

Results of the Student Survey of Library Services, Spring 2012

This report summarizes the results of the student survey of library services administered as a classroom survey between April 30, 2012 and May 12, 2012. Twelve course sections were included in a random sample of sections; responses were received from seven sections. The total number of students responding to the survey was 204. The report below summarizes student responses to each of the survey items.

Item 1. What is your gender?

Response	Number of Responses	Percent of Responses
Female	127	63%
Male	75	37%
Total Non-Missing Responses	202	100%

Item 2. Are you taking day or evening classes this semester?

Response	Number of Responses	Percent of Responses
Day classes only	74	37%
Evening classes only	28	14%
Day and evening classes	101	50%
Total Non-Missing Responses	203	100%

Item 3. How many units are you taking this semester?

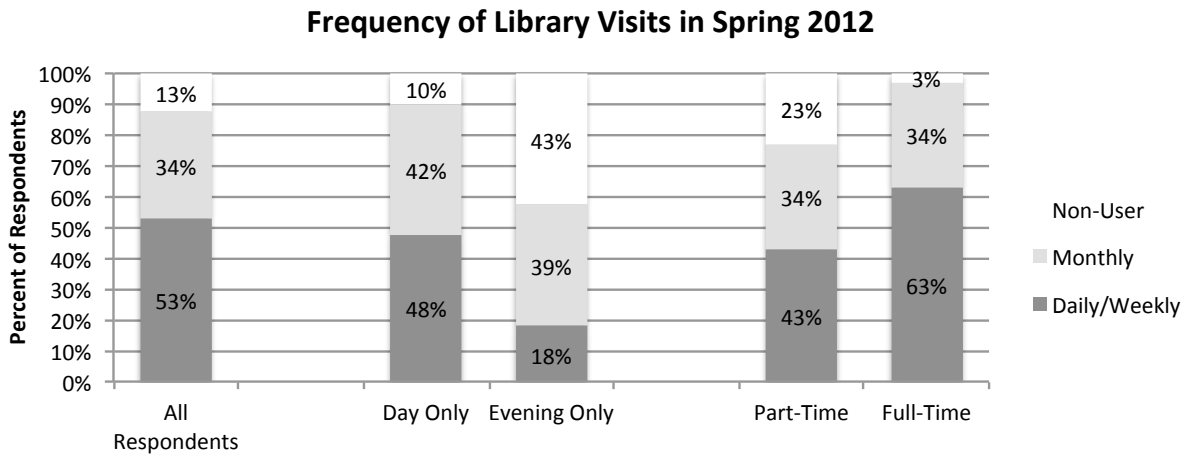
Response	Number of Responses	Percent of Responses
0 to 6	48	24%
7 to 11	54	27%
12 or more	102	50%
Total Non-Missing Responses	204	100%

Item 4. How often have you visited the library in person this semester?

About 87 percent of students report using the library. About one-third of students report using the library weekly, and another one-third report using it monthly.

The graph shows the percentage of all respondents, day-only students, evening-only students, part-time students, and full-time students who report using the library on a daily or weekly basis, a monthly basis, or do not use the library. Day-only students and full-time students are more likely to use the library on a daily or weekly basis than evening-only and part-time students.

Response	Number of Responses	Percent of Responses
I use the library daily	37	19%
I use the library weekly	67	34%
I use the library monthly	67	34%
I don't use the library	25	13%
Total Non-Missing Responses	196	100%



Item 4B. If you haven't used the library, have you used the library website?

The table below shows responses only for students who report not using the library.

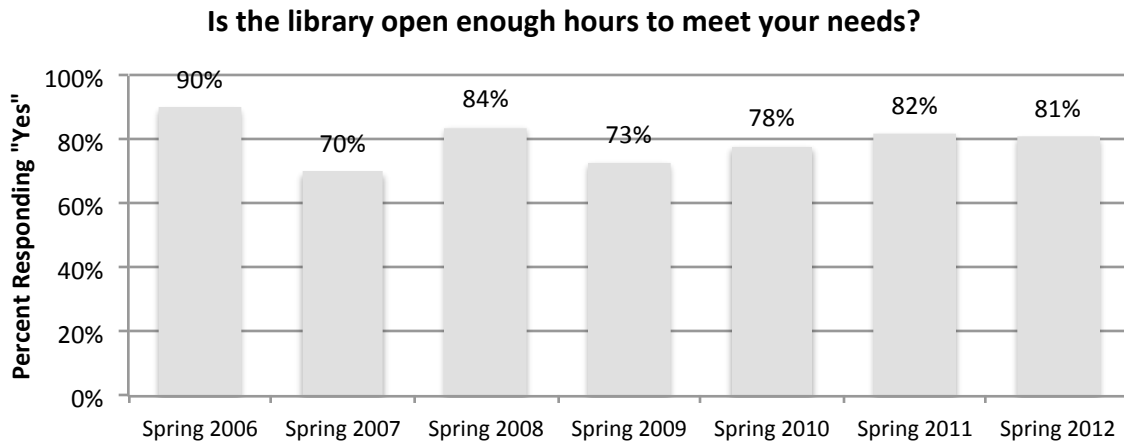
Response	Number of Responses	Percent of Responses
Yes (I use the website)	16	76%
No (I do not use the website)	5	24%
Total Non-Missing Responses	21	100%

Item 10. Is the library open enough hours for your study and research needs?

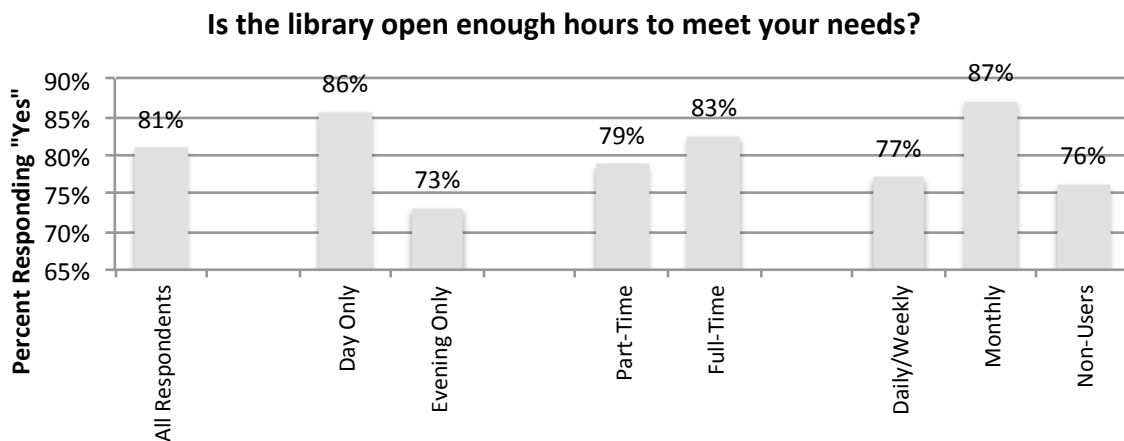
Most students (81%) believe the library is open sufficient hours.

Response	Number of Responses	Percent of Responses
Yes	151	81%
No	36	19%
Total Non-Missing Responses	187	100%

The next graph shows responses to the same question between 2006 and 2012.



As the graph below shows, day-only students, full-time students, and monthly users of the library are more likely than other groups to agree that the library is open enough hours.



Students made the following comments in response to item 10:

- 10pm
- 10pm to 12pm
- 7:00am-10:00pm
- 7am or at least 7:30am
- 8am-10pm M-Th

- Earlier on Friday
- Extend Fri and Sat hours, stay open longer during finals
- Extend Saturday to 6pm
- F 8am-2pm the rest is fine
- F-Sa 9am-4pm
- Fri-Sat 8-5
- Friday hours should be extended
- Friday is too short
- Friday should be open later
- Friday, Saturday 8am-2pm better
- Friday, Saturday more is better
- Fridays it should open earlier
- If you could open earlier that would be nice, about the same time as the first classes start?
- It would be nice for the library to be open after evening classes to study and to do homework
- Later on Fri/Sat hours
- Longer F-Sa times would help
- Longer hours for Friday, Saturday, 10 to 5
- Longer hours on Fri and Sat!
- Longer on Fridays?
- Longer times for Saturday
- Longer weekend hours
- More hours on Friday
- More hours on Friday
- More hours on Saturdays
- More hours on weekends
- More on weekends, night
- Needs to be open longer for students with night and day classes
- None, I just work a lot
- Open Fridays longer
- Open later
- Open later on Friday and Saturday
- Open M-Th 8am-11pm
- Same as the weekdays
- Sundays!
- They close too early on Saturday
- Until midnight

Item 5. What do you do in the library?

The following table shows the percentage of respondents by student group who indicated that they use the library for each activity. Classroom and library refer to where respondents took the survey.

Library Use	All	Day Only	Evening Only	Part-Time	Full-Time	Daily/ Weekly Users	Monthly Users
Study	75%	73%	61%	70%	79%	91%	66%
Do research	43%	42%	46%	40%	45%	48%	45%
Consult a reference librarian	10%	8%	11%	8%	12%	14%	8%
Use textbooks/ materials on Reserve for a class	37%	32%	64%	34%	40%	45%	33%
Check out books	18%	18%	18%	16%	21%	20%	21%
Read magazines or newspapers	9%	11%	7%	9%	10%	11%	12%
Use Library computer workstations	42%	41%	36%	31%	53%	52%	40%
Borrow a Library laptop computer	9%	5%	0%	5%	14%	15%	3%
Use my own laptop computer	27%	18%	29%	26%	28%	36%	19%
Meet with a group	37%	26%	14%	29%	45%	57%	19%
Hang out	8%	8%	7%	5%	12%	14%	3%
Other	5%	5%	4%	6%	4%	3%	3%

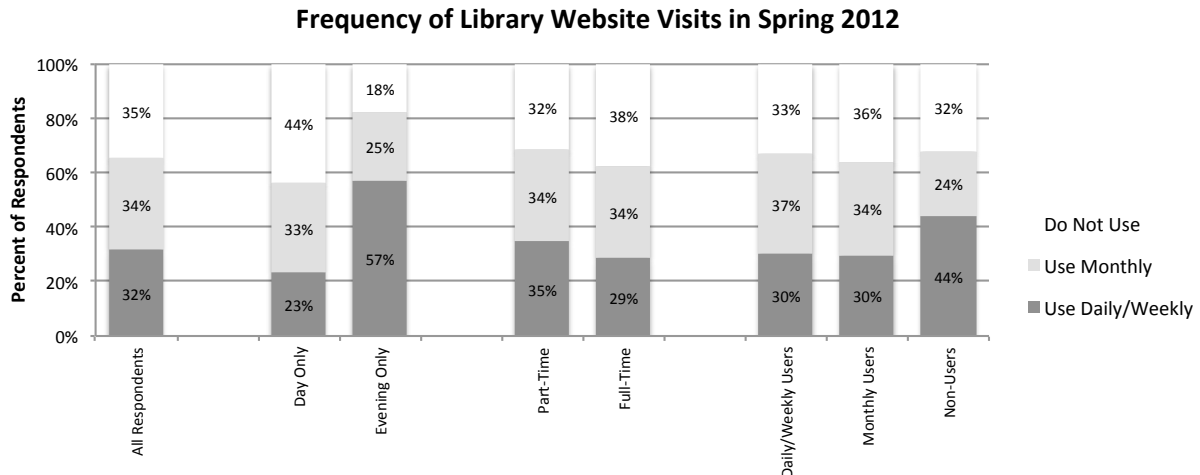
Students mentioned the following in the “other” category:

- Copies/Use copy machine
- Eat
- Homework
- Sleeping

Item 6. How often have you used the library website this semester (to use article databases, search for books, sign up for library workshops, to find the hours the library is open, etc.)?

About 65% of respondents report using the library website. The graph shows self-reported visits to the library website for different student groups.

Response	Number of Responses	Percent of Responses
I use the website daily	11	5%
I use the website weekly	53	26%
I use the website monthly	68	34%
I don't use the library website	70	35%
Total Non-Missing Responses	202	100%



Item 7. When you are in the library, what do you use the library computers for?

Students could mark more than one answer to show their use of the library computers. The following table shows the percentage of respondents by student group indicating their uses of library computers.

Library Computer Use	All	Day Only	Evening Only	Part-Time	Full-Time	Daily/Weekly Users of Library	Monthly Users of Library
Use article databases	48%	36%	57%	50%	45%	56%	46%
Search for books	25%	18%	36%	23%	28%	25%	27%
Sign up for workshops	13%	15%	7%	6%	21%	14%	16%
Find out the hours the library is open	6%	1%	4%	5%	7%	8%	6%
Internet search on Google, not the library website	41%	39%	21%	29%	52%	54%	33%
Social networking (visit MySpace, Facebook, etc.), not the library website	11%	5%	11%	7%	16%	14%	10%
Web surfing, not the library website	16%	11%	18%	13%	19%	18%	12%
Moodle/BlackBoard for a GCC class	37%	36%	32%	28%	46%	49%	33%
Word processing	31%	24%	25%	26%	36%	40%	28%
MyGCC	49%	50%	43%	41%	57%	59%	51%
Other	8%	11%	0%	10%	7%	9%	6%

Students listed the following comments in the blank for "other" uses of library computers:

- Check email
- Class cancellation
- College applications
- Copying textbooks
- Go on myGCC
- I don't go to the library
- I use my own

- I use my own laptop computer
- Libguides
- Other school activities
- Print out papers
- Print papers for class
- Printing
- To print
- Writing essays

Item 8. When you are NOT in the library, what do you use the library website for?

The table below shows the percentage of students by student group who indicated using the library website for each listed activity.

Library Website Use	All	Day Only	Evening Only	Part-Time	Full-Time	Daily/ Weekly Users of Library	Monthly Users of Library	Non-Users of Library
Use article databases	57%	42%	86%	64%	51%	57%	60%	68%
Search for books	19%	19%	11%	18%	20%	18%	21%	12%
Sign up for workshops	15%	26%	7%	11%	19%	17%	16%	4%
Find out the hours the library is open	20%	15%	18%	21%	19%	25%	15%	8%
Other	8%	12%	4%	7%	9%	9%	6%	8%

Students made the following comments about use of the website in the blank for “other” uses:

- I don't go to the library
- I don't use the library website
- I have never used library web
- Libguides
- MyGCC
- To check the canceled classes

Item 9. Are there enough resources for your study and research needs?

The next table shows the percentage of respondents who reported that the following library resources were sufficient.

Resources	All Respondents	Day Only	Evening Only	Part-Time	Full-Time	Daily/ Weekly Users of Library	Monthly Users of Library
Books to check out	84%	89%	83%	85%	82%	84%	84%
Electronic books	69%	76%	67%	74%	64%	67%	70%
Reference books	85%	92%	90%	93%	78%	81%	88%
Reserve materials	67%	78%	62%	70%	64%	61%	78%
ESL books	79%	91%	74%	80%	78%	76%	82%
Music (CDs)	72%	78%	65%	71%	72%	70%	71%
Print periodicals (magazines, journals, newspapers)	87%	94%	91%	88%	86%	83%	92%
Article databases	86%	96%	87%	91%	81%	83%	86%
Audio books (cassette or CD)	73%	90%	65%	76%	70%	73%	75%
Study rooms	60%	70%	73%	63%	58%	58%	62%
Computers	52%	58%	59%	55%	49%	51%	55%
Chairs	58%	60%	70%	61%	54%	55%	63%

Students made the following comments in response to the “other” resource choice:

- 3D Design tutor books
- I don't use the library as resource
- Please have the current editions of answer books
- Study areas, electrical plugs

Students were asked “Are there any resources you would like to provide that it doesn't currently provide?” Students mentioned the following items:

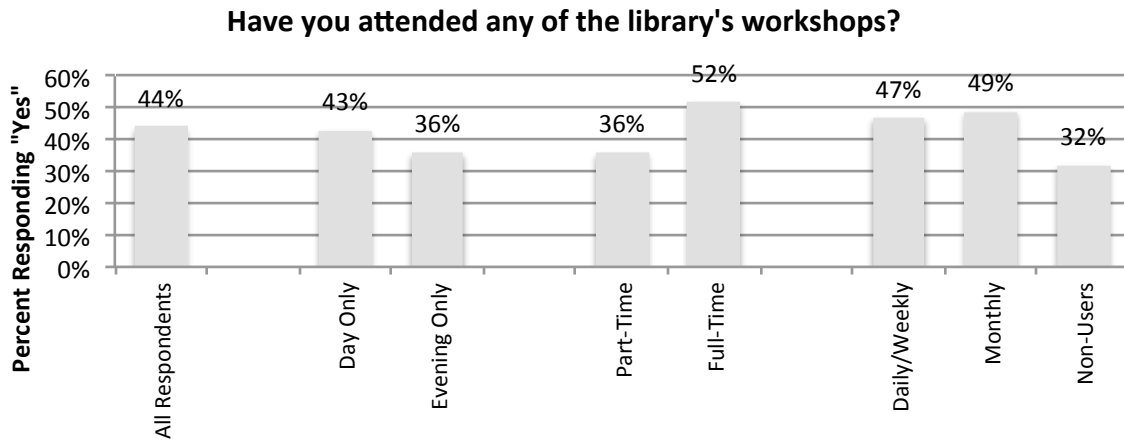
- All the resources are provided
- Cleaner workstations
- Current editions
- Do you have a section for literary books (novels) (Woah! You check out laptops? That's a pretty nice resource)
- Free tutors
- Friendly staff
- I don't usually go to the library, so I don't know too much about it
- Individual power outlet on each desk to use personal laptop or to recharge phone battery
- It depends on resource
- More computers
- More computers
- More computers. It is ridiculously packed with too many people and not enough computers.
- More cubicles
- More hrs open!
- More open hours
- More PCs and textbooks
- More printing machines and Microsoft for all computers
- More quick computer stations to print things or quick internet use
- More room for study rooms and tables

- More study rooms
- Nicer staff
- No
- No, it's good
- No, it's good as of now
- Science workshops
- Some books need to be up to date
- Sometimes more recent article databases
- There is no QuickBooks program in library computers

Item 11. Have you attended any of the library's workshops?

Forty-one percent of respondents report attending a library workshop. Evening-only students and non-users of the library are less likely to report attending a library workshop than other student groups.

Response	Number of Responses	Percent of Responses
Yes	90	44%
No	114	56%
Total Non-Missing Responses	204	100%

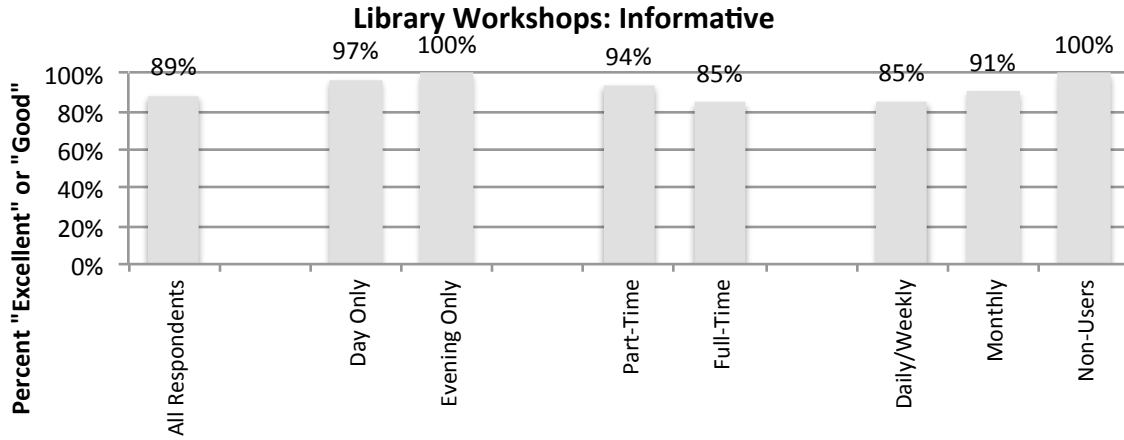


If "yes," please rate the workshops:

Library Workshops: Informative

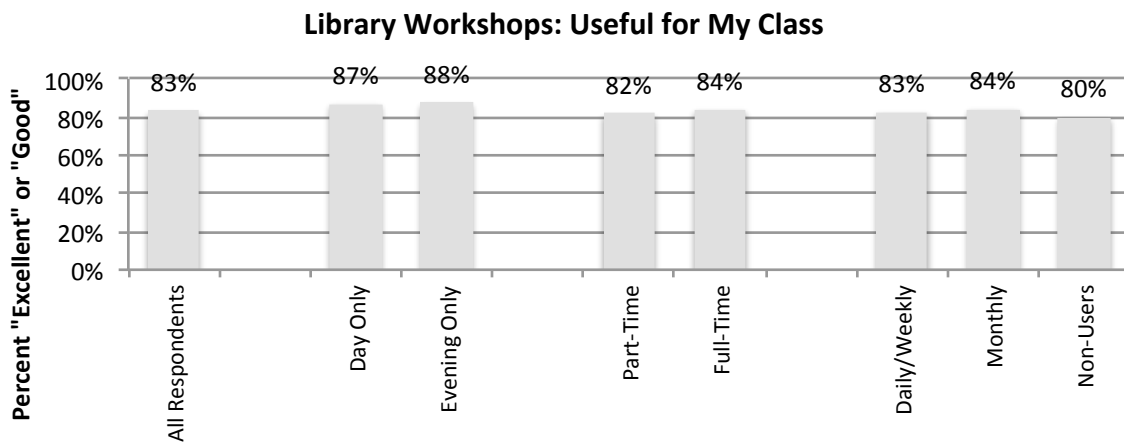
Response	Number of Responses	Percent of Responses
Excellent	36	39%
Good	41	45%
Fair	8	9%
Poor	2	2%
No Opinion	5	5%
Total Non-Missing Responses	123	100%

The graph below shows the percentage of respondents with an opinion who rated the informativeness of the workshops as “Excellent” or “Good.” These percentages do not include students who marked “No Opinion” so the percentage of all respondents does not match the table above.



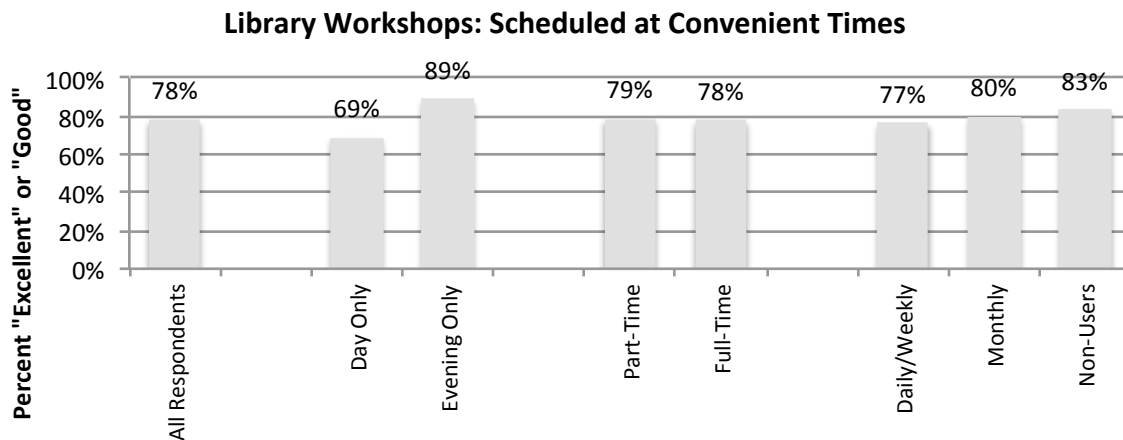
Library Workshops: Useful for my class

Response	Number of Responses	Percent of Responses
Excellent	38	43%
Good	31	35%
Fair	10	11%
Poor	4	5%
No Opinion	5	6%
Total Non-Missing Responses	88	100%



Library Workshops: Scheduled at convenient times

Response	Number of Responses	Percent of Responses
Excellent	37	43%
Good	28	32%
Fair	15	17%
Poor	3	3%
No Opinion	4	5%
Total Non-Missing Responses	87	100%



Students made the following comments in response to the item on workshops:

- Boring and useless
- Can't remember. It was boring.
- Not that helpful
- The instructor went over the points really fast and the class was so boring
- They were so boring, didn't learn anything

Item 12. What topics would you like to be covered by a library workshop?

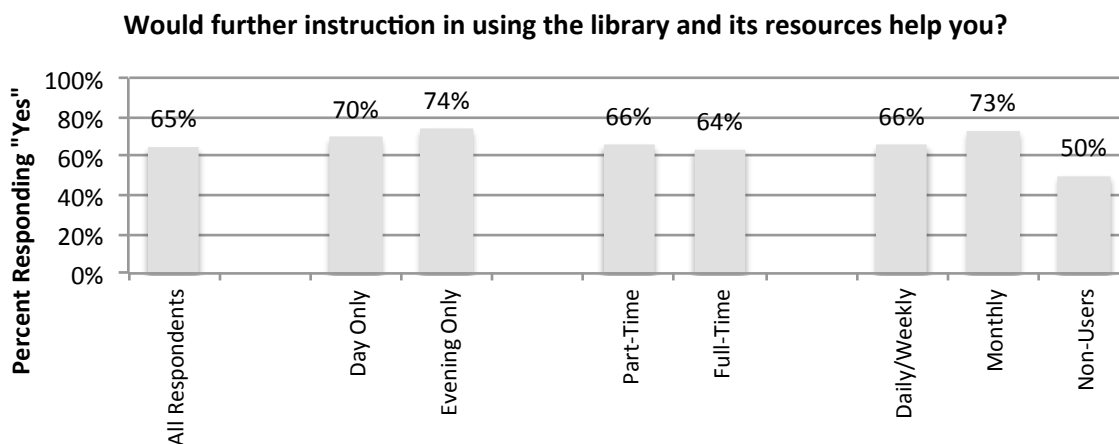
Students listed the following topics:

- APA citing/formatting
- Business
- Chemistry
- Cited resources
- Controversial social issues
- Cosmetic surgery
- Database research
- Definition and Argument workshops
- Developing strong study habits
- English - campus information
- Essay writing/improvement
- Everything
- Excel
- How do do a research

- How to do research
- How to find more article
- How to find the right material
- How to write research paper
- Math
- More language
- Never attended, so I have no idea
- Peer-reviewed article research
- Research
- Research help
- Research methods in different websites
- Research paper
- Research paper
- Research papers
- Researching
- Searching articles
- So far so good
- Spectroscopy
- Study skills
- They have all topics covered I was interested in
- To teach various types of new methods using computers
- Writing

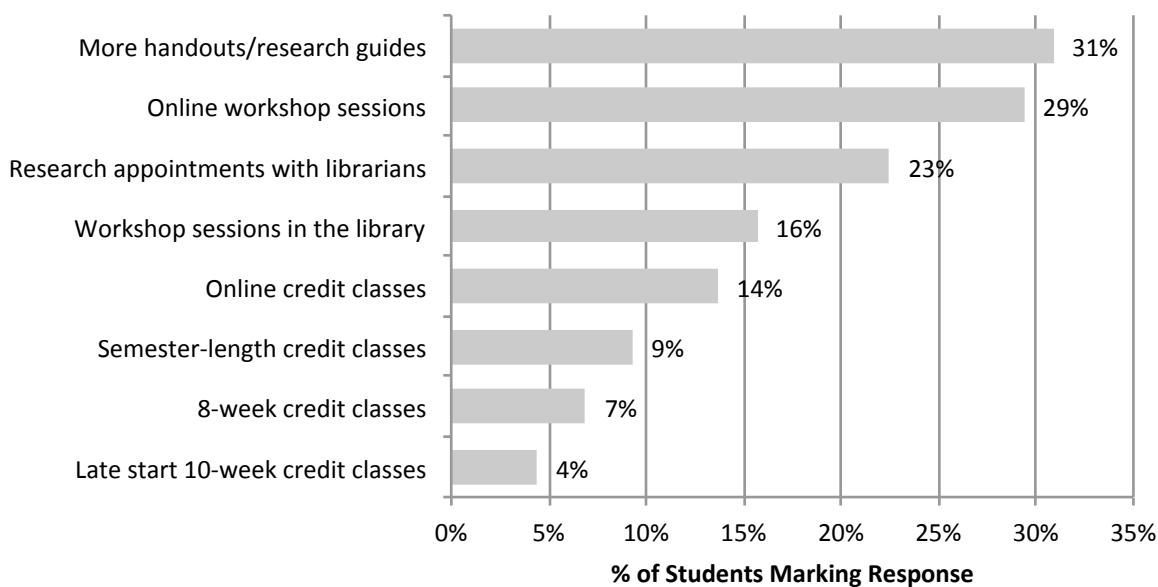
Item 13. Would further instruction in using the library and its resources help you?

Response	Number of Responses	Percent of Responses
Yes	102	65%
No	56	35%
Total Non-Missing Responses	158	100%



How would you prefer to learn library research skills?

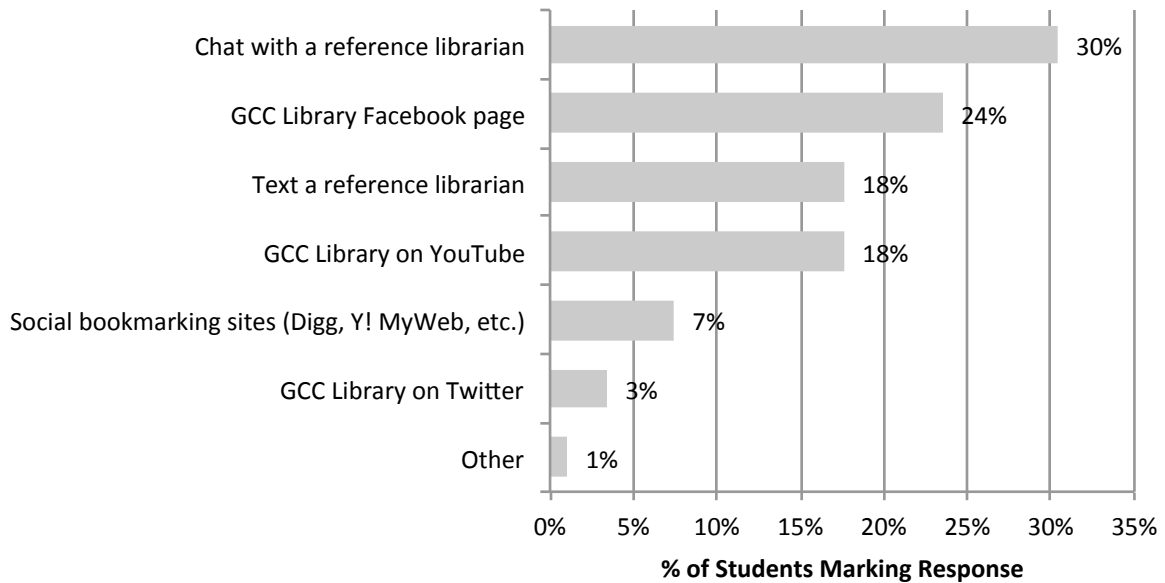
Students preferred handouts and online workshops to the other options.



The table below shows students' preferences about learning library research skills, separated by student group. The percentages in the table are the percentages of each student group marking the option.

Option	All	Day Only	Evening Only	Part-Time	Full-Time	Daily/Weekly Users of Library	Monthly Users of Library	Non-Users of Library
More handouts/research guides	31%	34%	21%	26%	36%	34%	39%	8%
Research appointments with librarians	23%	15%	25%	22%	24%	28%	22%	8%
Workshop sessions in the library	16%	10%	21%	17%	15%	18%	15%	12%
Online workshop sessions	29%	24%	50%	30%	28%	30%	33%	28%
Semester-length credit classes	9%	8%	7%	10%	9%	11%	10%	4%
8-week credit classes	7%	5%	4%	6%	8%	6%	9%	4%
Late start 10-week credit classes	4%	1%	4%	6%	3%	4%	8%	0%
Online credit classes	14%	12%	21%	13%	15%	12%	21%	8%

Item 14. Which of the following services would you like the library to offer?



Students suggested the following other service:

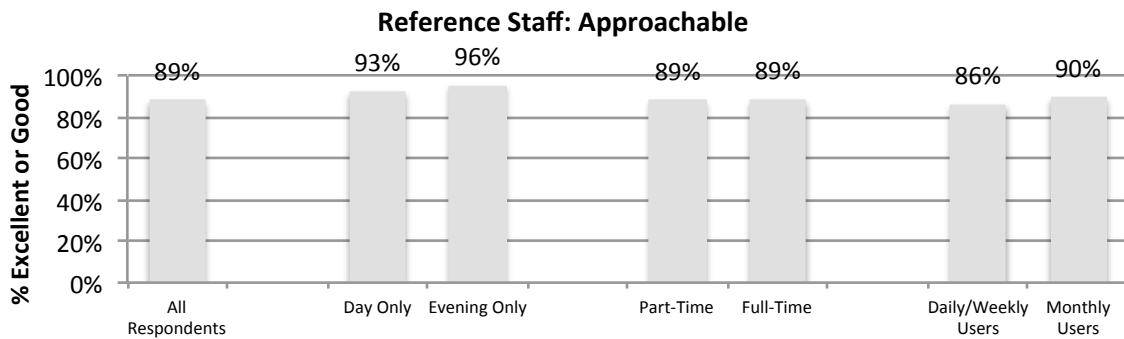
- To have more new published books

Item 15. Please rate the library in the following areas.

The tables below show the number of respondents answering “Excellent,” “Good,” “Fair,” “Poor,” or “No Opinion.” The percentages in the tables count “No Opinion” answers. However, in the graphs that follow, “No Opinion” is not counted. The graphs show the percentage of respondents with an opinion answering either “Excellent” or “Good.”

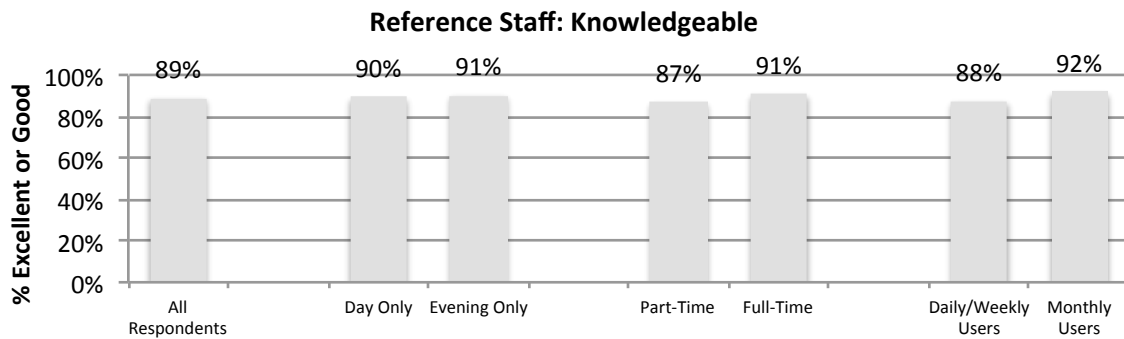
Reference Staff: Approachable

Response	Number of Responses	Percent of Responses
Excellent	83	50%
Good	56	34%
Fair	16	10%
Poor	2	1%
No Opinion	9	5%
Total Non-Missing Responses	166	100%



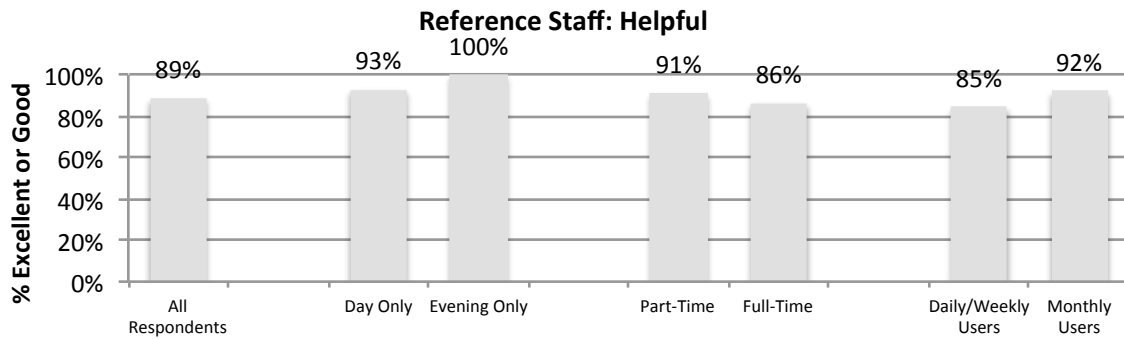
Reference Staff: Knowledgeable

Response	Number of Responses	Percent of Responses
Excellent	88	52%
Good	52	31%
Fair	15	9%
Poor	2	1%
No Opinion	11	7%
Total Non-Missing Responses	168	100%



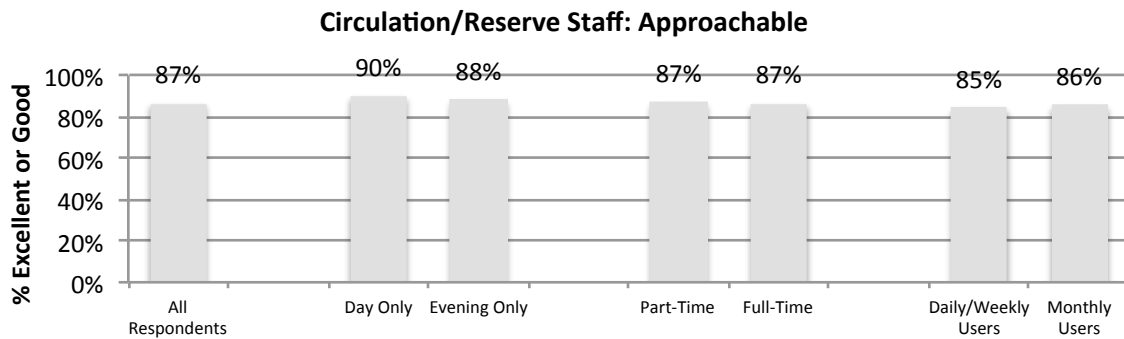
Reference Staff: Helpful

Response	Number of Responses	Percent of Responses
Excellent	91	54%
Good	51	30%
Fair	10	6%
Poor	8	5%
No Opinion	9	5%
Total Non-Missing Responses	169	100%



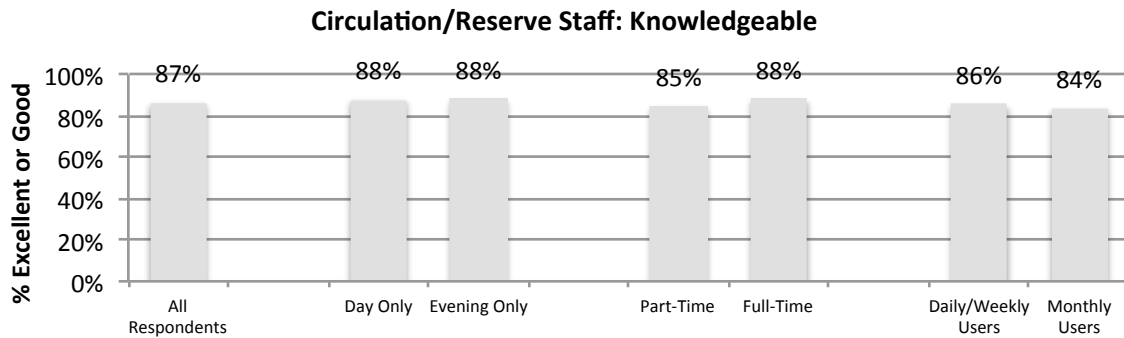
Circulation/Reserve Staff: Approachable

Response	Number of Responses	Percent of Responses
Excellent	78	52%
Good	46	31%
Fair	14	9%
Poor	5	3%
No Opinion	8	5%
Total Non-Missing Responses	151	100%



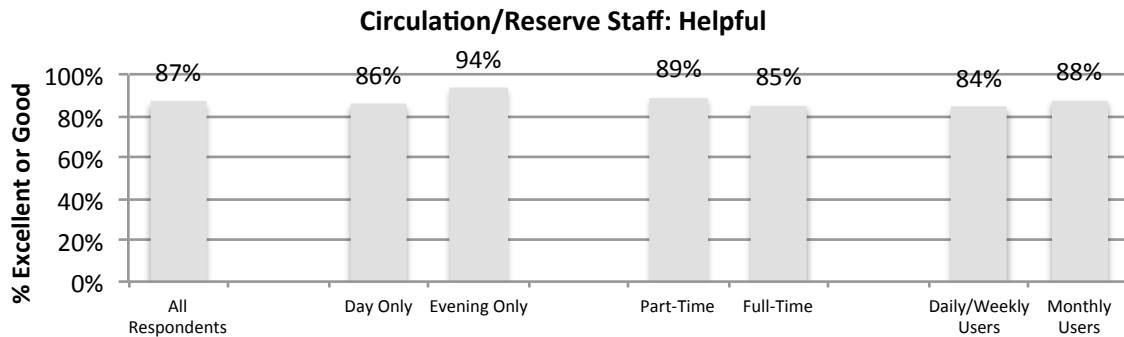
Circulation/Reserve Staff: Knowledgeable

Response	Number of Responses	Percent of Responses
Excellent	77	51%
Good	45	30%
Fair	15	10%
Poor	4	3%
No Opinion	9	6%
Total Non-Missing Responses	150	100%



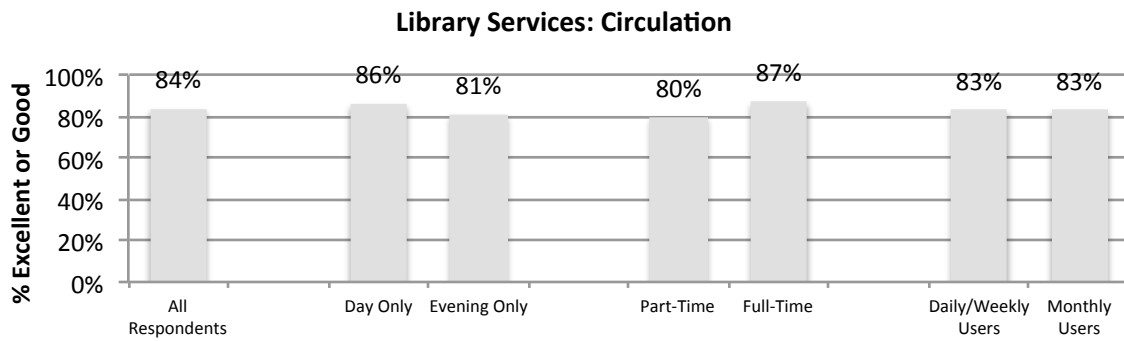
Circulation/Reserve Staff: Helpful

Response	Number of Responses	Percent of Responses
Excellent	74	50%
Good	47	32%
Fair	15	10%
Poor	13	2%
No Opinion	10	7%
Total Non-Missing Responses	149	100%



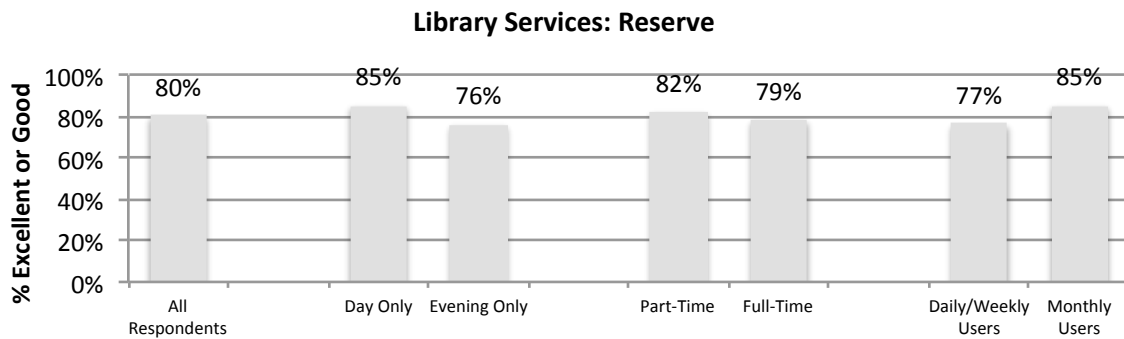
Library Services: Circulation

Response	Number of Responses	Percent of Responses
Excellent	65	40%
Good	60	37%
Fair	21	13%
Poor	3	2%
No Opinion	12	8%
Total Non-Missing Responses	161	100%



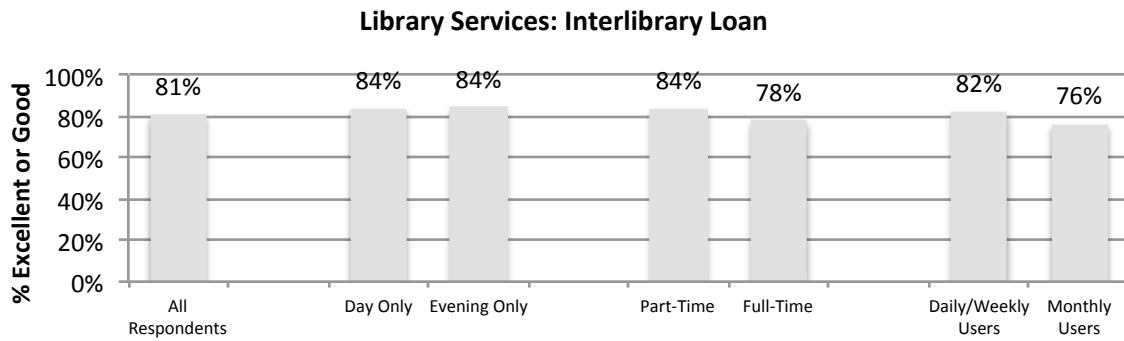
Library Services: Reserve

Response	Number of Responses	Percent of Responses
Excellent	61	37%
Good	57	35%
Fair	25	15%
Poor	4	3%
No Opinion	16	10%
Total Non-Missing Responses	163	100%



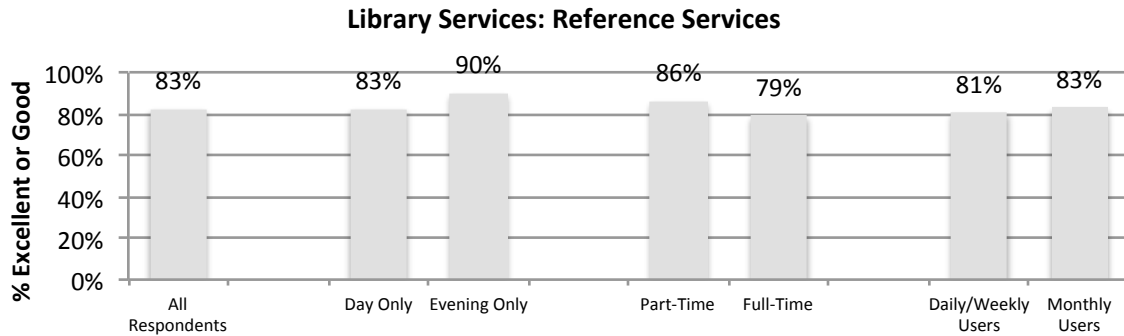
Library Services: Interlibrary Loan

Response	Number of Responses	Percent of Responses
Excellent	52	33%
Good	52	33%
Fair	20	13%
Poor	5	3%
No Opinion	28	18%
Total Non-Missing Responses	157	100%



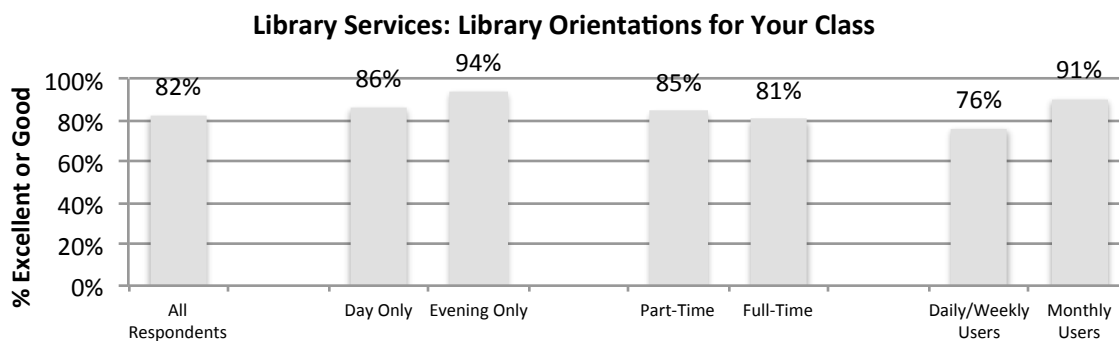
Library Services: Reference Services

Response	Number of Responses	Percent of Responses
Excellent	58	37%
Good	55	35%
Fair	19	12%
Poor	5	3%
No Opinion	20	13%
Total Non-Missing Responses	157	100%



Library Services: Library orientations for your class

Response	Number of Responses	Percent of Responses
Excellent	55	35%
Good	52	33%
Fair	20	13%
Poor	3	2%
No Opinion	28	18%
Total Non-Missing Responses	158	100%



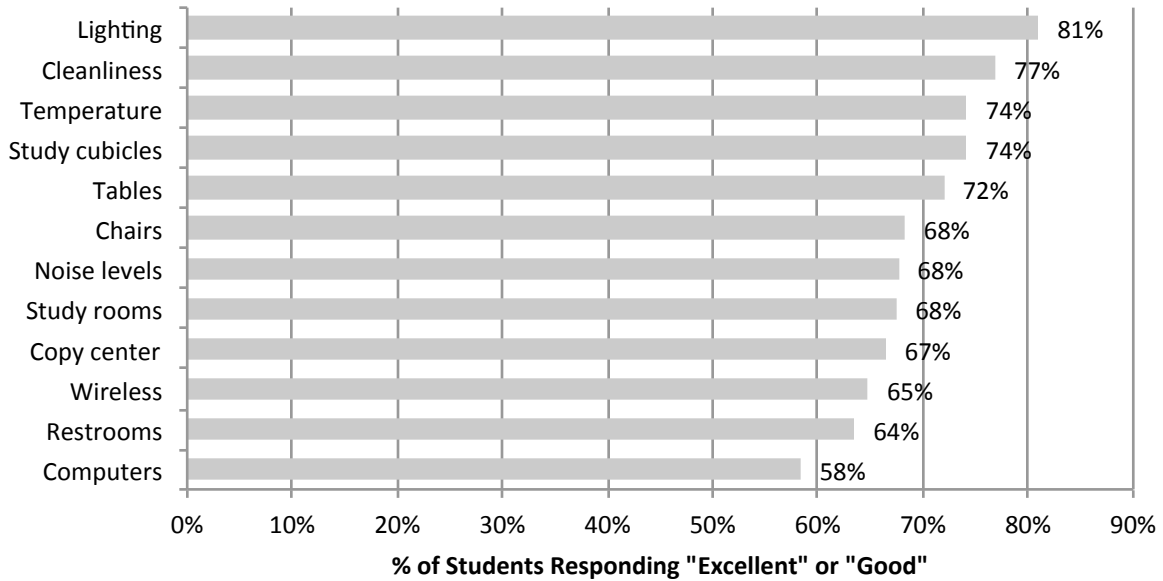
Library Services: Workshops

Response	Number of Responses	Percent of Responses
Excellent	58	38%
Good	48	32%
Fair	18	12%
Poor	5	3%
No Opinion	23	15%
Total Non-Missing Responses	152	100%



Item 16. Please rate the library’s physical condition in these areas.

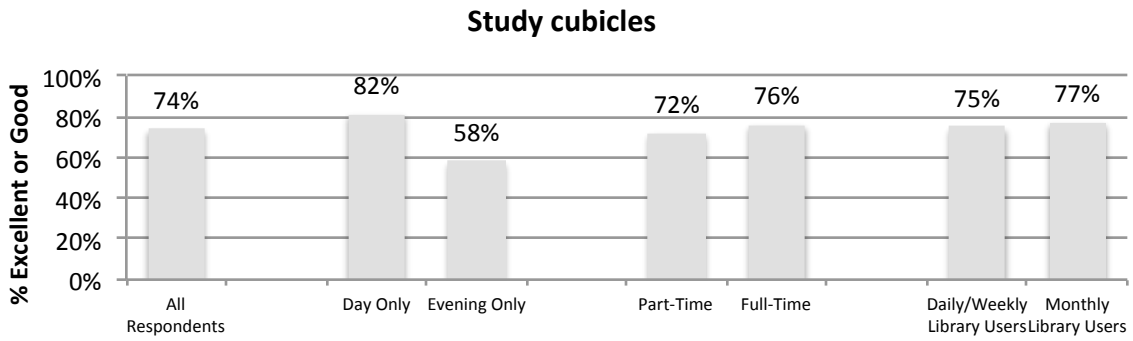
In general, students have positive opinions of the library’s physical condition. As the graph shows, students are most positive about lighting, cleanliness, temperature, and study cubicles. They are least positive about the library’s computers and restrooms.



In the tables below, the percentage of students responding “Excellent,” “Good,” “Fair,” “Poor,” or “No Opinion” are shown for each aspect of the library’s physical condition. In the graphs, percentages are calculated without including students who responded “No Opinion,” so the graphs show only the percentages of students with an opinion responding either “Excellent” or “Good.”

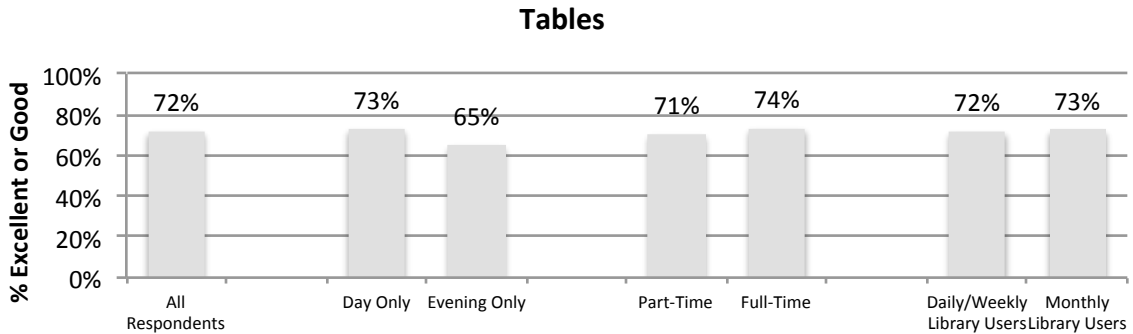
Physical Condition: Study cubicles

Response	Number of Responses	Percent of Responses
Excellent	55	34%
Good	63	38%
Fair	34	21%
Poor	7	4%
No Opinion	5	3%
Total Non-Missing Responses	164	100%



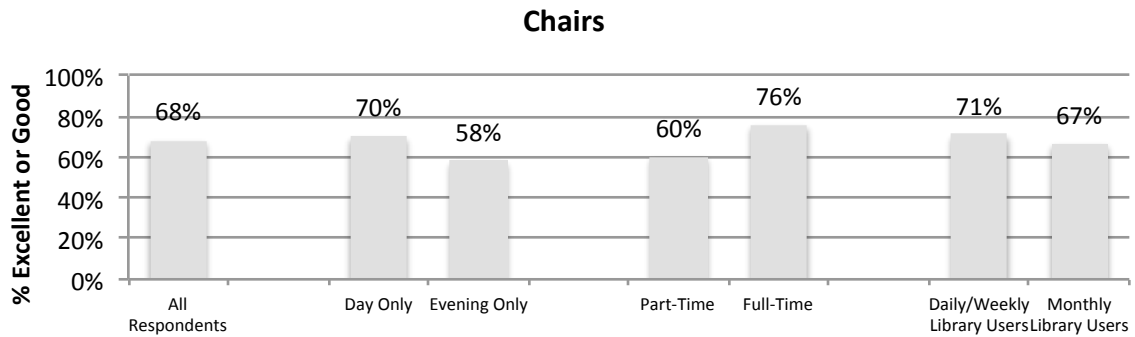
Physical Condition: Tables

Response	Number of Responses	Percent of Responses
Excellent	48	29%
Good	68	42%
Fair	36	22%
Poor	9	6%
No Opinion	3	2%
Total Non-Missing Responses	164	100%



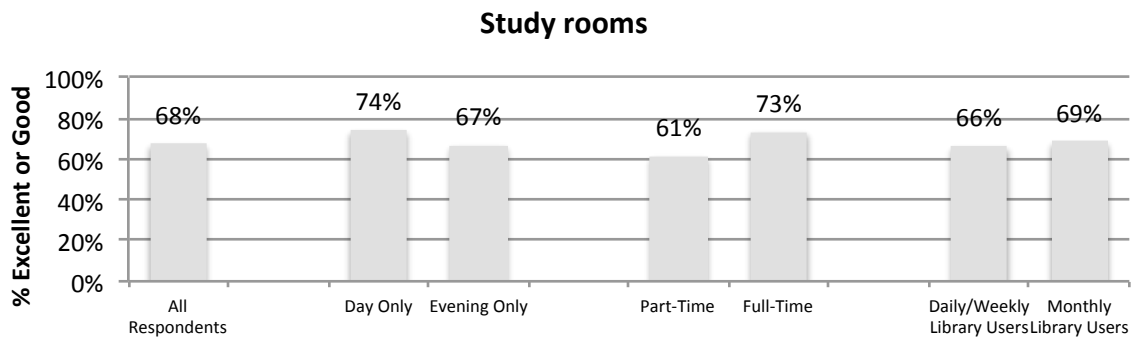
Physical Condition: Chairs

Response	Number of Responses	Percent of Responses
Excellent	49	30%
Good	61	37%
Fair	36	22%
Poor	15	9%
No Opinion	3	2%
Total Non-Missing Responses	164	100%



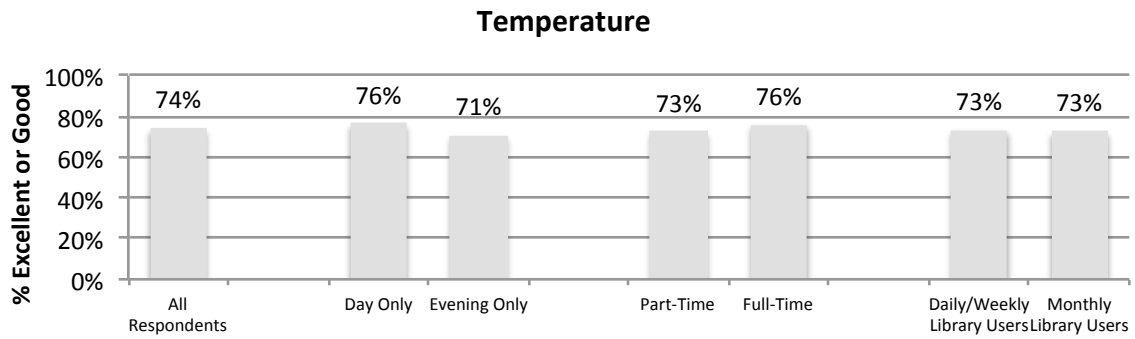
Physical Condition: Study rooms

Response	Number of Responses	Percent of Responses
Excellent	48	29%
Good	56	34%
Fair	38	23%
Poor	12	7%
No Opinion	9	6%
Total Non-Missing Responses	163	100%



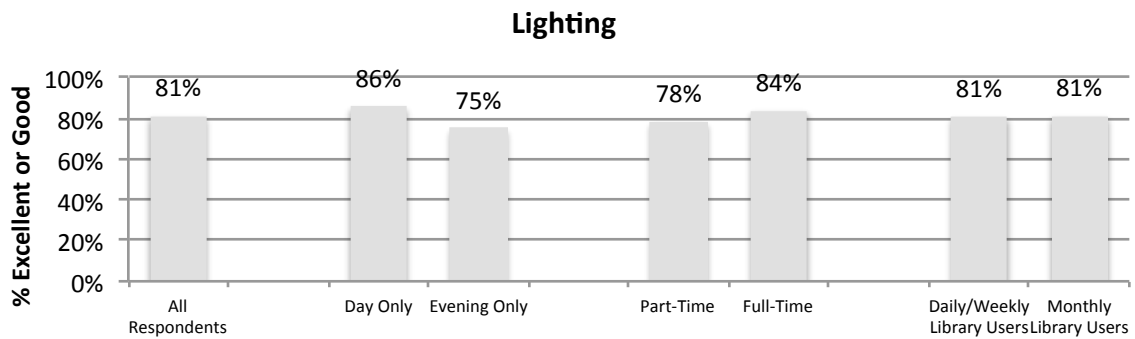
Physical Condition: Temperature

Response	Number of Responses	Percent of Responses
Excellent	50	31%
Good	68	42%
Fair	27	17%
Poor	14	9%
No Opinion	3	2%
Total Non-Missing Responses	162	100%



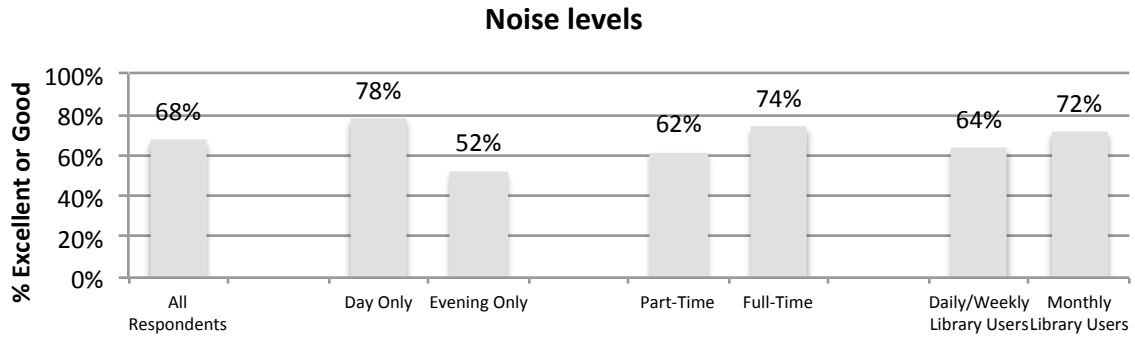
Physical Condition: Lighting

Response	Number of Responses	Percent of Responses
Excellent	55	34%
Good	73	46%
Fair	24	15%
Poor	6	4%
No Opinion	2	1%
Total Non-Missing Responses	160	100%



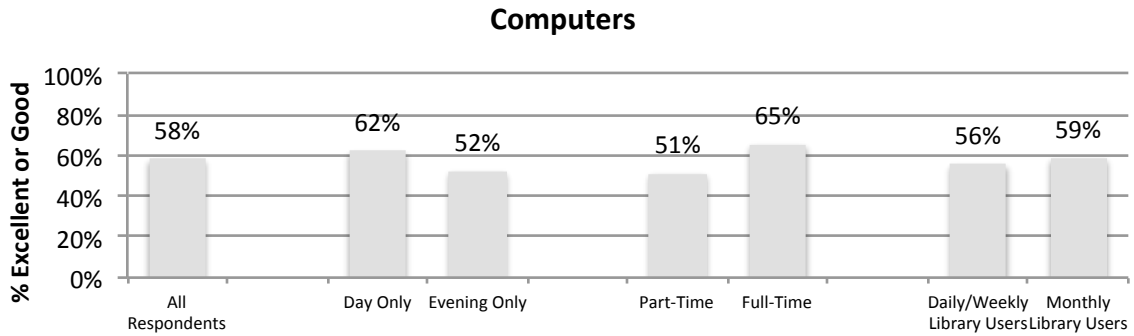
Physical Condition: Noise levels

Response	Number of Responses	Percent of Responses
Excellent	51	32%
Good	56	35%
Fair	37	23%
Poor	14	9%
No Opinion	4	3%
Total Non-Missing Responses	162	100%



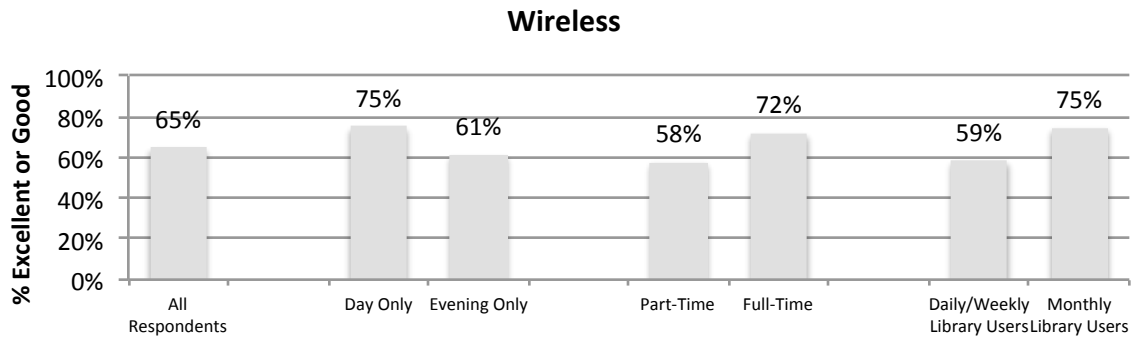
Physical Condition: Computers

Response	Number of Responses	Percent of Responses
Excellent	42	26%
Good	48	30%
Fair	44	27%
Poor	20	12%
No Opinion	8	5%
Total Non-Missing Responses	162	100%



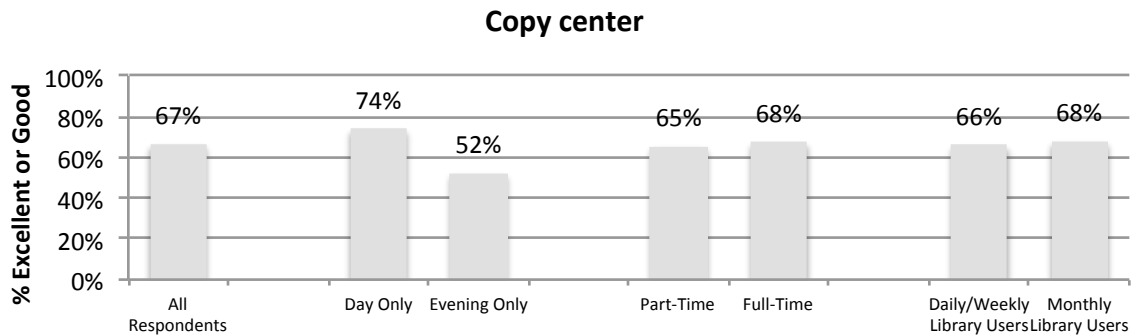
Physical Condition: Wireless

Response	Number of Responses	Percent of Responses
Excellent	38	24%
Good	54	34%
Fair	41	26%
Poor	9	6%
No Opinion	17	11%
Total Non-Missing Responses	159	100%



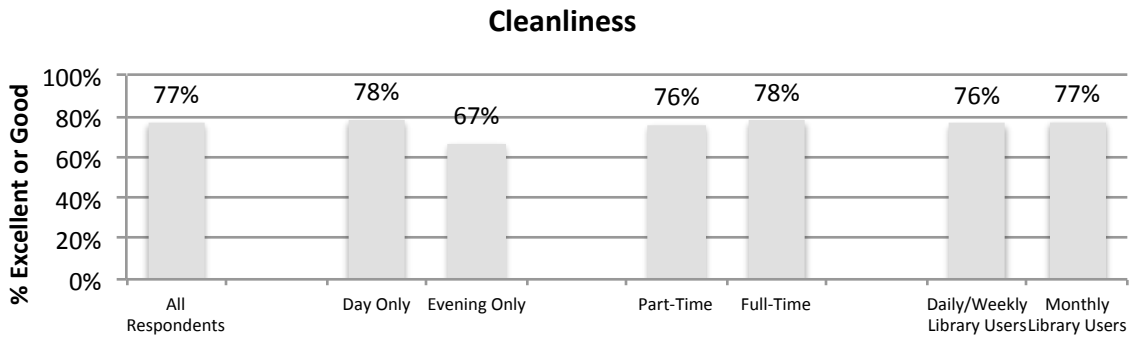
Physical Condition: Copy center

Response	Number of Responses	Percent of Responses
Excellent	49	30%
Good	54	33%
Fair	41	25%
Poor	11	7%
No Opinion	8	5%
Total Non-Missing Responses	163	100%



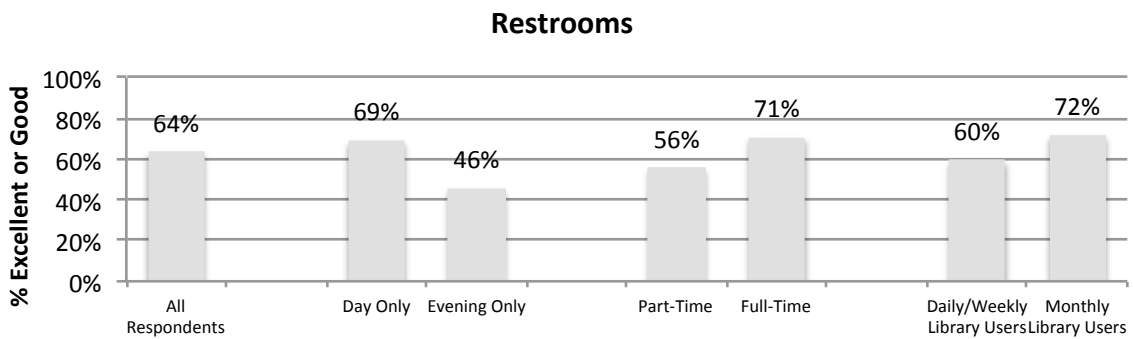
Physical Condition: Cleanliness

Response	Number of Responses	Percent of Responses
Excellent	55	34%
Good	68	42%
Fair	32	20%
Poor	5	3%
No Opinion	2	1%
Total Non-Missing Responses	162	100%



Physical Condition: Restrooms

Response	Number of Responses	Percent of Responses
Excellent	47	29%
Good	52	32%
Fair	38	24%
Poor	19	12%
No Opinion	6	4%
Total Non-Missing Responses	162	100%



Item 17. Please make any comments or suggestions that will help us improve the services, resources, and facilities at the library.

Students made the following comments in response to item 17:

- Chairs are uncomfortable, lean back a lot and don't allow me to put my bookbag behind me because of the wide opening on the chair.
- Cheaper print prices
- Everything's the way it should be
- Good library, needs more tables, room, electronics.
- Have more computers available, always full when I need to use
- I have not found the need for the library yet. Maybe because of the course that I am taking.
- I like just as is thank you !!
- I satisfy enough
- I want a new comfortable chair
- Increase computers and books
- Increase the computers amount.
- It would be nice if more smaller study rooms are available
- Kick people out that talk on their cellphones
- Longer hours please so I can study after evening classes. I work during the day.
- Make workshops more interesting, and more helpful
- More chairs, better computers, more computers, more magazines
- More comfy chairs
- More computers please and allow Microsoft Word to be used everywhere.
- More laptops (new ones)
- More study cubicles and computers, color copies too expensive
- More study rooms please
- More study rooms, longer hours
- More tables and chairs
- Need more study rooms and computers
- Overall, I like the library
- Please bring in more computers. Also more casual study areas, like what exists in the middle of the library. It's too small.
- Please do noise level checks more often. People sometimes leave study room doors open and chat on their phone. Thanks.
- Please dust! Keep a bathroom attendant!
- Please provide more cubicles and perhaps computers. Sometimes people have to wait long periods of time before they become available.
- Rest rooms are often filthy at any time of day, never enough places to sit and study, need more electrical outlets
- Sometimes the temperature in the study rooms is too warm
- Students are talking loudly on the phone, also some are using it for chatting and social networking while others are waiting to do their online test ASAP!
- Thank you
- The study rooms are always busy.
- To have more new published books, have more study rooms, more online databases
- We may need more study rooms.
- When I'm trying to study in the areas in the back some people talk loudly and try to whisper, but it is hard to study because of their distractions. Also people who check out the study room and leave the door open and talk loudly is annoying as well. More regulation on noise levels please.