

Mt. San Jacinto College

Menifee Campus Library

Data Analysis Library Satisfaction Survey of Faculty

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Data Analysis: Library Satisfaction Survey of Faculty

Introduction

In the fall semester of 2010, the first library satisfaction survey of faculty and associate faculty hereafter referred to as faculty, teaching face-to-face or online classes, was conducted at Mt. San Jacinto College, Menifee Campus to assess the level of satisfaction among faculty as part of a renewed commitment to improve library services within the Menifee Campus Library. This report summarizes results from the 2010 library satisfaction survey that was administered to faculty by the Menifee Campus Library.

Method

The twenty-five-question survey instrument was a self-completed survey constructed using Zoomerang and delivered by email to all faculty. There are no previous surveys of faculty at the Menifee Campus, and as a result, it is not possible to draw historical comparisons.

Response Rate

- Invited to complete survey 362
- Completed survey 57
- % responding 16%

Responses by Discipline (of respondents who reported)

Department	Responses	Percentage
Allied Health	2	5%
Anthropology	3	8%
Art	1	3%
Biological Sciences	2	5%
Business Administration	1	3%
Child Development and Ed.	3	8%
Communication Studies	2	5%
Computer Information Systems	1	3%
Dance	1	3%
English	7	18%
Environmental Studies	1	3%
Health & Nutrition	1	3%
History	3	8%
Legal Assistant	1	3%
Music	1	3%
Physical Education	1	3%
Public Administration	3	8%
Sociology	3	8%

Detailed below are the results from the library satisfaction survey:

Services

Overall, faculty expressed relatively high levels of satisfaction regarding library services. Over 63 percent of respondents indicated, they were satisfied or very satisfied with the quality of the library services, such as reference, circulation desk services, library facilities and course reserves. Eleven percent of respondents reported they were dissatisfied with the library hours. Seven respondents gave additional comments stating they wanted increased library hours. Otherwise, respondent dissatisfaction was low, in the 2% to 5% range on all other measures of library services.

Collection

Satisfaction remained steady regarding the libraries print collection with 64% to 70% of faculty who responded indicating that the quality, currency and academic level of the print collection and online resources is good to excellent, but that the quantity of the print collection was poor; but this too came in at low 5%. Sixty-nine of respondents indicated that the libraries video, streaming video and audio collections is good to excellent in all measures with no poor ratings. A fairly high percentage of respondents (38% – 44%) reported that they did not have knowledge of the library's video collections. Additional outreach is clearly needed to keep faculty informed of the library's newer resources.

Instruction

Sixty-seven percent of respondents agreed or strongly agreed that library orientations are useful to their students. Twenty-nine percent of respondents stated they never use this service and is something that should be addressed.

Customer Service

Respondents expressed very high levels of satisfaction regarding the library's customer service with percentages ranging from 95% to 97%, this includes perceived knowledge, courtesy and the quality of service received. No poor ratings were received.

Instructional support

Survey respondents were largely neutral in their responses when ranking the library's *non-digital* collection in support of their courses with percentages ranging from 14%-34% while databases such as Ebsco and Proquest and the eBook collection

rankings ranged from 17%-53%. 76% of respondents reported that they require or encourage their students to use library resources.

Of the 21 respondents who reported teaching online, only 10, reported including links in to library resources in their online courses. When asked why links weren't included to library resources, many responded that they had just not thought about it.

More than 40% of respondents indicated that they physically visit the Menifee Campus library on a monthly basis, while more than 75% of respondents use the library's' online resources from off-campus. Of the respondents who reported never visiting the library or using the online resources, 36% reported that they weren't sure how the library services could help their classes. More outreach to faculty is needed in this area.

Summary

While the overall satisfaction rate with library services and resources was high, many faculty seem under informed of library resources and services. More intensive library outreach to faculty is needed.

What do we need to work on?

- Increased outreach to faculty via workshops, faculty meetings, etc.
- Better access to electronic journals
- Website navigation improvement
- Additional materials in certain disciplines
- Work with department chairs to evaluate library collections

After analyzing almost 100 narrative comments, some issues were mentioned

multiple times and have been interpreted as being of high importance:

- Expand library hours
- Expand the print and electronic journal collection such as medical journals and JSTOR.
- Increase reserve textbook availability

Zoomerang Survey Results

Menifee Valley Campus Library Satisfaction Survey – FACULTY – Fall 2010

Response Status: Completes

Filter: No filter applied

Oct 07, 2010 10:55 AM PST

**Please evaluate the Menifee Campus Library services and collections
Please answer all the questions on this survey. Your individual
responses will remain private.**

1. Please rate your level of satisfaction with the following library services:

Top number is the count of respondents selecting the option.
Bottom % is percent of the total respondents selecting the option.

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Never Used
Reference Services	28 50%	14 25%	2 4%	2 4%	10 18%
Library Hours	19 34%	16 29%	9 16%	6 11%	6 11%
Course Reserves	23 41%	13 23%	4 7%	0 0%	16 29%
Library Website	30 54%	14 25%	4 7%	1 2%	7 12%
Circulation Desk Services	37 67%	12 22%	1 2%	0 0%	5 9%
Library Facilities	35 64%	17 31%	1 2%	0 0%	2 4%
Interlibrary loan	20 36%	9 16%	1 2%	0 0%	26 46%
Materials purchase requests	18 32%	9 16%	0 0%	0 0%	29 52%

2. If you marked "Dissatisfied" on any of the items above, please explain how it can be improved.

10 Responses

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3. Please rate the library's print collection (e.g. books, journals, ,etc.)

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Excellent	Good	Fair	Poor	Don't Know
Quality	18 33%	19 35%	4 7%	2 4%	12 22%
Quantity	12 22%	18 33%	10 18%	3 5%	12 22%
Currency	14 25%	22 40%	3 5%	1 2%	15 27%
Academic Level	16 29%	23 42%	3 5%	2 4%	11 20%

4. If you marked "Poor" on any of the items above, please explain how it can be improved.

5 Responses

5. Please rate the library's online resources (periodical and reference databases, e-books, etc.)

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Excellent	Good	Fair	Poor	Don't Know
Quality	27 48%	14 25%	2 4%	1 2%	12 21%
Quantity	23 41%	15 27%	3 5%	1 2%	14 25%
Currency	25 45%	14 25%	2 4%	1 2%	13 24%
Academic Level	28 50%	13 23%	3 5%	1 2%	11 20%

6. If you marked "Poor" on any of the items above, please explain how it can be improved.

3 Responses

7. Please rate the library's video collections (e.g. DVD's VHS , and online streaming video collections: America History in Video | Dance in Video | Theatre in Video) *streaming video collections are located in the database section of the library's web page

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Excellent	Good	Fair	Poor	Don't Know
Quality	15 27%	18 33%	1 2%	0 0%	21 38%
Quantity	9 16%	18 33%	7 13%	0 0%	21 38%
Currency	10 18%	16 29%	5 9%	0 0%	24 44%
Academic Level	17 31%	15 27%	0 0%	0 0%	23 42%

8. If you marked "Poor" on any of the items above, please explain how it can be improved.

3 Responses

9. Please rate the library's audio collections (e.g. music CD, MP3, and online streaming music collections African American Song | American Song | Classical Music Library | Contemporary World Music | Jazz Music Library | Smithsonian Global Sound) *streaming music collections are located in the database section of the library's web page

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Excellent	Good	Fair	Poor	Don't Know
Quality	8 14%	6 11%	1 2%	0 0%	41 73%
Quantity	7	8	0	0	41

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	12%	14%	0%	0%	73%
Currency	8	5	1	0	42
	14%	9%	2%	0%	75%
Academic Level	7	7	0	0	42
	12%	12%	0%	0%	75%

10. If you marked "Poor" on any of the items above, please explain how it can be improved.

0 Responses

11. Library orientations provided by the Library have been very helpful to my students.

Strongly agree	20	36%
Agree	17	31%
Disagree	1	2%
Strongly Disagree	0	0%
Not sure	1	2%
Never used this service	16	29%
Total	55	100%

12. Please rate the library's customer service:

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Excellent	Good	Fair	Poor	Don't Know
Competency/knowledge of library staff	41 72%	14 25%	0 0%	0 0%	2 4%
Courtesy of library staff	45 79%	9 16%	1 2%	0 0%	2 4%
Overall quality of Library Service	44 77%	11 19%	0 0%	0 0%	2 4%

13. If you marked "Poor" on any of the items above, please explain how it can be improved.

0 Responses

14. Please rank the library's collections in terms of their importance in support of your courses (1=most important 5 = least important)

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	1	2	3	4	5
Print book collection	3 12%	7 27%	8 31%	5 19%	3 12%
Print periodicals	2 6%	8 25%	11 34%	8 25%	3 9%
Media collections (audio/video)	5 14%	5 14%	8 22%	8 22%	11 30%
Electronic databases (Ebsco, Proquest, etc.)	19 53%	6 17%	2 6%	5 14%	4 11%
Electronic book collection	13 26%	14 28%	6 12%	7 14%	10 20%

15. Do any of your course assignments REQUIRE or ENCOURAGE students to use the library's resources (print or online)?

Yes	41	76%
No	13	24%
Total	54	100%

16. If you teach online courses do you provide a link in BlackBoard to the library or its electronic resources (e-books, databases, etc.)?

Yes	10	18%
No	11	20%
Not applicable	34	62%
Total	55	100%

17. If your answer to the above is NO then: Please explain why you do not provide a link to the library or its electronic resources:

12 Responses

18. How often do you physically visit the Menifee Campus Library?

Daily	0	0%
Weekly	20	35%
Monthly	25	44%
Yearly	7	12%
Never	5	9%
Total	57	100%

19. How often do you use the library's electronic services or resources from your office, home, or other off-campus location?

Daily	1	2%
Weekly	19	34%
Monthly	19	34%
Yearly	6	11%
Never	11	20%
Total	56	100%

20. If you answered NEVER USED for both of the above questions: What is the main reason that you do NOT use the Menifee Campus Library services?

Library does not have the resources that my class needs	2	14%
No time to use the library	2	14%

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I am not sure how the library services can help my classes	5	36%
I purchase my own materials	1	7%
Other reason, please specify	4	29%
Total	14	100%

21. Do you use information sources OTHER than those provided by the Menifee Campus Library?

Yes	30	61%
No	19	39%
Total	49	100%

22. What services would you like the library to improve or develop?

22 Responses

23. Other comments or suggestions?

14 Responses

24. Please select your department/division?

Administration of Justice	0	0%
Alcohol/Drug Studies	0	0%
Allied Health	2	5%
American Sign Language	0	0%
Anthropology	3	8%
Art	1	3%
Astronomy	0	0%
Audio & Video Technology	0	0%
Automotive/Transportation Technology	0	0%

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Biological Sciences (including Anatomy)	2	5%
Business Administration	1	3%
Office Administration	0	0%
Chemistry	0	0%
Child Development and Education	3	8%
Communication Studies	2	5%
Computer Information Systems CAPP CSIS NET ORA	1	3%
Dance	1	3%
Diagnostic Medical Sonography	0	0%
Earth Science	0	0%
Economics	0	0%
Engineering: Drafting Technology	0	0%
English	7	18%
Environmental Studies	1	3%
Fire Technology	0	0%
Geography and Geographic Information Systems	0	0%
Gerontology	0	0%
Guidance	0	0%
Health and Nutrition	1	3%
History	3	8%
Honors Enrichment Program	0	0%
Humanities	0	0%
Learning Skills Program	0	0%
Legal Assistant	1	3%
Liberal Arts	0	0%
Management/Supervision	0	0%
Mathematics	0	0%
Multimedia	1	3%
Music	1	3%
Musical Theater Program	0	0%
Nursing (RN or LVN)	0	0%
Philosophy	0	0%
Photography	0	0%
Physical Education	1	3%
Physics	0	0%
Political Science	0	0%
Psychology	3	8%
Public Administration	0	0%
Reading	0	0%
Real Estate	0	0%

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Science	0	0%
Social/Behavioral Sciences	0	0%
Sociology	3	8%
Student Government Association	0	0%
Theater Arts	0	0%
Turf & Landscape Management	0	0%
Viticulture, Enology and Winery Technology	0	0%
Water Technology	0	0%
World Languages	0	0%
Total	38	100%

25. What is your classification?		
Full time faculty	24	42%
Associate Faculty	33	58%
Total	57	100%

Thank you for completing the library satisfaction survey!

Results Overview: Open Ended Responses
Filter: No filter applied (10 Response(s) Returned)

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2. If you marked "Dissatisfied" on any of the items above, please explain how it can be improved.	
#	Response
1	Needs to be open longer on Fridays and weekends
2	online data base is inadaquate for research
3	Would love more hours/days available.
4	When on the Library site, the hours of operation for the library need to be easily visible as they are not currently.
5	History department would like to see more academic works in the print collection.
6	I teach all day on Fridays (8:00am-5:00pm)& my students would appreciate longer operating hours, but understand the budgetary limitations. The bookstore and cafe also close early on Fridays...
7	Weekend hours need to be expanded for students! The collection itself at Menifee is too small and not representative of a basic university or college library. Surely we cannot compete with the larger entities but there are some very basic pieces of philosophy, history, literature, etc.. that every college library should contain. Students are too dependent on the internet and internet sources.
8	I would to see some Saturday hours, there are classes on Saturday.
9	I just wish the library could stay open longer for students in night classes.
10	I would like to see the library open earlier. For those of us that work, it' a little difficult to do research or study there when the hours are limited.

Results Overview: Open Ended Responses
Filter: No filter applied (5 Response(s) Returned)

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4. If you marked "Poor" on any of the items above, please explain how it can be improved.	
#	Response
1	There are not too many print copies of journals that my department uses, but several are in electronic form.
2	The only positive thing I can send my students to is ILL or the online journal collection.
3	Great resources, keep it up!
4	Add to all collections.
5	We will be working on building that dance holdings, which I appreciate tremendously--so I think next time around, this would not be a "poor" rating.

Results Overview: Open Ended Responses
Filter: No filter applied (3 Response(s) Returned)

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6. If you marked "Poor" on any of the items above, please explain how it can be improved.	
#	Response
1	My one issue is the large number of journals within in my field that are not part of our electronic database (they are within JSTOR - so that is why)
2	Again, students have to be careful of academic level. My department would love to see JSTORE added to the online repoitoire.
3	My students appreciate the ability to conduct research through the online collections available through the library.

Results Overview: Open Ended Responses
Filter: No filter applied (3 Response(s) Returned)

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8. If you marked "Poor" on any of the items above, please explain how it can be improved.	
#	Response
1	Lately I have not used them (different teaching assignment) however I used this part of the library the most some semesters ago. I found it very important to instruction.
2	I have never used any of your video services. Do you have EMS/Emergency care videos available for viewing? If so, I will certainly refer students to use them.
3	I've never used these but I've heard they are great and am planning on using them soon.

Results Overview: Open Ended Responses
Filter: No filter applied (12 Response(s) Returned)

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17. If your answer to the above is NO then: Please explain why you do not provide a link to the library or its electronic resources:	
#	Response
1	Never thought about it -- I'll do it now, although!
2	I didn't think of it.
3	Do not teach on-line courses.
4	Actually, it simply never occurred to me.
5	To be honest I did not know we had a link.
6	Although I teach face-to-face, I heavily use Blackboard for supplemental resources. I provide links to the LRC & library and written information on services within my syllabus.
7	Because I am a dough head
8	My course does not require such access.

9	Haven't thought of it, ouch, sorry!
10	Normally, I link them directly to an item at the college or elsewhere. JSTOR would be useful!
11	Not aware of it.
12	It's never occurred to me. I always figured the students could access the library on their own.

Results Overview: Open Ended Responses
Filter: No filter applied (28 Response(s) Returned)

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21. Do you use information sources OTHER than those provided by the Menifee Campus Library?	
#	Response
1	Internet; Google ebooks
2	Email
3	UCR Library
4	Nursing skills lab
5	UC online database
6	Internet
7	UCR Library
8	Internet sites for general information on topics.
9	Journal articles, research articles, books published in my field that are more extensive with current research, etc.
10	Internet sites
11	My own video collection, I send students to university libraries and tell them to use ILL
12	UCR library, Orange Public library, Science Daily, Discovery.com, Google scholar, Web of Science
13	own research via other sources
14	Health on the Net Foundation (www.hon.ch); Medline (National Library of Medicine); Library of Congress; Centers for Disease Control and Prevention, and many others, including my personal print & electronic library.
15	Google
16	Textbooks by other authors
17	Web sites
18	INternet
19	InNternet
20	academic library from my graduate school
21	APU Library internet
22	pubmed central is a free database for biomedical journal articles podcasts from various science journals

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23	I am a book person. I read, I purchase, I try to stay current in my field, they are my babies now that my babies are grown. I use the internet daily, for research, lectures and finding dance on film--YouTube is a big one for my dance history classes. I also use the library online dance collection frequently.
24	Westlaw
25	Private collection
26	internet department library personal resources
27	Google
28	Internet

Results Overview: Open Ended Responses
Filter: No filter applied (22 Response(s) Returned)

Displaying 1-22 of 22 Responses Select Page: [First](#) | [Previous](#) | [Next](#) | [Last](#)

22. What services would you like the library to improve or develop?	
#	Response
1	I'm content.
2	Instructional/Educational Videos, Hard Copy Journals
3	better access to electronic journals
4	Clarify some of the links in the web page. It is really busy and sometimes students get confused.
5	Hours of operation
6	More streaming video/audio.
7	Obtain some frequently used textbooks and put them on reserve. More reference books.
8	A more thorough orientation to classes when presenting the on-line access to research through the library site, writing center information, and where to locate documents on APA format.
9	I honestly don't feel knowledgeable enough to evaluate them.
10	Print BOOKS that are academic in nature. These are still vital to the success of students in academia.
11	More scientific journals (print or online), such as Journal of Physical Anthropology, and more online databases, such as Web of Knowledge/Science.
12	I like the link idea (please send it out in e-spam).
13	Expanded hours of operation as mentioned above, when budget permits.
14	Longer hours (Friday and Saturday)
15	several copies of current books in use....students often can't afford all the books needed at the beginning of the term. At least have them on reference.
16	JSTOR BOOK COLLECTIONS of the classic for humanities
17	Would like the library to have copies of all the books used by instructors.
18	Continue to add literary analysis resources (scholarly journals) for Honors classes.

19	more electronic journal access
20	more printed materials--maybe a couple of dance magazine or journal subscriptions.
21	Make the California Annotated Codes and California cases available through Lexis-Nexis. The Codes are available, but they are not annotated. Also, Black's Law Dictionary and the Harvard Blue Book of Citations should be available on line.
22	More medical journals.

Results Overview: Open Ended Responses
Filter: No filter applied (14 Response(s) Returned)

Displaying 1-14 of 14 Responses Select Page: [First](#) | [Previous](#) | [Next](#) | [Last](#)

23. Other comments or suggestions?	
#	Response
1	Thank you MVC Library!
2	I love the library! You all do an awesome job with what you have and all of the faculty/staff is extremely helpful and pleasant.
3	Having textbooks on reserve is a big help for students.
4	No
5	Thanks for working with us on the Clothesline project. I think this is a BIG and important collaborative effort.
6	Thanks for all the resources and services available!
7	More money for academic documentaries. Also, more copies. Students and instructors love them.
8	The library staff are wonderful!
9	The staff is superb and always helpful!
10	In terms of my scholarly research, the ILL service has been fantastic. Thank you!
11	Library staff is friendly, open and approachable, and totally willing to help.
12	The library staff are very helpful and assist in any request
13	Library orientations extremely helpful and comprehensive.
14	Sherri Moore is always helpful when I need help.