
3. Library staff members are approachable and helpful.	47	29	0	1	1	98.7	1.3
4. I receive the help I need using computers in the library, both in the STC and throughout the library.	31	14	1	0	33	97.8	2.2
5. I receive the help I need using library resources when I am in the library.	52	20	0	0	8	100	0
6. Missing library materials are replaced and reference resources are updated regularly.	20	13	6	0	42	84.6	15.4
7. The number of library staff is adequate to provide services needed by faculty and students.	13	30	19	2	16	67.2	32.8
8. Library equipment is up-to-date, in good repair, and adequate to meet the needs of library users.	17	41	10	1	10	84	16
9. The library staff listens to suggestions about library services.	36	24	3	0	17	95.2	4.8
10. The library's on-line catalog is easy to use.	29	31	4	1	15	92.3	7.7
11. The book collection supports the educational needs of library users.	29	34	2	1	12	95.5	4.5
12. The electronic databases and internet access support the educational needs of library users.	34	33	4	0	9	94.4	5.6

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.	15	24	5	4	37	81.25%	18.75%
14. The audiovisual collection supports the educational needs of library users.	22	34	3	1	20	93.3	6.7
15. The library's web site is easy to use and supports the educational needs of library users.	33	33	7	3	4	86.8	13.2
16. It is easy to access electronic library resources from home.	29	25	8	1	17	85.7	14.3
17. Interlibrary loan service meets my educational and research needs.	27	17	0	1	35	97.7	2.3
18. Library instruction and orientation sessions support my instructional goals.	30	21	0	0	27	100	0
19. Reference services support the educational needs of library users.	36	31	2	0	11	97.1	2.9
20. Library buildings are large enough to accommodate the services that are needed.	33	35	5	1	6	91.9	8.1
21. The library provides study space for students who want to study in groups.	44	27	0	0	9	100	0
22. New books, AV resources and periodicals are purchased and processed in a timely manner.	28	27	3	1	21	93.2	6.8
23. The library's resources, computers, and study areas are accessible to users with disabilities.	16	16	0	0	30	100	0

24. Please "fill in the blanks":

- a. The main reason I visit the library is
  - Research/Class preparation: 32
  - Attend meetings/workshops: 20
  - Assist students with their studies: 9
  - Use computers: 8
  - Use/pickup AV equipment and media: 5
  - Leisure: 4
  - Other: 9
- b. The main reason I use library materials is
  - Classwork/Preparation for class: 30
  - Research: 24
  - Leisure: 8
  - Quality of resources/library: 5
  - Computer access: 2
  - They are free: 1
- c. What I like most about the library is
  - Staff: 26
  - Resources: 22
  - Location/Facilities/Atmosphere: 21
  - Sculpture collection: 3
  - Film series: 1
- d. What I like least about the library is
  - Resources: 11
  - Location/Facility/Atmosphere: 10
  - Hours: 6
  - Noise: 4
  - Staff (too many): 1
  - (not enough): 2
  - (part-time): 1
  - Other: 3
  - Nothing: 8

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): 2.85  
Books (print): 2.8  
Magazines, newspapers, and other periodicals (print): 2.8  
Electronic databases on library's website, such as Academic Search Complete, CINAHL, Newsbank, etc.: 2.8  
Links to Internet resources from the library's website: 2.8  
General internet: 2.6  
Audiovisual materials, including videotapes, DVD, audio recordings: 2.6  
Books (electronic): 2.3  
Microfilm (of back issues of periodicals): 2.2

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.

More on topics dealing with Mexican American Literature and/or folk medicine.

I miss eLibrary!!! Not a huge fan of Credo.

How about the **Houston Chronicle, Dallas Morning News, San Antonio Express News, Austin American Statesman?**

My requests for particular subject matter are always honored.

**Writing Lab Newsletter; The Writing Center Journal; Writing Program Administration Journal; Teaching English in the Two-Year College.**

English, literature.

More information on Chicano Movement contributions during the 60's and 70's.

Office 2013 on computers.

Just keep on making it possible for students to research and write in digital media.

More exhibition space.

More art books on contemporary artists.

**J-Stor.**

I know they are expensive but a wider selection of databases would be nice. Newspaper collection, Ancestry.com, Muse, etc.

**J-Stor** for articles and book reviews in social sciences, plus 2011 edition of **From Slavery to Freedom** (Franklin & Higgenbottam)

Please add "young adult" bestselling titles to the collection for our CHS students

Access to pop culture from 60's to present I form of music, film, magazines

Magazines, newspapers, and other periodicals (print)

Texas newspapers and magazines

More children books as well as Resources for the teacher of the Center for Early Learning.

Will send list when titles come to mind.

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

Yes: 19

No: 48

If no, could you tell us why?

Time constraints.

Haven't needed to.

Students have had instruction prior to this class.

The library is used for one main assignment in one of my courses and that is urging the students to use the data bank [base?].

Don't have the class time.

My students only use the library as a place to study as there is no research requirement in my classes.

In the past have set up own lists of print and online resources for students through Blackboard/Canvas. Now with the LibGuides, I may schedule sessions for spring.

I guess I don't really know much about them. Do the librarians visit each department meeting and give a short "spiel" about this?

I believe it is unnecessary.

Most have already attended in Freshman seminar. I don't want to duplicate it.

The structure and content of my courses does not necessitate library instruction.

It is a good idea and I should.

My students not required to do research in my classes.

I used to take classes to do library to do orientation guided tour. I intend to do this again.

Their library assignment is simple to follow and they should know this information before they get to my class. I also go over the library in class.

Not needed, as a rule, for my classes.

I do my own instruction.

My students are familiar with the library facilities, hours of operation, and available resources by the time they take my classes.

I don't know about them.

Just have not looked into what is required in setting up an instructional session...

The research and writing I ask students to do are based on required books and primary sources and/or videos accessed online.

Time.

(Answered yes with following comment) – Although not this semester because their skills were so low I had to remove the library unit and do basic, basic grammar, etc. Sigh.

They mostly have had the instruction before they get to my classes.

Usually not, due to time constraints.

I don't assign projects that use library resources.

It is not necessary for the class that I teach.

Not enough time—not needed in my classes.

My courses are lower level—developmental.

Presently using library resources on a limited basis. Would consider doing in the future.

Need info on who can do this, when, and how long it takes.

Not faculty members – 9 responses

I'm one of the prekindergarten teachers at the CEL and the children are only 4 and 5 years of age

Usually the courses taken in our department do not require the student to visit the library.

Difficult to find class time, but I will consider how I can rearrange to find the time, because it is important.

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

The staff, especially Sally, Alexia, and Alan always do a superb job with the instructional/orientation sessions with students. THANK YOU!

The help provided to my students who have never used library resources is outstanding. It is a valuable resource that our students learn helps them succeed.

Plan to enlarge sculpture gallery.

The DMC library was a peaceful haven for me with I attended this school around 45 years ago. Thank God for your facility. It allowed me to do my work and meet students like myself who were serious about our studies. I am positive that the Library provides the same opportunities as in the past.

Unfortunately, my students can't understand the academic journals as much as Magazine and Newspaper articles. Wish it was easier to direct them to those types of articles first. I think you'll do an excellent job of keeping up with the times and servicing our students!

The library rocks.

I like that our library has access to the variety of books, databases, and offers a film series. I also appreciate the various ways students can communicate with the reference librarians if they need help. Students appreciate that a great deal.

Very satisfied with all the Saturday service.

I love using the STC needs longer hours on Saturday and Sunday staff is very friendly.

The man [...] is very discourteous or impolite, especially in a deliberate way at the counter to check out books.

We have an outstanding library here. Really excellent. Keep up the good work.

Overall you are doing a great job. Thank you for everything.

The library seems great.

Any budget funds that are available to the college would be best spent restoring the staff that was cut in recent years.

Maybe the librarians could do a short presentation for faculty/staff during return week to show what the instruction sessions could be like? Every semester I'm sure new faculty are hired (or returning faculty could use the refresher).

The recent banned books display was excellent. I hope you can regularly have displays on relevant and widely applicable topics or ideas or persons.

The reference librarians are always very responsive to my needs.

Thanks for the survey! I want my students to hang out in the library, like we used to. May be too digital now.

Very good survey.

More evening, **Friday**, weekend hours.

Very, very helpful and friendly staff.

Great job! We are going to miss Chris TB

Library computers should default browser to CHROME—its most widely used and recommended for CANVAS.

The Library has always met my needs and those of my students.

A very conscientious, helpful group.

I have found Mrs. Bickley and her staff have provided excellent assistance to myself and my students.

Staff is very hardworking and helpful.

Thank you for all the work you do! I love the “READ” posters!

Thank you for the wonderful services and resources that are currently offered for both staff and students.

I have used the White Library for decades as a former and current student and as an employee for research and coursework purposes. The environment and structural configuration are very beneficial to me to complete my work in a quiet and conducive setting.

Staff are terrific!

The best thing about library is the books we use to do our research and study. Some of us don't use computers very well. Even though, computers are the next big thing, not all of the older students don't know or understand it.

Thank you Werner !!!!!!!!!!! for the help Beautiful work.

I like to thank Chris for keeping the Library open 7 days a week.

About how he speaks to people {name omitted} can be very rude and disrespectful and harassing people you should not have someone like that working in the Library and representing the Library.