

2013

Spring 2013

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[LIBRARY SATISFACTION]

Reedley College/ Willow International Center Office of Institutional Research

During the Spring 2013 term a library survey was sent to all students via Class Climate. Additionally, students were able to log onto the survey on the Library web page and were encouraged to do so after Library instructional sessions. A total of 329 students completed the survey. However, 32 students were excluded because they identified as a FCC student or did not indicate a Reedley, Willow or Madera location. Additionally, 1 student identified as an Oakhurst student but indicated they never used they library site or online services and was also excluded.

Demographic data is included and indicates a higher than normal female response rate.

Highlights:

- Generally, people tended to indicate that they visited the library at least once a week most people saying they visit the library at least twice a week (34.1%) or daily (27.1%).
- People indicated that they use the library for a quiet place to read or study more often than any other reason. It was also the top reason given.
- Overall, students were satisfied with their library, staff, and services with levels of satisfaction above average in all cases.

Gender

	RC	WI	MC	Total
Male	47	41	9	97
	32.2%	38.3%	22.5%	33.1%
Female	99	66	31	196
	67.8%	61.7%	77.5%	66.9%

Age

	RC	WI	MC	Total
19 or Less	42	29	16	87
	28.4%	26.9%	40.0%	29.4%
20-24	65	44	15	124
	43.9%	40.7%	37.5%	41.9%
25-29	17	12	2	31
	11.5%	11.1%	5.0%	10.5%
30-34	5	5	2	12
	3.4%	4.6%	5.0%	4.1%
35-39	7	6	0	13
	4.7%	5.6%	0.0%	4.4%
40-49	6	7	1	14
	4.1%	6.5%	2.5%	4.7%
50+	6	5	4	15
	4.1%	4.6%	10.0%	5.1%

Ethnicity

	RC	WI	MC	Total
African American/ non-Hispanic	4	2	1	7
	2.7%	1.9%	2.6%	2.4%

Asian/ Pacific Islander	8	17	0	25
	5.4%	15.7%	0.0%	8.5%
American Indian/ Alaskan Native	2	2	0	4
	1.4%	1.9%	0.0%	1.4%
Hispanic	78	24	29	131
	53.1%	22.2%	74.4%	44.6%
White/ non-Hispanic	38	51	6	95
	25.9%	47.2%	15.4%	32.3%
Two or more Races	17	12	3	32
	11.6%	11.1%	7.7%	10.9%

The following tables show the response rates and percentages, by location, to the survey items. The final column indicates the overall total so as to use for comparative purposes.

How often do you visit the campus Library?				
	RC	WI	MC	Total
Daily	61	16	9	86
	40.9%	15.0%	22.5%	29.1%
Once a week	15	16	5	36
	10.1%	15.0%	12.5%	12.2%
Two or more times a week	47	40	15	102
	31.5%	37.4%	37.5%	34.5%
Once a month	6	9	6	21
	4.0%	8.4%	15.0%	7.1%
Once or twice throughout the semester	15	17	3	35
	10.1%	15.9%	7.5%	11.8%
Never	5	9	2	16
	3.4%	8.4%	5.0%	5.4%

Please check ALL the reasons you visit the Library in person				
	RC	WI	MC	Total
Check out, renew, or return Library materials	64	41	8	113
	43.0%	38.0%	20.0%	38.0%
Use a Reserve textbook or course materials	66	47	8	121
	44.3%	43.5%	20.0%	40.7%
Research assistance from Library staff	38	31	5	74
	25.5%	28.7%	12.5%	24.9%
Access the research databases (EBSCOhost, Opposing Viewp...	53	46	5	104
	35.6%	42.6%	12.5%	35.0%
Access the eBooks	22	13	5	40
	14.8%	12.0%	12.5%	13.5%
Use the Internet	105	61	33	199
	70.5%	56.5%	82.5%	67.0%
Access Blackboard for online classes	72	41	24	137
	48.3%	38.0%	60.0%	46.1%

Use study rooms	87	61	21	169
	58.4%	56.5%	52.5%	56.9%
Read magazines and newspapers	14	13	4	31
	9.4%	12.0%	10.0%	10.4%
Use computers for printing assignments	100	48	29	177
	67.1%	44.4%	72.5%	59.6%
Quiet place to read or study	98	77	27	202
	65.8%	71.3%	67.5%	68.0%
Wi-Fi access	60	55	15	130
	40.3%	50.9%	37.5%	43.8%
Socialize	32	16	5	53
	21.5%	14.8%	12.5%	17.8%
Use the copy machine	66	40	21	127
	44.3%	37.0%	52.5%	42.8%
Other	14	9	2	25
	9.4%	8.3%	5.0%	8.4%

What is the TOP reason you visit the Library

	RC	WI	MC	Total
Check out, renew, or return Library materials	9	11	1	21
	6.2%	10.6%	2.6%	7.3%
Use a Reserve textbook or course materials	13	9	0	22
	8.9%	8.7%	0.0%	7.6%
Research assistance from Library staff	3	7	0	10
	2.1%	6.7%	0.0%	3.5%
Access the research databases (EBSCOhost, Opposing Viewp...	5	3	0	8
	3.4%	2.9%	0.0%	2.8%
Access the eBooks	0	0	1	1
	0.0%	0.0%	2.6%	.3%
Use the Internet	13	5	10	28
	8.9%	4.8%	25.6%	9.7%
Access Blackboard for online classes	10	2	1	13
	6.8%	1.9%	2.6%	4.5%
Use study rooms	16	13	4	33
	11.0%	12.5%	10.3%	11.4%
Use computers for printing assignments	22	9	11	42
	15.1%	8.7%	28.2%	14.5%
Quiet place to read or study	34	32	9	75
	23.3%	30.8%	23.1%	26.0%
Wi-Fi access	5	6	1	12
	3.4%	5.8%	2.6%	4.2%
Socialize	2	0	0	2
	1.4%	0.0%	0.0%	.7%
Use the copy machine	2	3	1	6
	1.4%	2.9%	2.6%	2.1%
Other	12	4	0	16
	8.2%	3.8%	0.0%	5.5%

Please check ALL of the reasons you visit the Library's web site

	RC	WI	MC	Total
Use the Library catalog to search for books, DVDs, etc.	53	36	5	94
	35.6%	33.3%	12.5%	31.6%
Use eBooks	29	27	4	60
	19.5%	25.0%	10.0%	20.2%
Use the online research databases	102	79	20	201
	68.5%	73.1%	50.0%	67.7%
Find out about library hours, policies, etc.	30	27	12	69
	20.1%	25.0%	30.0%	23.2%
Find contact information for Library staff	12	12	4	28
	8.1%	11.1%	10.0%	9.4%
Citation help	41	38	8	87
	27.5%	35.2%	20.0%	29.3%
Other	11	8	6	25
	7.4%	7.4%	15.0%	8.4%

Please check the TOP reason you visit the Library's web site

	RC	WI	MC	Total
Use the online catalog to search for books, DVDs, etc.	20	15	1	36
	14.3%	14.6%	3.2%	13.1%
Use eBooks	7	5	2	14
	5.0%	4.9%	6.5%	5.1%
Use the online research databases	83	63	12	158
	59.3%	61.2%	38.7%	57.7%
Find out about Library hours, policies, etc.	10	5	9	24
	7.1%	4.9%	29.0%	8.8%
Find contact information for Library staff	2	0	1	3
	1.4%	0.0%	3.2%	1.1%
Citation help	9	8	2	19
	6.4%	7.8%	6.5%	6.9%
Other	9	7	4	20
	6.4%	6.8%	12.9%	7.3%

How often do you access the Library's online resources (research databases, eBooks, recommended web sites, citation help, etc.)?

	RC	WI	MC	Total
Daily	6	5	1	12
	4.1%	4.7%	2.7%	4.1%
Once a week	25	23	0	48
	17.1%	21.5%	0.0%	16.6%
Two or more times a week	29	14	6	49
	19.9%	13.1%	16.2%	16.9%
Once a month	31	23	6	60
	21.2%	21.5%	16.2%	20.7%

Once or twice throughout the semester	36	29	11	76
	24.7%	27.1%	29.7%	26.2%
Never	19	13	13	45
	13.0%	12.1%	35.1%	15.5%

Which of the following resources have you used (check all that apply)

	RC	WI	MC	Total
EBSCOhost	104	78	10	192
	69.8%	72.2%	25.0%	64.6%
eBooks	43	33	12	88
	28.9%	30.6%	30.0%	29.6%
Opposing Viewpoints	50	27	6	83
	33.6%	25.0%	15.0%	27.9%
SIRS Researcher	46	30	5	81
	30.9%	27.8%	12.5%	27.3%
Science Resource Center	29	21	8	58
	19.5%	19.4%	20.0%	19.5%
Encyclopedia Britannica	37	23	6	66
	24.8%	21.3%	15.0%	22.2%
Oxford Art Online	20	12	2	34
	13.4%	11.1%	5.0%	11.4%

The next several questions involve levels of satisfaction for specific areas.

Circulation

	RC	WI	MC	Total
Very Satisfied	61	38	11	110
	56.0%	55.9%	45.8%	54.7%
Satisfied	42	27	12	81
	38.5%	39.7%	50.0%	40.3%
Dissatisfied	4	2	1	7
	3.7%	2.9%	4.2%	3.5%
Very Dissatisfied	2	1	0	3
	1.8%	1.5%	0.0%	1.5%

Fines handled fairly

	RC	WI	MC	Total
Very Satisfied	45	37	10	92
	50.0%	63.8%	45.5%	54.1%
Satisfied	42	18	10	70
	46.7%	31.0%	45.5%	41.2%
Dissatisfied	2	1	2	5
	2.2%	1.7%	9.1%	2.9%
Very Dissatisfied	1	2	0	3
	1.1%	3.4%	0.0%	1.8%

Copying and Printing

	RC	WI	MC	Total
Very Satisfied	76	56	21	153
	58.9%	69.1%	60.0%	62.4%
Satisfied	44	22	11	77
	34.1%	27.2%	31.4%	31.4%
Dissatisfied	8	1	3	12
	6.2%	1.2%	8.6%	4.9%
Very Dissatisfied	1	2	0	3
	.8%	2.5%	0.0%	1.2%

Reserve materials

	RC	WI	MC	Total
Very Satisfied	55	42	11	108
	53.9%	62.7%	52.4%	56.8%
Satisfied	41	21	9	71
	40.2%	31.3%	42.9%	37.4%
Dissatisfied	6	4	1	11
	5.9%	6.0%	4.8%	5.8%

Laptop checking in and out

	RC	WI	MC	Total
Very Satisfied	23	26	6	55
	51.1%	70.3%	42.9%	57.3%
Satisfied	20	11	7	38
	44.4%	29.7%	50.0%	39.6%
Dissatisfied	2	0	1	3
	4.4%	0.0%	7.1%	3.1%

Ease of use of online Library catalog (for books, eBooks, DVDs, etc.)

	RC	WI	MC	Total
Very Satisfied	47	44	11	102
	43.5%	59.5%	47.8%	49.8%
Satisfied	55	29	12	96
	50.9%	39.2%	52.2%	46.8%
Dissatisfied	5	1	0	6
	4.6%	1.4%	0.0%	2.9%
Very Dissatisfied	1	0	0	1
	.9%	0.0%	0.0%	.5%

Access to online Library resources

	RC	WI	MC	Total
Very Satisfied	62	65	13	140
	48.4%	71.4%	50.0%	57.1%
Satisfied	65	25	11	101

	50.8%	27.5%	42.3%	41.2%
Dissatisfied	1	1	2	4
	.8%	1.1%	7.7%	1.6%

Borrowing books from other Libraries (interlibrary loan)

	RC	WI	MC	Total
Very Satisfied	39	34	7	80
	54.9%	66.7%	50.0%	58.8%
Satisfied	26	13	6	45
	36.6%	25.5%	42.9%	33.1%
Dissatisfied	2	1	1	4
	2.8%	2.0%	7.1%	2.9%
Very Dissatisfied	4	3	0	7
	5.6%	5.9%	0.0%	5.1%

Staff knowledge of Library services and resources

	RC	WI	MC	Total
Very Satisfied	76	56	17	149
	59.4%	61.5%	56.7%	59.8%
Satisfied	49	32	11	92
	38.3%	35.2%	36.7%	36.9%
Dissatisfied	2	2	1	5
	1.6%	2.2%	3.3%	2.0%
Very Dissatisfied	1	1	1	3
	.8%	1.1%	3.3%	1.2%

Staff courtesy

	RC	WI	MC	Total
Very Satisfied	80	65	21	166
	57.1%	67.7%	58.3%	61.0%
Satisfied	49	23	13	85
	35.0%	24.0%	36.1%	31.3%
Dissatisfied	9	5	1	15
	6.4%	5.2%	2.8%	5.5%
Very Dissatisfied	2	3	1	6
	1.4%	3.1%	2.8%	2.2%

Timeliness of service

	RC	WI	MC	Total
Very Satisfied	78	55	16	149
	57.8%	59.8%	48.5%	57.3%
Satisfied	52	33	15	100
	38.5%	35.9%	45.5%	38.5%
Dissatisfied	3	2	2	7
	2.2%	2.2%	6.1%	2.7%
Very Dissatisfied	2	2	0	4

1.5%	2.2%	0.0%	1.5%
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Research assistance

	RC	WI	MC	Total
Very Satisfied	64	44	12	120
	54.2%	61.1%	48.0%	55.8%
Satisfied	51	25	11	87
	43.2%	34.7%	44.0%	40.5%
Dissatisfied	2	2	2	6
	1.7%	2.8%	8.0%	2.8%
Very Dissatisfied	1	1	0	2
	.8%	1.4%	0.0%	.9%

Willingness to help

	RC	WI	MC	Total
Very Satisfied	76	64	17	157
	55.9%	66.7%	53.1%	59.5%
Satisfied	53	26	11	90
	39.0%	27.1%	34.4%	34.1%
Dissatisfied	6	3	2	11
	4.4%	3.1%	6.3%	4.2%
Very Dissatisfied	1	3	2	6
	.7%	3.1%	6.3%	2.3%

Approachability

	RC	WI	MC	Total
Very Satisfied	73	62	18	153
	54.5%	63.9%	52.9%	57.7%
Satisfied	48	28	10	86
	35.8%	28.9%	29.4%	32.5%
Dissatisfied	12	2	4	18
	9.0%	2.1%	11.8%	6.8%
Very Dissatisfied	1	5	2	8
	.7%	5.2%	5.9%	3.0%

Books available for check out

	RC	WI	MC	Total
Very Satisfied	46	36	9	91
	40.0%	48.6%	37.5%	42.7%
Satisfied	57	32	13	102
	49.6%	43.2%	54.2%	47.9%
Dissatisfied	9	5	2	16
	7.8%	6.8%	8.3%	7.5%
Very Dissatisfied	3	1	0	4
	2.6%	1.4%	0.0%	1.9%

Quality of resources

	RC	WI	MC	Total
Very Satisfied	62	57	15	134
	46.6%	62.0%	51.7%	52.8%
Satisfied	68	33	12	113
	51.1%	35.9%	41.4%	44.5%
Dissatisfied	3	2	2	7
	2.3%	2.2%	6.9%	2.8%

Types of online research databases

	RC	WI	MC	Total
Very Satisfied	67	56	9	132
	52.3%	60.9%	36.0%	53.9%
Satisfied	57	34	16	107
	44.5%	37.0%	64.0%	43.7%
Dissatisfied	4	2	0	6
	3.1%	2.2%	0.0%	2.4%

Content of online research databases

	RC	WI	MC	Total
Very Satisfied	65	56	7	128
	51.6%	62.9%	28.0%	53.3%
Satisfied	56	30	18	104
	44.4%	33.7%	72.0%	43.3%
Dissatisfied	4	3	0	7
	3.2%	3.4%	0.0%	2.9%
Very Dissatisfied	1	0	0	1
	.8%	0.0%	0.0%	.4%

DVD collection

	RC	WI	MC	Total
Very Satisfied	12	24	3	39
	30.0%	53.3%	23.1%	39.8%
Satisfied	21	18	9	48
	52.5%	40.0%	69.2%	49.0%
Dissatisfied	5	3	1	9
	12.5%	6.7%	7.7%	9.2%
Very Dissatisfied	2	0	0	2
	5.0%	0.0%	0.0%	2.0%

eBook collection

	RC	WI	MC	Total
Very Satisfied	24	26	5	55
	38.1%	54.2%	29.4%	43.0%
Satisfied	35	21	10	66

	55.6%	43.8%	58.8%	51.6%
Dissatisfied	4	1	2	7
	6.3%	2.1%	11.8%	5.5%

Ease of use of eBooks

	RC	WI	MC	Total
Very Satisfied	27	27	4	58
	40.9%	54.0%	23.5%	43.6%
Satisfied	31	21	11	63
	47.0%	42.0%	64.7%	47.4%
Dissatisfied	7	1	2	10
	10.6%	2.0%	11.8%	7.5%
Very Dissatisfied	1	1	0	2
	1.5%	2.0%	0.0%	1.5%

Magazine and newspaper selection

	RC	WI	MC	Total
Very Satisfied	33	28	7	68
	52.4%	52.8%	41.2%	51.1%
Satisfied	25	22	8	55
	39.7%	41.5%	47.1%	41.4%
Dissatisfied	4	3	1	8
	6.3%	5.7%	5.9%	6.0%
Very Dissatisfied	1	0	1	2
	1.6%	0.0%	5.9%	1.5%

Reserve materials

	RC	WI	MC	Total
Very Satisfied	41	39	8	88
	43.2%	59.1%	47.1%	49.4%
Satisfied	50	22	7	79
	52.6%	33.3%	41.2%	44.4%
Dissatisfied	3	4	2	9
	3.2%	6.1%	11.8%	5.1%
Very Dissatisfied	1	1	0	2
	1.1%	1.5%	0.0%	1.1%

Computer access

	RC	WI	MC	Total
Very Satisfied	72	66	21	159
	53.7%	68.8%	53.8%	59.1%
Satisfied	54	26	16	96
	40.3%	27.1%	41.0%	35.7%
Dissatisfied	7	4	2	13
	5.2%	4.2%	5.1%	4.8%
Very Dissatisfied	1	0	0	1

	.7%	0.0%	0.0%	.4%
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Quality of computers

	RC	WI	MC	Total
Very Satisfied	56	59	18	133
	42.1%	62.1%	46.2%	49.8%
Satisfied	65	33	17	115
	48.9%	34.7%	43.6%	43.1%
Dissatisfied	12	2	3	17
	9.0%	2.1%	7.7%	6.4%
Very Dissatisfied	0	1	1	2
	0.0%	1.1%	2.6%	.7%

Software availability on computers

	RC	WI	MC	Total
Very Satisfied	57	53	16	126
	43.8%	58.9%	44.4%	49.2%
Satisfied	56	33	18	107
	43.1%	36.7%	50.0%	41.8%
Dissatisfied	17	3	1	21
	13.1%	3.3%	2.8%	8.2%
Very Dissatisfied	0	1	1	2
	0.0%	1.1%	2.8%	.8%

Availability of copiers and printers

	RC	WI	MC	Total
Very Satisfied	65	54	18	137
	49.2%	62.8%	46.2%	53.3%
Satisfied	60	27	18	105
	45.5%	31.4%	46.2%	40.9%
Dissatisfied	5	5	1	11
	3.8%	5.8%	2.6%	4.3%
Very Dissatisfied	2	0	2	4
	1.5%	0.0%	5.1%	1.6%

Study rooms

	RC	WI	MC	Total
Very Satisfied	65	58	16	139
	50.4%	71.6%	47.1%	57.0%
Satisfied	56	19	14	89
	43.4%	23.5%	41.2%	36.5%
Dissatisfied	6	3	4	13
	4.7%	3.7%	11.8%	5.3%
Very Dissatisfied	2	1	0	3
	1.6%	1.2%	0.0%	1.2%

Noise level

	RC	WI	MC	Total
Very Satisfied	42	44	11	97
	30.2%	43.6%	28.9%	34.9%
Satisfied	61	44	19	124
	43.9%	43.6%	50.0%	44.6%
Dissatisfied	27	5	7	39
	19.4%	5.0%	18.4%	14.0%
Very Dissatisfied	9	8	1	18
	6.5%	7.9%	2.6%	6.5%

Temperature

	RC	WI	MC	Total
Very Satisfied	70	56	16	142
	50.4%	55.4%	42.1%	51.1%
Satisfied	58	41	17	116
	41.7%	40.6%	44.7%	41.7%
Dissatisfied	11	3	4	18
	7.9%	3.0%	10.5%	6.5%
Very Dissatisfied	0	1	1	2
	0.0%	1.0%	2.6%	.7%

Lighting

	RC	WI	MC	Total
Very Satisfied	85	60	18	163
	61.2%	60.0%	47.4%	58.8%
Satisfied	51	36	20	107
	36.7%	36.0%	52.6%	38.6%
Dissatisfied	3	2	0	5
	2.2%	2.0%	0.0%	1.8%
Very Dissatisfied	0	2	0	2
	0.0%	2.0%	0.0%	.7%

Overall condition and maintenance of building

	RC	WI	MC	Total
Very Satisfied	79	75	20	174
	56.4%	74.3%	52.6%	62.4%
Satisfied	57	26	16	99
	40.7%	25.7%	42.1%	35.5%
Dissatisfied	4	0	1	5
	2.9%	0.0%	2.6%	1.8%
Very Dissatisfied	0	0	1	1
	0.0%	0.0%	2.6%	.4%

Informational and directional signs

	RC	WI	MC	Total
Very Satisfied	74	57	18	149
	50.0%	52.8%	46.2%	50.5%
Satisfied	49	32	18	99
	33.1%	29.6%	46.2%	33.6%
Dissatisfied	8	4	1	13
	5.4%	3.7%	2.6%	4.4%
Very Dissatisfied	1	0	0	1
	.7%	0.0%	0.0%	.3%

Have you received a Library presentation in a class?

	RC	WI	MC	Total
No	66	53	31	150
	46.8%	54.1%	81.6%	54.2%
Yes	75	45	7	127
	53.2%	45.9%	18.4%	45.8%

If yes, how satisfied were you with the information you received?

	RC	WI	MC	Total
Very Satisfied	51	40	7	98
	56.0%	69.0%	63.6%	61.3%
Satisfied	37	15	3	55
	40.7%	25.9%	27.3%	34.4%
Dissatisfied	1	2	0	3
	1.1%	3.4%	0.0%	1.9%
Very Dissatisfied	2	1	1	4
	2.2%	1.7%	9.1%	2.5%

Did you use the information that you learned from your Library presentation?

	RC	WI	MC	Total
No	32	29	12	73
	28.8%	35.8%	60.0%	34.4%
Yes	79	52	8	139
	71.2%	64.2%	40.0%	65.6%

Would you be interested in enrolling in a for-credit course on research skills and internet searching for academic success?

	RC	WI	MC	Total
No	77	65	20	162
	52.0%	61.3%	51.3%	55.3%
Yes	71	41	19	131
	48.0%	38.7%	48.7%	44.7%

Would you be interested in using mobile options when searching for Library resources?

	RC	WI	MC	Total
No	50	38	16	104
	33.6%	35.5%	41.0%	35.3%
Yes	99	69	23	191
	66.4%	64.5%	59.0%	64.7%

Would you be interested in asking for Library assistance through text and instant messaging?

	RC	WI	MC	Total
No	64	51	19	134
	43.2%	47.2%	50.0%	45.6%
Yes	84	57	19	160
	56.8%	52.8%	50.0%	54.4%

Please describe your OVERALL level of satisfaction with the Library.

	RC	WI	MC	Total
Very Satisfied	68	66	17	151
	48.9%	62.3%	43.6%	53.2%
Satisfied	68	34	20	122
	48.9%	32.1%	51.3%	43.0%
Dissatisfied	3	5	2	10
	2.2%	4.7%	5.1%	3.5%
Very Dissatisfied	0	1	0	1
	0.0%	.9%	0.0%	.4%