

**MVC LIBRARY  
STUDENT SATISFACTION  
SURVEY  
SPRING 2011**

A survey to gauge student satisfaction with library resources, services and measure Department Learning Outcomes was administered in the spring semester of 2011. The survey consisted of 22 questions. Zoomerang was used record student responses. A link to the survey was posted on the MVC Library website during the spring semester of 2011.

The survey results consist of the questions and answers and comments from the students.

-Sherri Moore, Librarian

October 10, 2011

## Zoomerang Survey Results

### Menifee Valley Campus Library Satisfaction Survey – STUDENTS – Spring 2011

Response Status: Completes

Filter: No filter applied

May 10, 2011 3:32 PM PST

**Please evaluate the Menifee Campus Library services and collections Please help us improve library services by evaluating our services and collections. This survey consists of 22 questions and should take approximately 5 minutes to complete. All answers are anonymous.**

#### 1. In the past six months how often did you visit the library?

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

	daily	weekly	monthly	yearly	never
In Person	52 23%	92 40%	41 18%	14 6%	32 14%
On the Web	20 10%	41 20%	55 27%	20 10%	71 34%

**2. If you use the library in person what are the resources that you use? Check all that apply**

Individual or group study space	136	63%
Online Library Resources (catalog, databases, e-books) for class assignments	101	47%
Computer access for online coursework (BlackBoard)	126	58%
Computer access for completing class assignments (word processing, Powerpoint, etc.)	109	50%
Computer access for e-mail or Internet	114	53%
Internet access for games	11	5%
Internet access for social networking (MySpace or Facebook)	39	18%
Use textbooks on reserve	90	41%
Made photocopies/printed from computers	112	52%
Use wireless Internet (laptop computer)	81	37%
Read magazines/newspapers	43	20%
Check out a book	78	36%
Check out DVD's or CD's	29	13%
Other, please specify	30	14%

**3. How often do you use the library's online resources for research (library catalog, databases, e-books)?**

daily	10	4%
weekly	55	24%
monthly	75	32%
yearly	23	10%
never	39	17%
I do not know about these resources	30	13%
<b>Total</b>	<b>232</b>	<b>100%</b>

**4. Please rate your level of satisfaction with the following library services and resources. Select only one answer per resource or service.**

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**

**Know about resource but never used**

**Do not know about this resource**

	<b>/service</b>					
Librarian assistance with research	80 35%	34 15%	30 13%	1 0%	62 27%	23 10%
Library Hours	78 34%	69 30%	26 11%	30 13%	13 6%	16 7%
Library's online book catalog	57 25%	52 23%	38 17%	7 3%	40 17%	35 15%
Library Website information	67 29%	62 27%	42 18%	9 4%	25 11%	25 11%
Library online databases (Ebsco, etc.)	74 33%	57 25%	30 13%	4 2%	29 13%	33 15%
Electronic book collections	49 21%	37 16%	44 19%	6 3%	47 21%	45 20%
Interlibrary loan service	38 17%	27 12%	33 15%	4 2%	50 22%	74 33%
Off campus access to online resources (e-books, databases)	67 29%	41 18%	35 15%	7 3%	34 15%	44 19%
Computer access	111 49%	63 28%	13 6%	6 3%	22 10%	13 6%
Textbook reserves	64 28%	51 22%	32 14%	12 5%	47 21%	22 10%
Staff assistance at the check- out desk	101 44%	53 23%	18 8%	7 3%	38 17%	13 6%
Library orientations/workshops	52 23%	34 15%	27 12%	4 2%	60 27%	47 21%
Magazine/journal collection (print format)	44 19%	49 21%	28 12%	4 2%	67 29%	37 16%
Book collection(print format)	57 25%	54 24%	37 16%	7 3%	48 21%	22 10%
Video collection(DVD)	32 14%	38 17%	35 16%	6 3%	71 32%	43 19%
Streaming video collections (online)	23 10%	20 9%	37 16%	3 1%	70 31%	72 32%
Audio collections (CD, MP3)	24 11%	31 14%	36 16%	4 2%	79 35%	53 23%
Streaming audio collections (online)	25 11%	20 9%	35 15%	3 1%	69 31%	74 33%
Photocopying/printing	84 37%	59 26%	17 7%	10 4%	38 17%	21 9%

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

50 Responses

**6. In the past six months, did you ever ask library staff for help?**

Yes	137	61%
No	87	39%
<b>Total</b>	<b>224</b>	<b>100%</b>

**7. If you have asked a librarian for research assistance, what method of contact did you use?**

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	<b>This semester</b>	<b>Never</b>	<b>Did not know about this service</b>
Chat	17 10%	103 61%	48 29%
Email	14 8%	117 71%	34 21%
In Person	134 67%	50 25%	15 8%
Phone	24 14%	119 70%	27 16%

**8. Please rate the library's customer service at the Circulation/Check-Out Desk**

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>Don't Know</b>
Competency/knowledge of library staff	107 48%	41 18%	13 6%	3 1%	60 27%
Courtesy of library staff	122 54%	31 14%	13 6%	10 4%	48 21%

Overall quality of Circulation Service	111	37	16	4	55
	50%	17%	7%	2%	25%

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

11 Responses

**10. Please rate the library's customer service at the Reference Desk**

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	103 46%	35 16%	11 5%	2 1%	72 32%
Courtesy of library staff	115 52%	32 14%	14 6%	3 1%	59 26%
Overall quality of Reference Service	103 46%	42 19%	13 6%	2 1%	63 28%

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

7 Responses

**12. I know how to navigate to the library's website remotely (from off campus) and access the library's online resources**

Yes	157	69%
No	71	31%
<b>Total</b>	<b>228</b>	<b>100%</b>

**13. IF YES to #12, then answer below: If you have accessed the library's databases(Ebsco, Proquest, etc.) and electronic books remotely (from off campus) did you:**

Log in with your MSJC (BlackBoard) username and password	154	96%
Ask the librarians for the usernames and passwords to the databases	7	4%
<b>Total</b>	161	100%

**14. When you use the library's resources from home or in the library (book catalog, databases, e-books, etc.) How successful are you in finding information?**

Always successful	81	36%
Sometimes successful	80	36%
Not successful	8	4%
Never used library resources	54	24%
<b>Total</b>	223	100%

**15. If you were not successful in finding information, did you ask a librarian for assistance?**

Yes	86	46%
No	75	40%
Didn't know I could ask for help	28	15%
<b>Total</b>	189	100%

**16. Please rank the library's collections in terms of their importance to your research needs (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	OR I never use these resources
Print book collection	56 32%	23 13%	14 8%	10 6%	0 0%	73 41%
Electronic databases (Ebsco, Proquest, etc.)	47 27%	33 19%	17 10%	5 3%	4 2%	68 39%

Electronic book collections	10 5%	24 13%	38 21%	17 9%	5 3%	88 48%
Print periodical collection	15 8%	16 9%	18 10%	38 21%	9 5%	89 48%
Audio visual (DVD, CD, streaming video/audio)	12 6%	20 9%	14 7%	11 5%	40 19%	114 54%

**17. If you answered NEVER USE for the above question: What is the main reason that you do NOT use the library's resources ? (select one)**

I use the Internet for my research	94	60%
I don't need to do research	20	13%
I purchase my own materials	13	8%
Other, please specify	29	19%
<b>Total</b>	<b>156</b>	<b>100%</b>

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

Yes	104	49%
No	109	51%
<b>Total</b>	<b>213</b>	<b>100%</b>

**19. How important is the library to you?**

Very important	162	71%
Important	46	20%
Somewhat important	12	5%
Not important	8	4%
<b>Total</b>	<b>228</b>	<b>100%</b>

**20. Overall, how do you rate the Menifee Campus Library and its services?**

Excellent	125	55%
Good	64	28%
Fair	15	7%
Poor	4	2%
Don't Know	20	9%
<b>Total</b>	<b>228</b>	<b>100%</b>

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

91 Responses

**22. Other comments or suggestions**

46 Responses