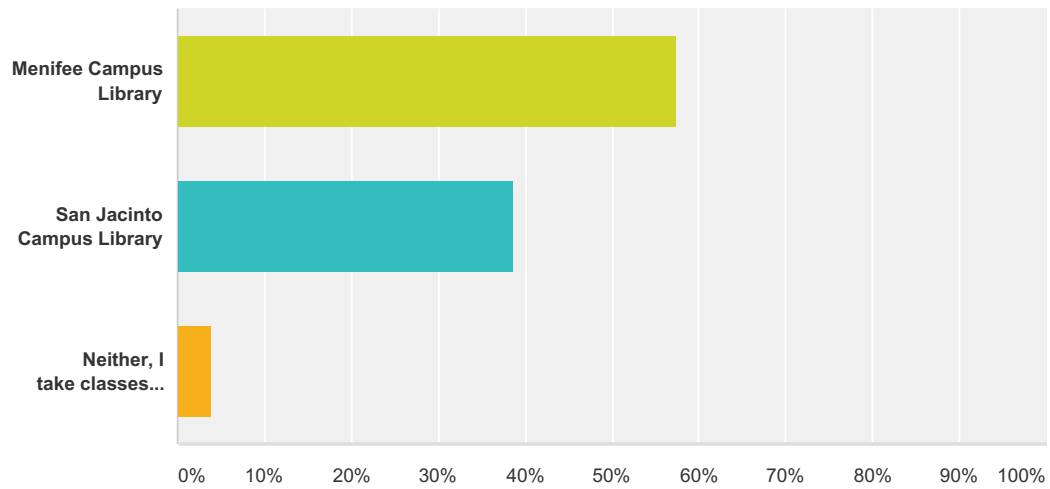


**Q1 Please identify the specific library that you are evaluating (required question)**

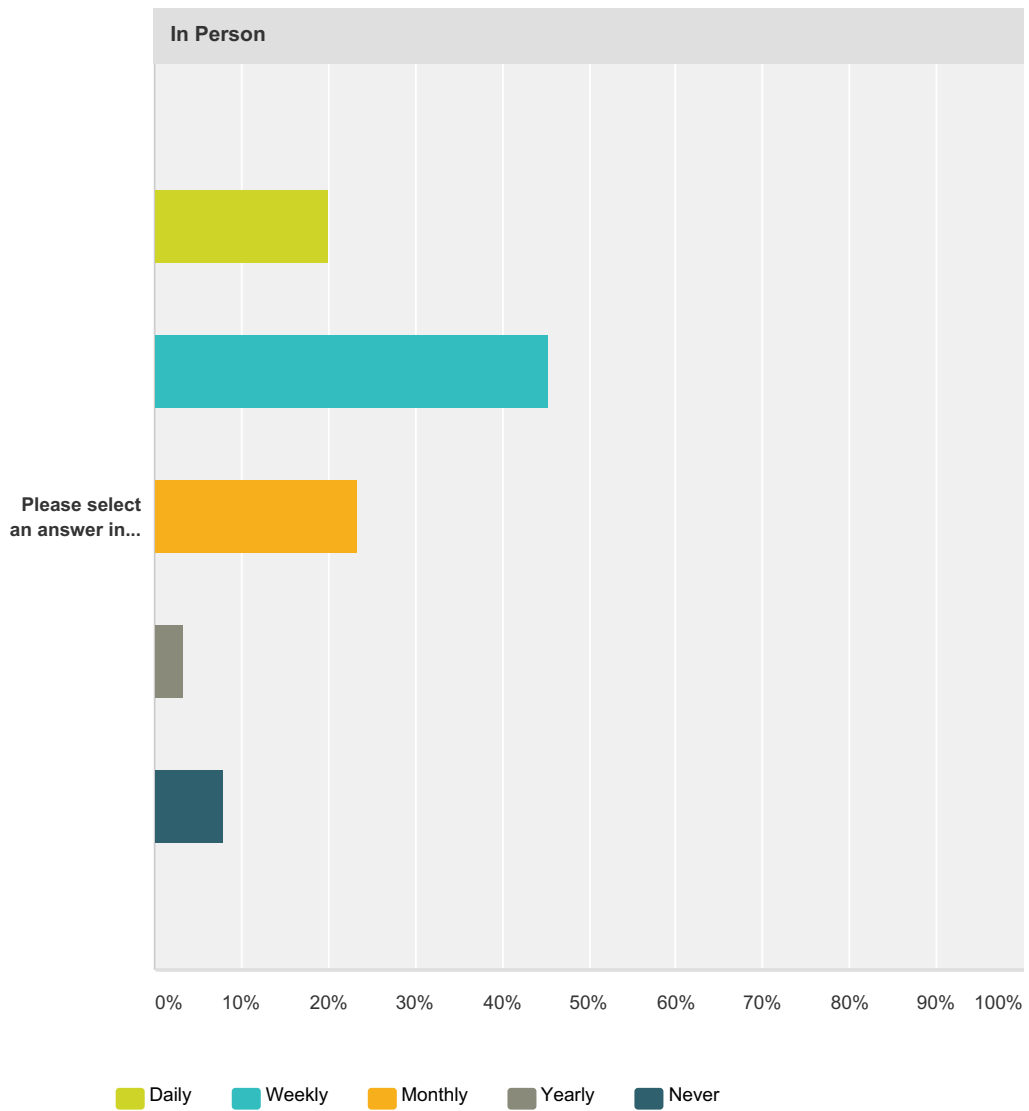
Answered: 150 Skipped: 0



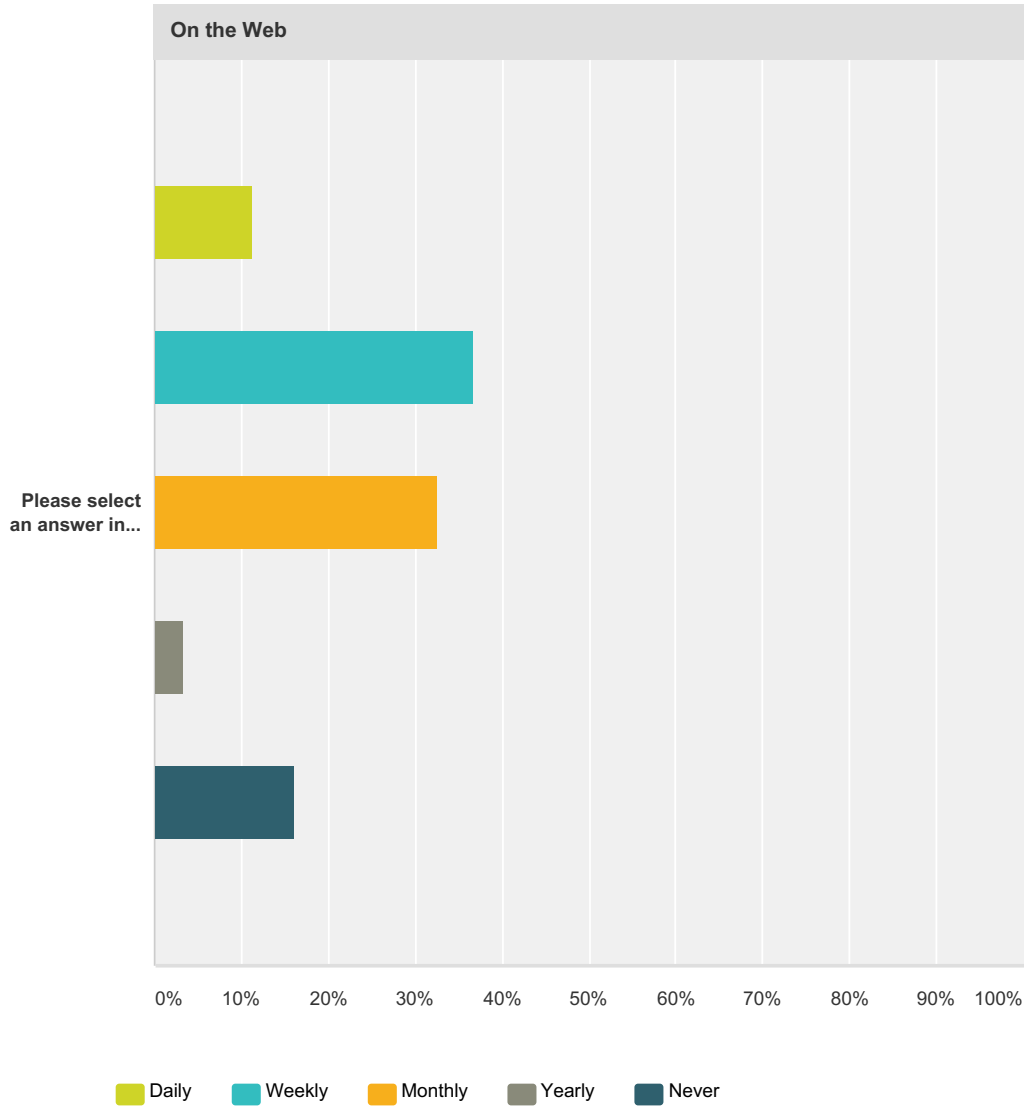
Answer Choices	Responses
Menifee Campus Library	57.33% 86
San Jacinto Campus Library	38.67% 58
Neither, I take classes exclusively online	4.00% 6
<b>Total</b>	<b>150</b>

**Q2 In the past six months how often did you visit the library? (required question)**

Answered: 150 Skipped: 0



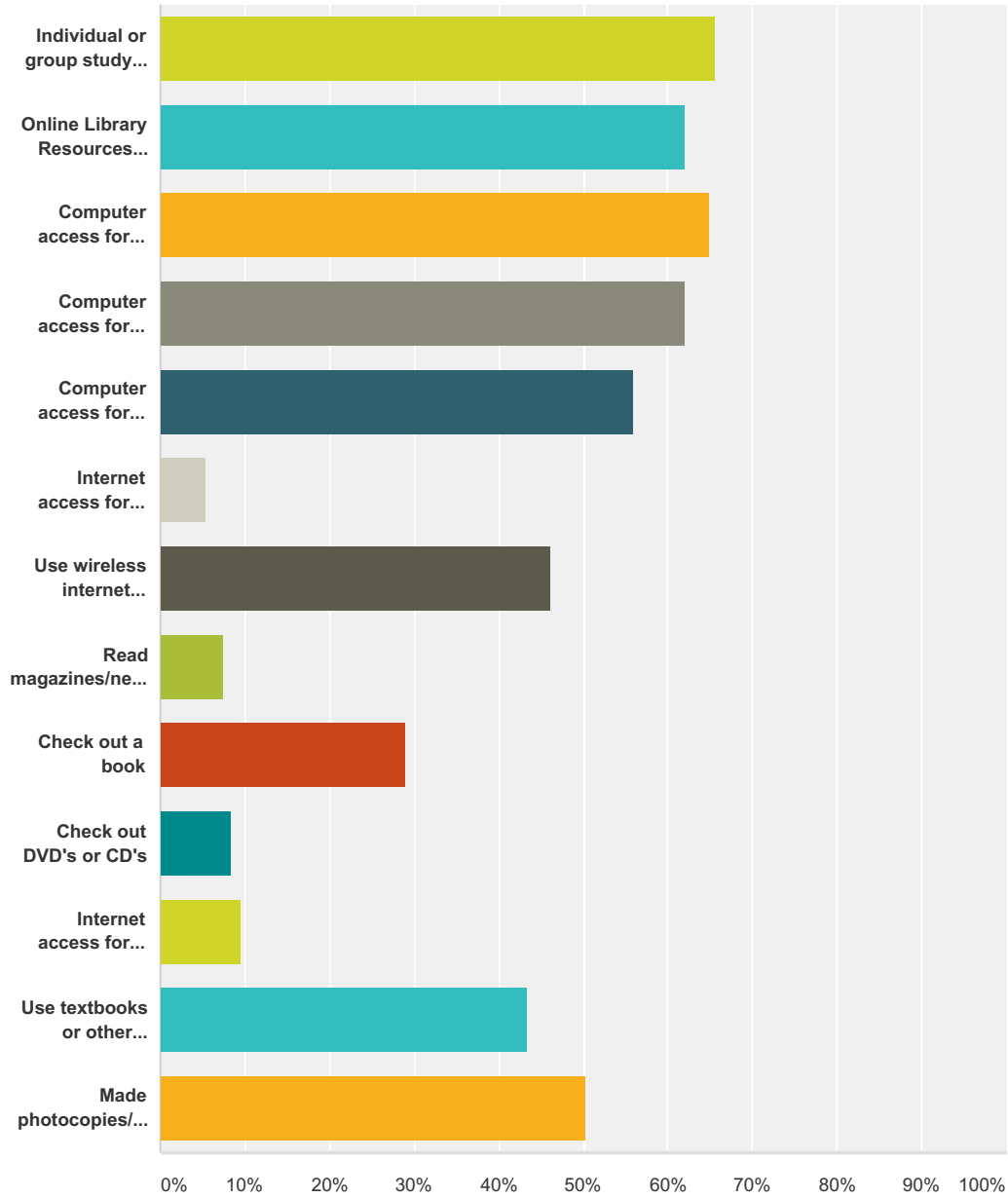
MSJC Library Satisfaction Survey - STUDENTS - Fall 2015



In Person						
	Daily	Weekly	Monthly	Yearly	Never	Total
Please select an answer in each field	20.00% 30	45.33% 68	23.33% 35	3.33% 5	8.00% 12	150
On the Web						
	Daily	Weekly	Monthly	Yearly	Never	Total
Please select an answer in each field	11.33% 17	36.67% 55	32.67% 49	3.33% 5	16.00% 24	150

**Q3 If you use the library in person what are the resources that you use? Check all that apply**

Answered: 145 Skipped: 5



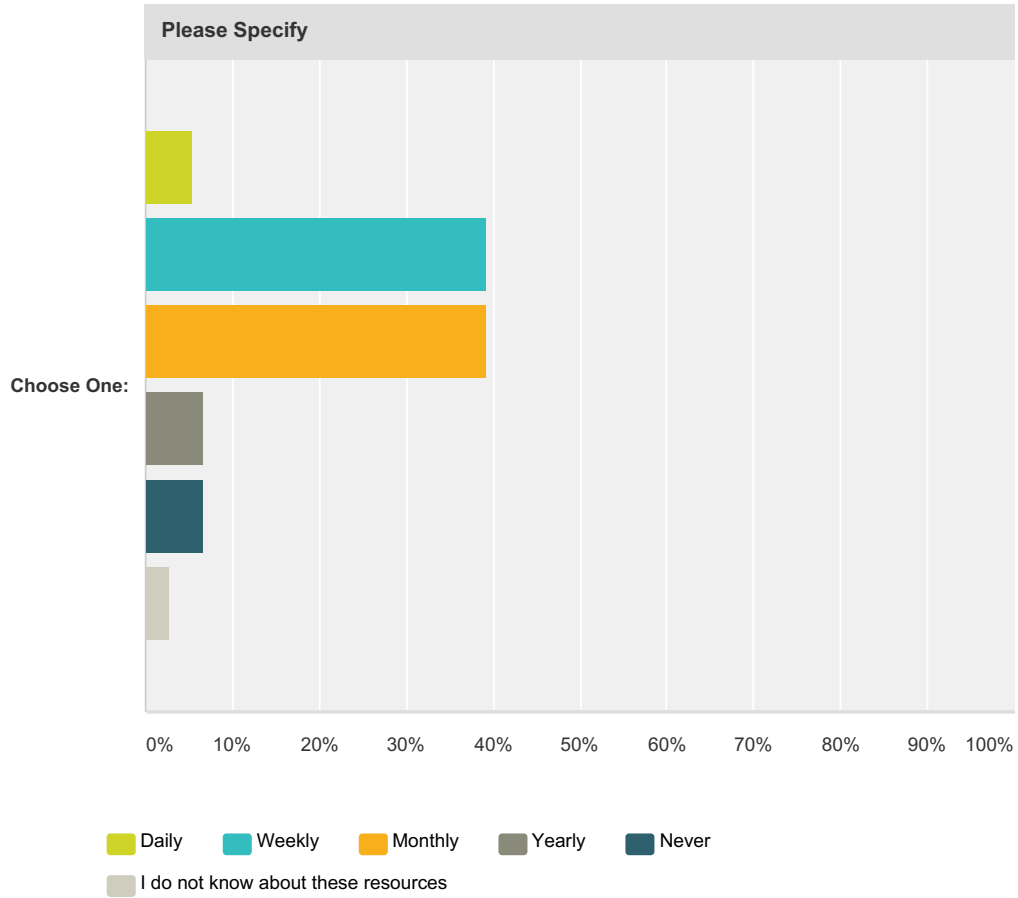
Answer Choices	Responses
Individual or group study space	65.52% 95
Online Library Resources (catalog, databases, e-books) for class assignments	62.07% 90
Computer access for online coursework (Blackboard)	64.83% 94
Computer access for completing class assignments (word processing, Powerpoint, etc)	62.07% 90
Computer access for e-mail or Internet	55.86% 81

## MSJC Library Satisfaction Survey - STUDENTS - Fall 2015

Internet access for games	5.52%	8
Use wireless internet (laptop computer)	46.21%	67
Read magazines/newspapers	7.59%	11
Check out a book	28.97%	42
Check out DVD's or CD's	8.28%	12
Internet access for social networking (Facebook, Flickr, etc)	9.66%	14
Use textbooks or other material on reserve	43.45%	63
Made photocopies/printed from computers	50.34%	73
<b>Total Respondents: 145</b>		

### Q4 How often do you use the library's online resources for research (library catalog, databases, e-books)?

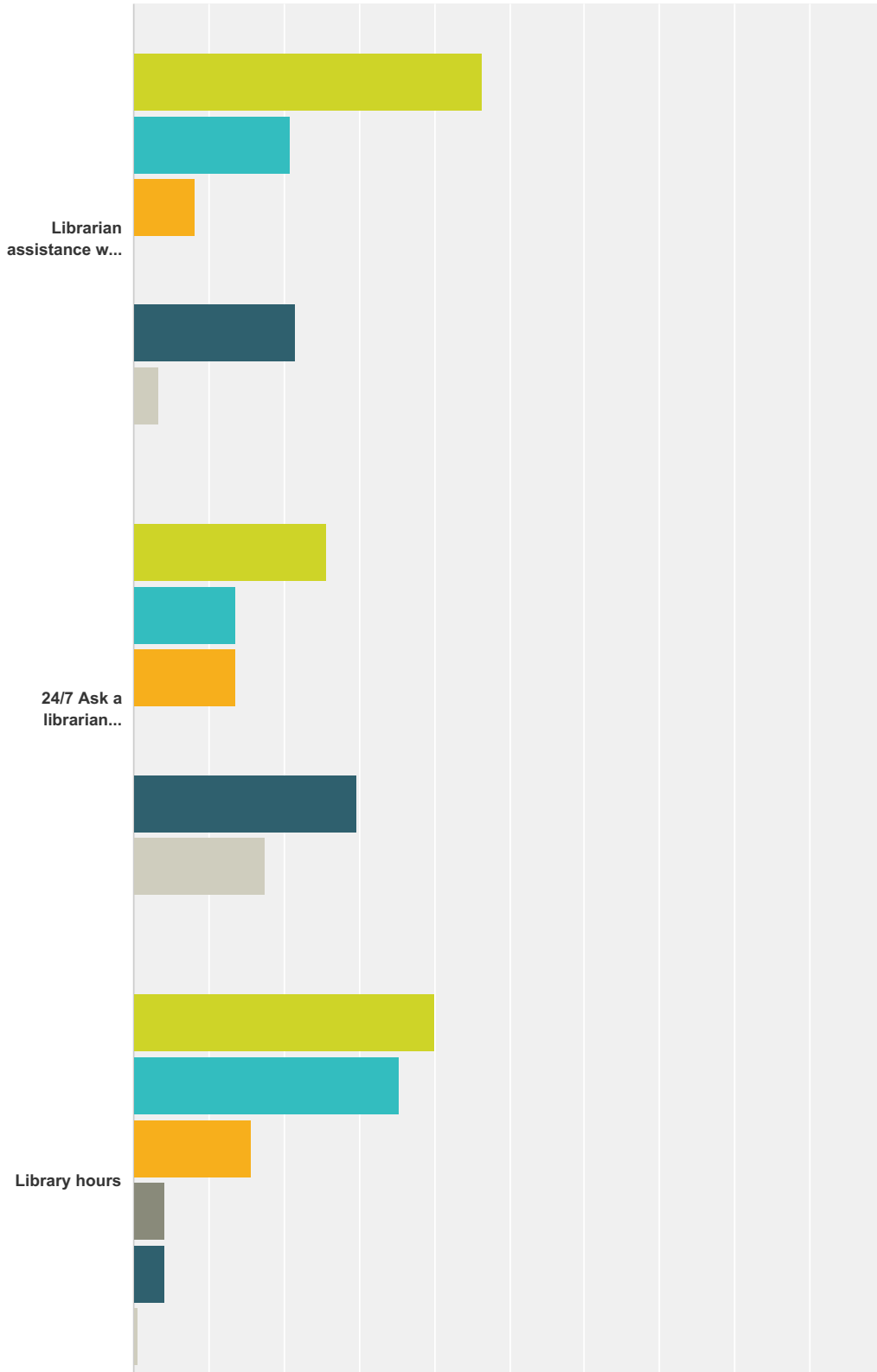
Answered: 150 Skipped: 0



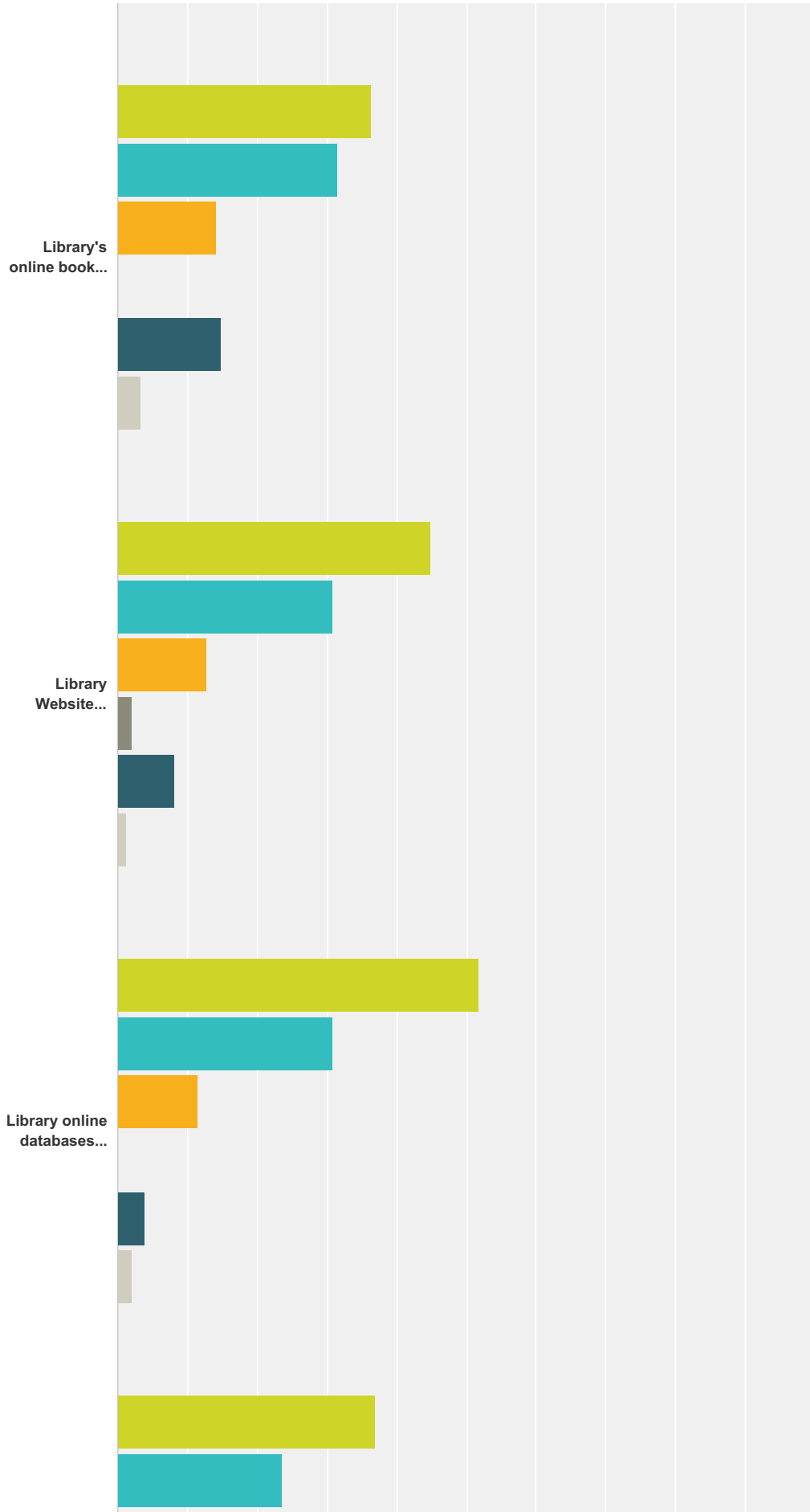
Please Specify							Total
	Daily	Weekly	Monthly	Yearly	Never	I do not know about these resources	
Choose One:	5.33%	39.33%	39.33%	6.67%	6.67%	2.67%	150
	8	59	59	10	10	4	

**Q5 Please rate your level of satisfaction with the following library services and resources. Select only one answer per resource or service**

Answered: 149 Skipped: 1

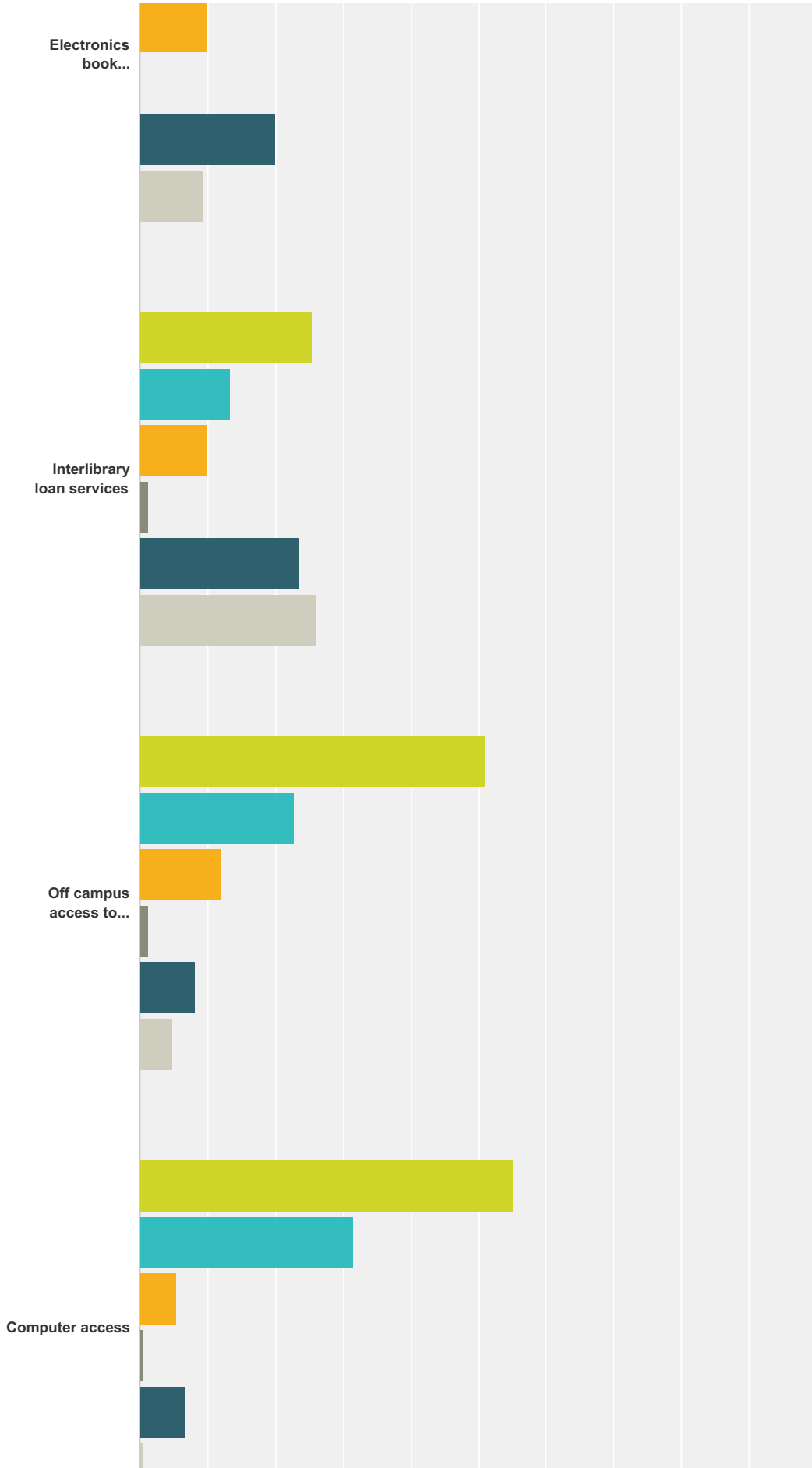


MSJC Library Satisfaction Survey - STUDENTS - Fall 2015

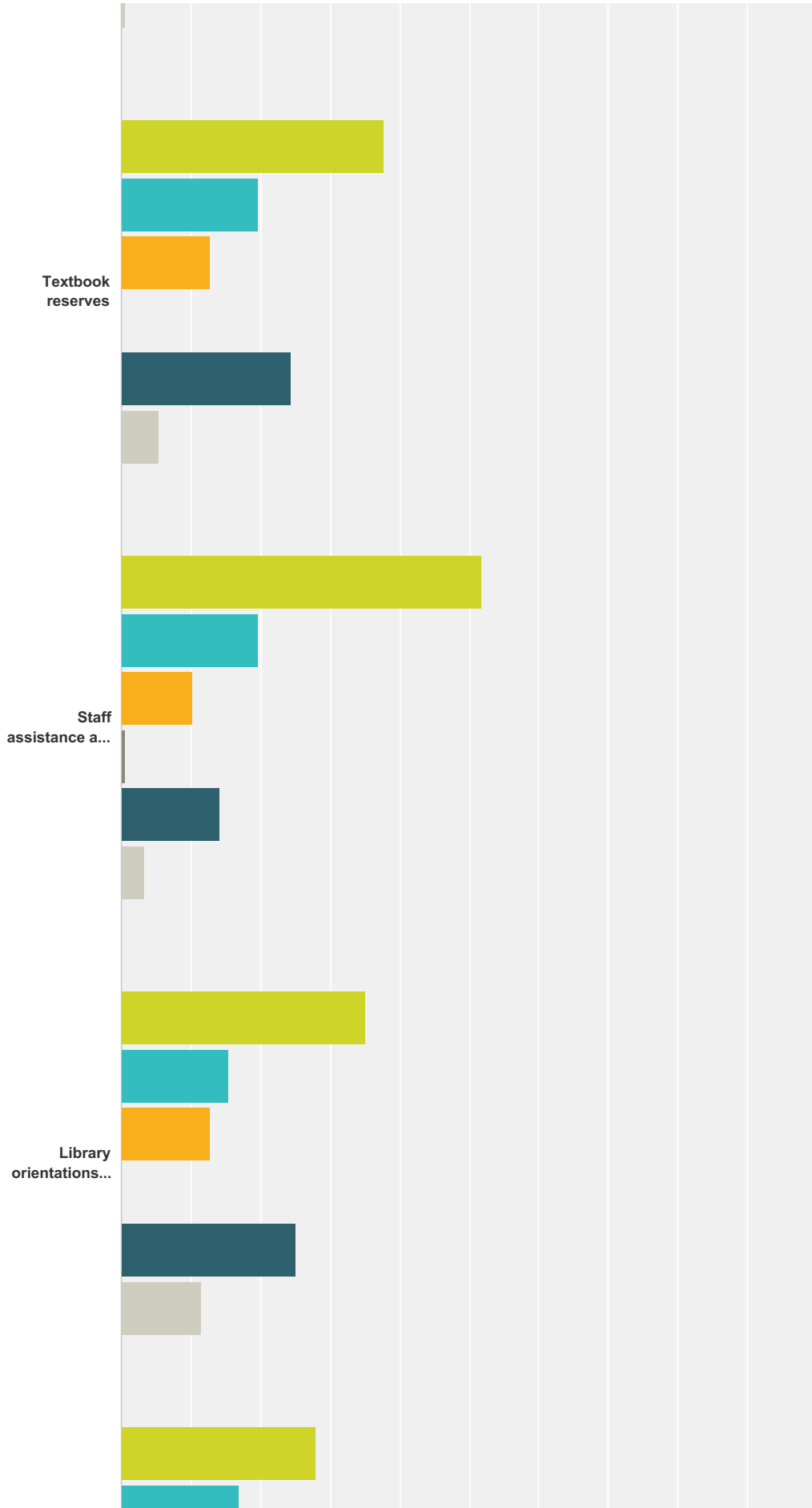




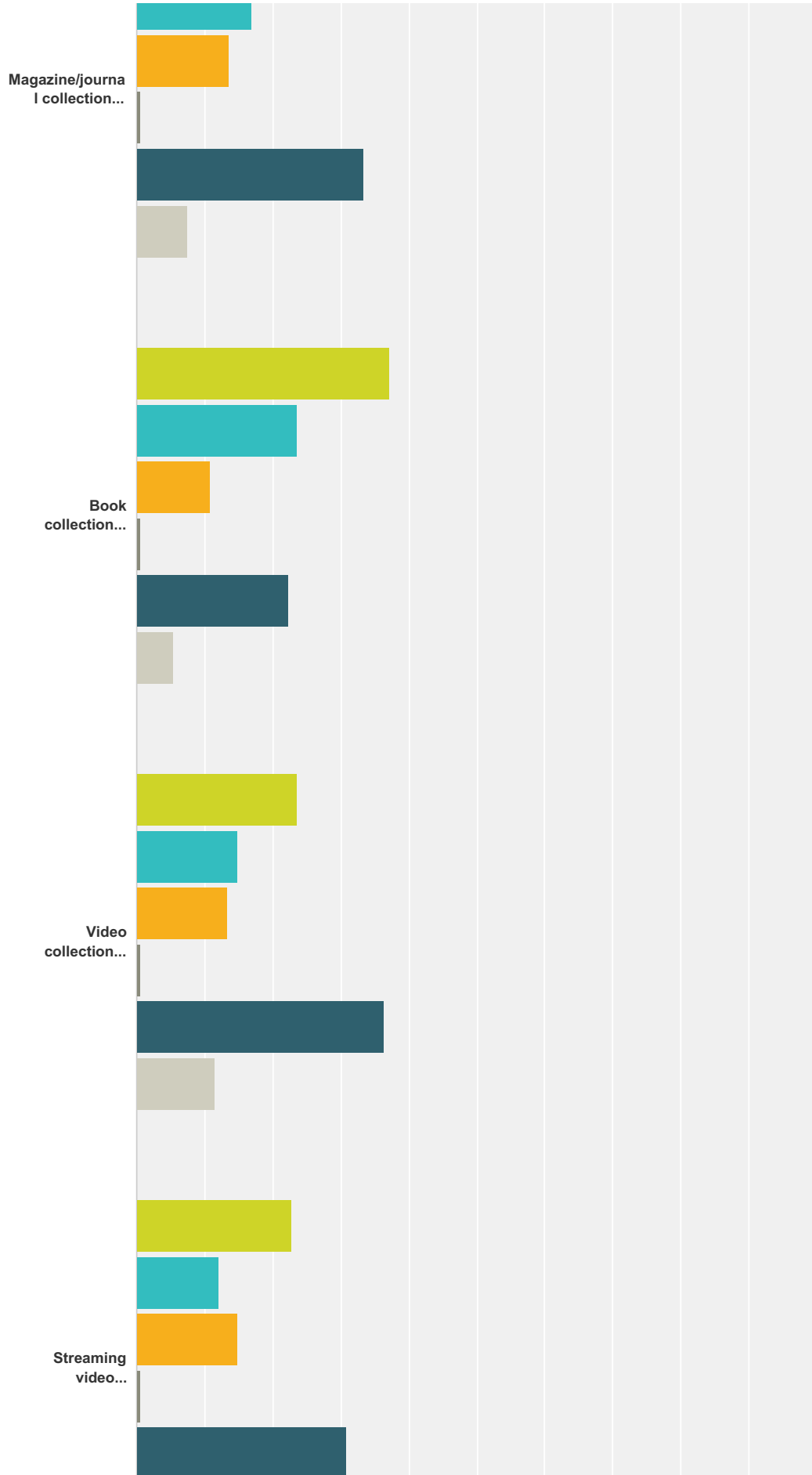
MSJC Library Satisfaction Survey - STUDENTS - Fall 2015



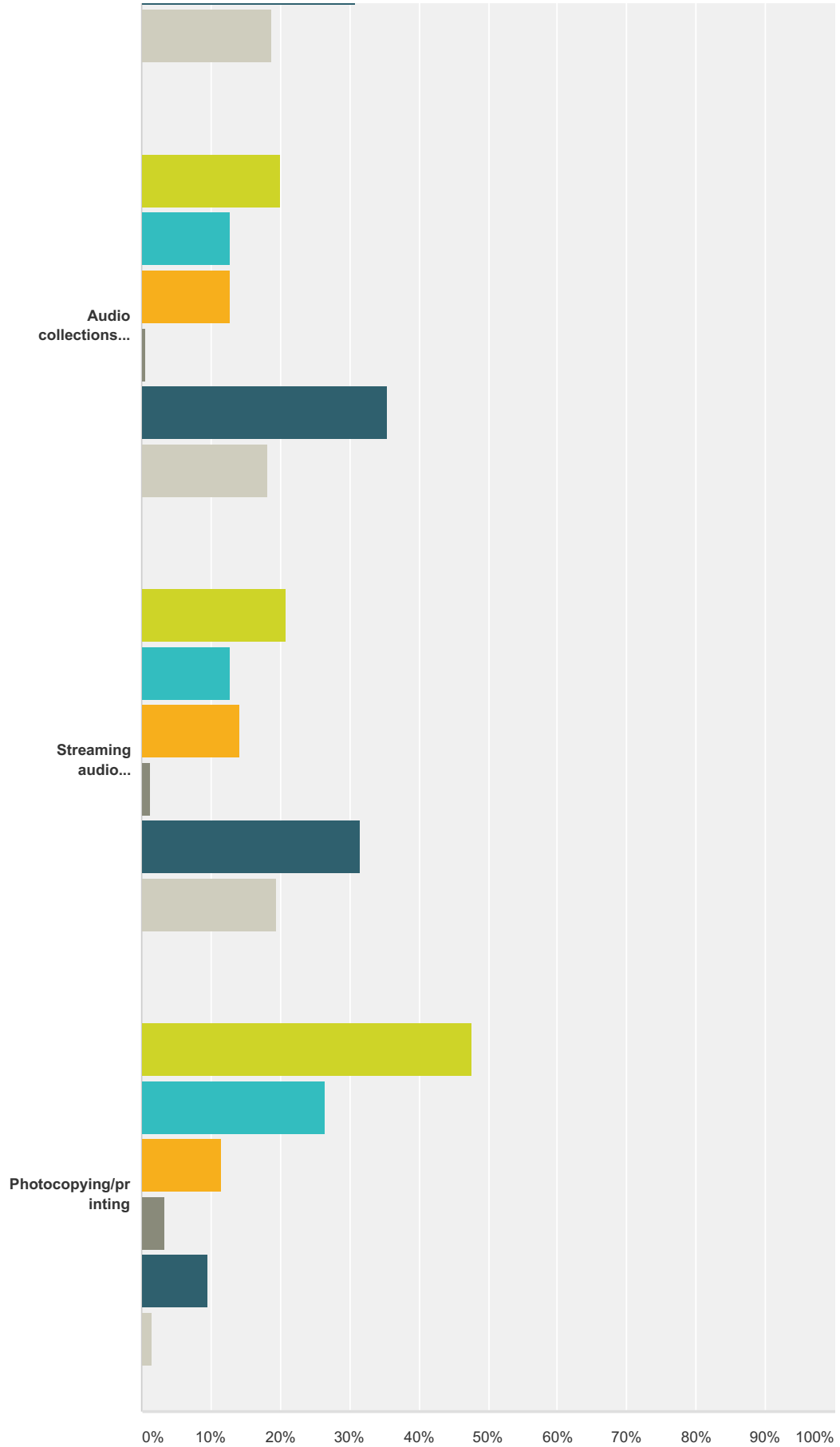
MSJC Library Satisfaction Survey - STUDENTS - Fall 2015



MSJC Library Satisfaction Survey - STUDENTS - Fall 2015



MSJC Library Satisfaction Survey - STUDENTS - Fall 2015



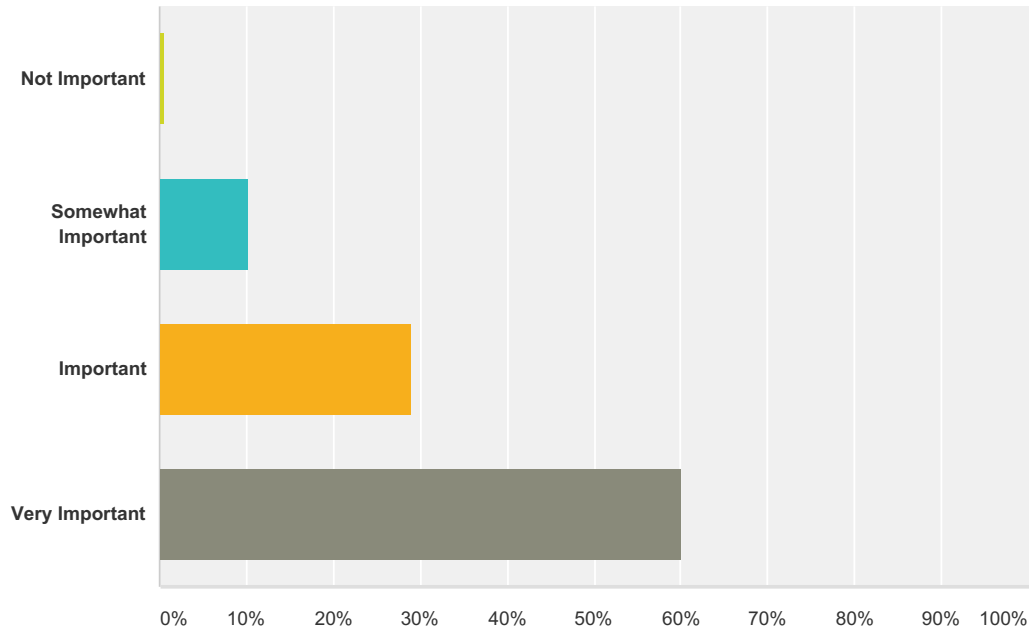
## MSJC Library Satisfaction Survey - STUDENTS - Fall 2015

■ Very Satisfied   
 ■ Satisfied   
 ■ Neutral   
 ■ Dissatisfied  
■ Know about resource but never used   
 ■ Do not know about this resource/service

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Know about resource but never used	Do not know about this resource/service	Total
Librarian assistance with research	46.31% 69	20.81% 31	8.05% 12	0.00% 0	21.48% 32	3.36% 5	149
24/7 Ask a librarian online research assistance	25.68% 38	13.51% 20	13.51% 20	0.00% 0	29.73% 44	17.57% 26	148
Library hours	40.14% 59	35.37% 52	15.65% 23	4.08% 6	4.08% 6	0.68% 1	147
Library's online book catalog	36.24% 54	31.54% 47	14.09% 21	0.00% 0	14.77% 22	3.36% 5	149
Library Website Information	44.97% 67	30.87% 46	12.75% 19	2.01% 3	8.05% 12	1.34% 2	149
Library online databases (Ebsco, etc.)	51.68% 77	30.87% 46	11.41% 17	0.00% 0	4.03% 6	2.01% 3	149
Electronics book collections	36.91% 55	23.49% 35	10.07% 15	0.00% 0	20.13% 30	9.40% 14	149
Interlibrary loan services	25.50% 38	13.42% 20	10.07% 15	1.34% 2	23.49% 35	26.17% 39	149
Off campus access to online resources (e-books, databases)	51.01% 76	22.82% 34	12.08% 18	1.34% 2	8.05% 12	4.70% 7	149
Computer access	55.03% 82	31.54% 47	5.37% 8	0.67% 1	6.71% 10	0.67% 1	149
Textbook reserves	37.84% 56	19.59% 29	12.84% 19	0.00% 0	24.32% 36	5.41% 8	148
Staff assistance at the check-out desk	51.70% 76	19.73% 29	10.20% 15	0.68% 1	14.29% 21	3.40% 5	147
Library orientations/workshops	35.14% 52	15.54% 23	12.84% 19	0.00% 0	25.00% 37	11.49% 17	148
Magazine/journal collection (print format)	27.89% 41	17.01% 25	13.61% 20	0.68% 1	33.33% 49	7.48% 11	147
Book collection (print format)	37.16% 55	23.65% 35	10.81% 16	0.68% 1	22.30% 33	5.41% 8	148
Video collection (DVD)	23.49% 35	14.77% 22	13.42% 20	0.67% 1	36.24% 54	11.41% 17	149
Streaming video collections (online)	22.82% 34	12.08% 18	14.77% 22	0.67% 1	30.87% 46	18.79% 28	149
Audio collections (CD, MP3)	20.13% 30	12.75% 19	12.75% 19	0.67% 1	35.57% 53	18.12% 27	149
Streaming audio collections (online)	20.81% 31	12.75% 19	14.09% 21	1.34% 2	31.54% 47	19.46% 29	149
Photocopying/printing	47.62% 70	26.53% 39	11.56% 17	3.40% 5	9.52% 14	1.36% 2	147

**Q6 Required textbooks are available for student use in each library (Menifee and San Jacinto). Please rate how important you feel this service is to helping you successfully complete your courses.**

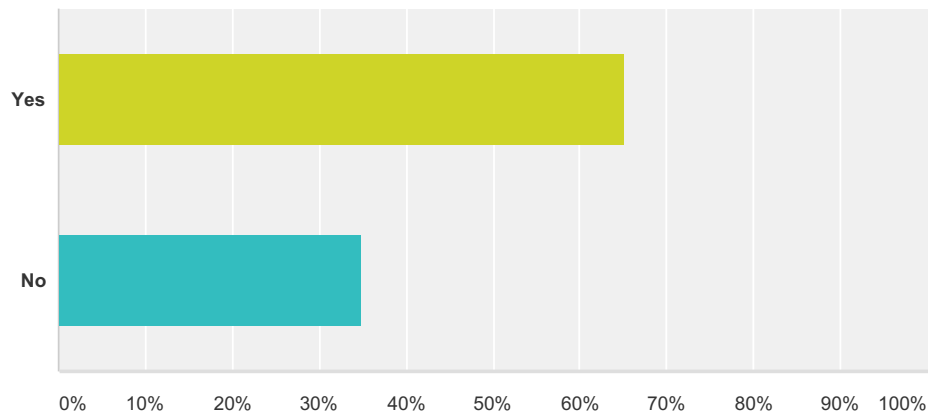
Answered: 148 Skipped: 2



Answer Choices	Responses	
Not Important	0.68%	1
Somewhat Important	10.14%	15
Important	29.05%	43
Very Important	60.14%	89
<b>Total</b>		<b>148</b>

**Q7 In the past six months, did you ever ask library staff for help?**

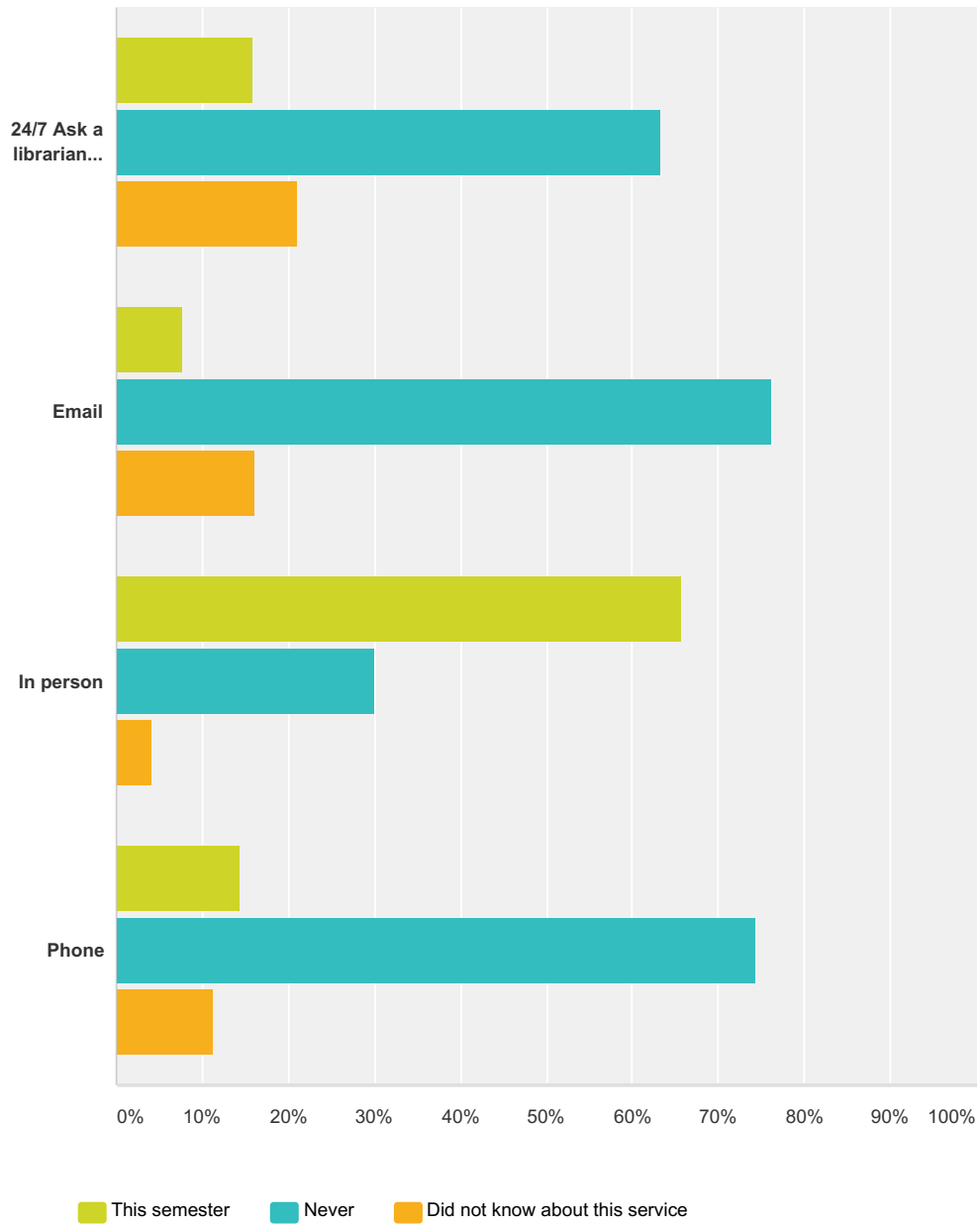
Answered: 149 Skipped: 1



Answer Choices	Responses	
Yes	65.10%	97
No	34.90%	52
<b>Total</b>		<b>149</b>

### Q8 If you ever asked a librarian for research assistance, what method of contact did you use?

Answered: 146 Skipped: 4



	This semester	Never	Did not know about this service	Total
24/7 Ask a librarian online rsearch assistance	15.79% 21	63.16% 84	21.05% 28	133
Email	7.69% 10	76.15% 99	16.15% 21	130
In person	65.75% 96	30.14% 44	4.11% 6	146

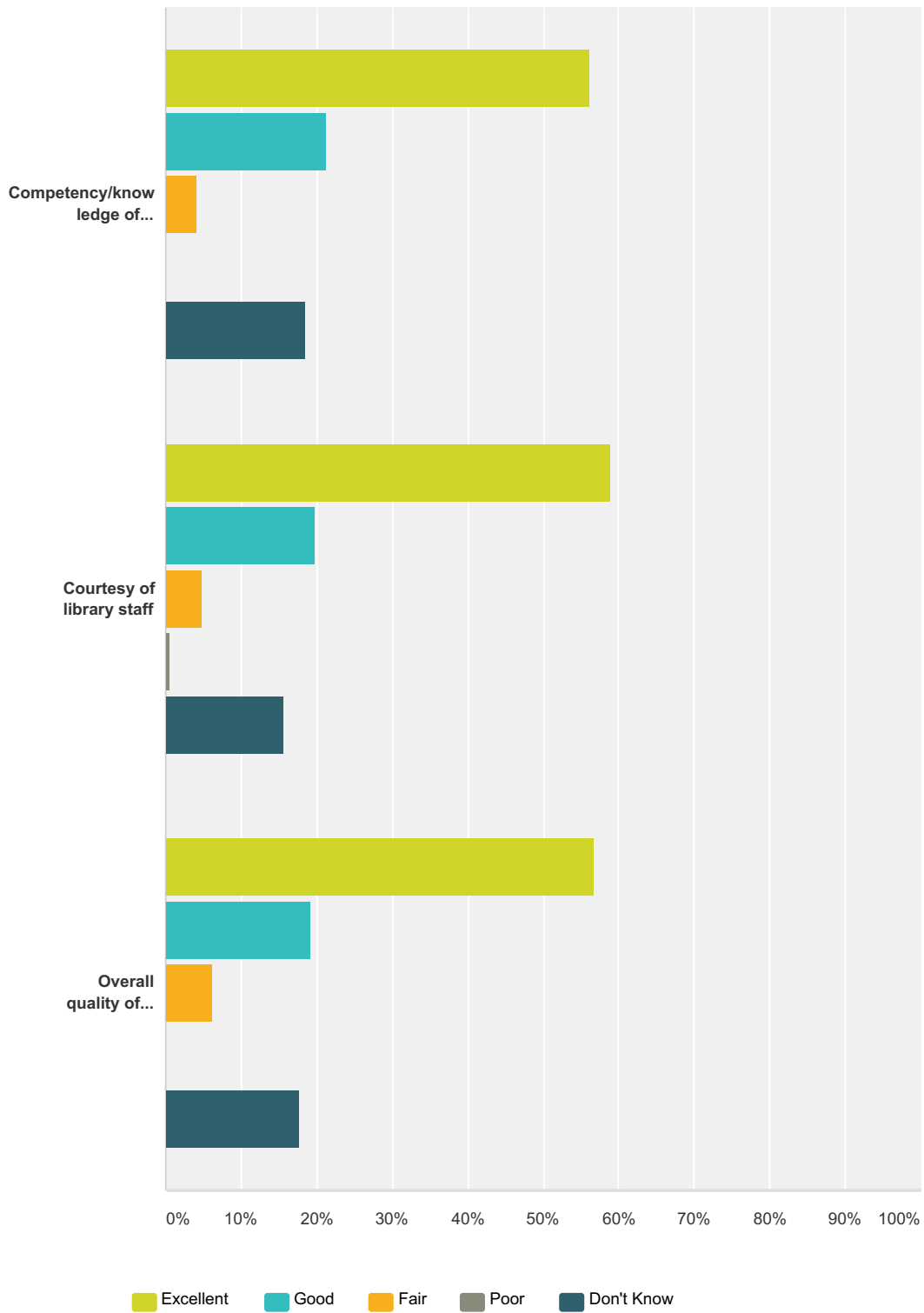


# MSJC Library Satisfaction Survey - STUDENTS - Fall 2015

Phone	<b>14.39%</b> 19	<b>74.24%</b> 98	<b>11.36%</b> 15	132
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### Q9 Please rate the library's customer service at the Circulation Desk

Answered: 146 Skipped: 4



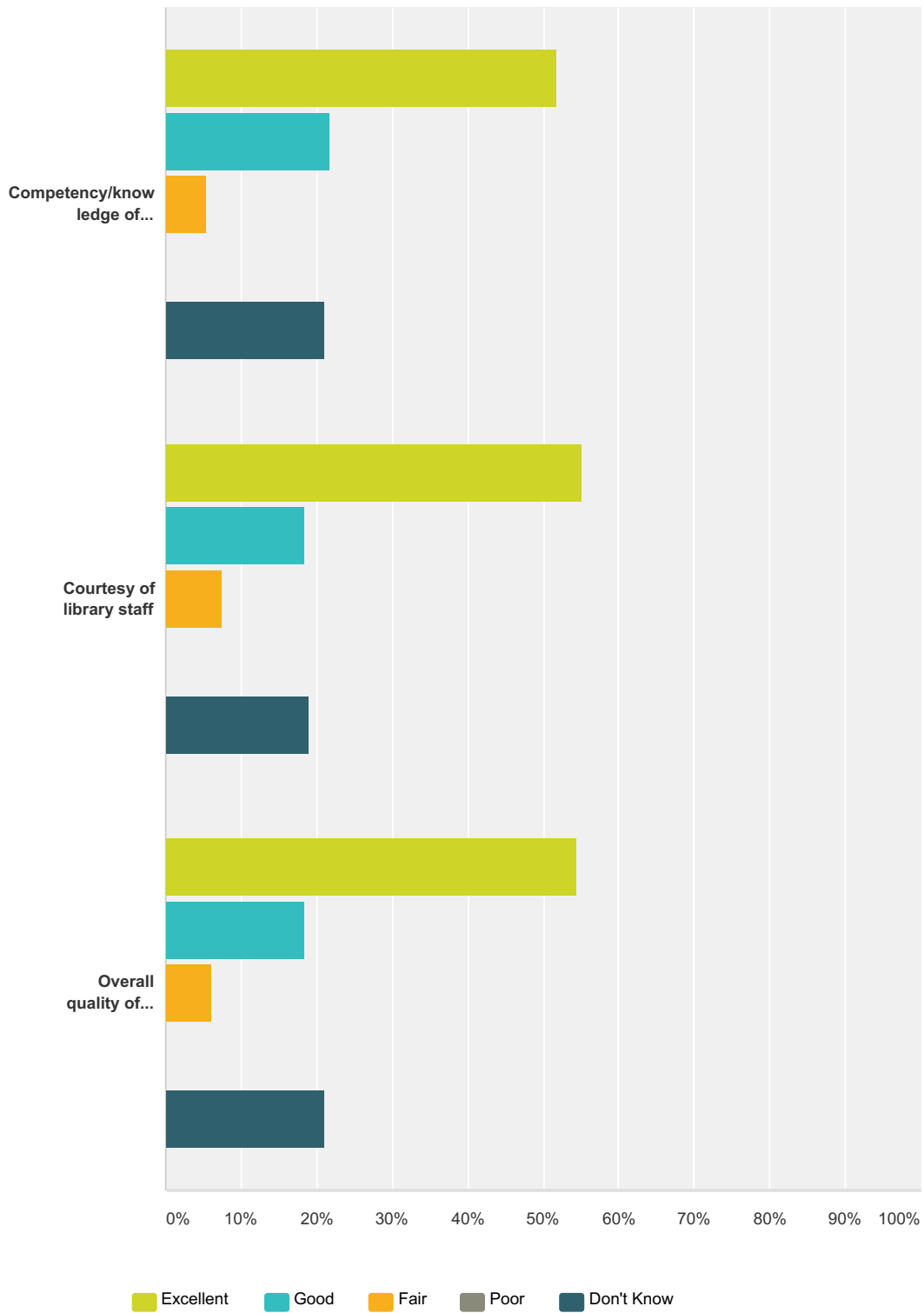
	Excellent	Good	Fair	Poor	Don't Know	Total
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MSJC Library Satisfaction Survey - STUDENTS - Fall 2015

Competency/knowledge of library staff	<b>56.16%</b> 82	<b>21.23%</b> 31	<b>4.11%</b> 6	<b>0.00%</b> 0	<b>18.49%</b> 27	146
Courtesy of library staff	<b>58.90%</b> 86	<b>19.86%</b> 29	<b>4.79%</b> 7	<b>0.68%</b> 1	<b>15.75%</b> 23	146
Overall quality of circulation service	<b>56.85%</b> 83	<b>19.18%</b> 28	<b>6.16%</b> 9	<b>0.00%</b> 0	<b>17.81%</b> 26	146

### Q10 Please rate the library's customer service at the Reference Desk

Answered: 147 Skipped: 3



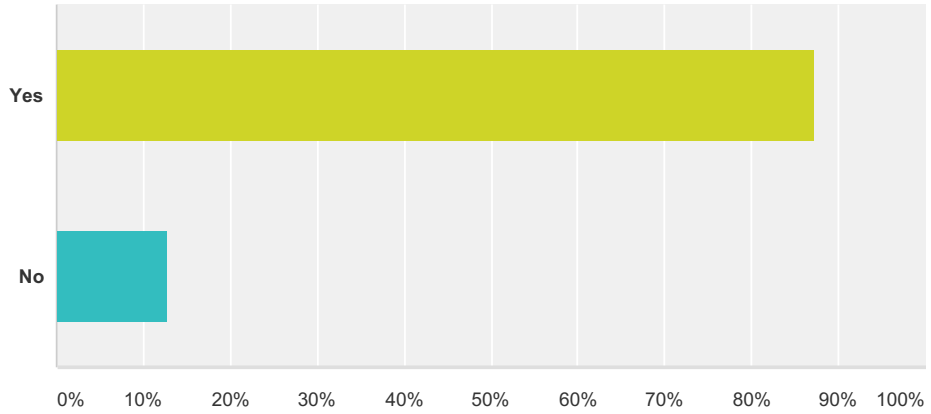
	Excellent	Good	Fair	Poor	Don't Know	Total
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MSJC Library Satisfaction Survey - STUDENTS - Fall 2015

Competency/knowledge of library staff	<b>51.70%</b> 76	<b>21.77%</b> 32	<b>5.44%</b> 8	<b>0.00%</b> 0	<b>21.09%</b> 31	147
Courtesy of library staff	<b>55.10%</b> 81	<b>18.37%</b> 27	<b>7.48%</b> 11	<b>0.00%</b> 0	<b>19.05%</b> 28	147
Overall quality of Reference Service	<b>54.42%</b> 80	<b>18.37%</b> 27	<b>6.12%</b> 9	<b>0.00%</b> 0	<b>21.09%</b> 31	147

**Q11 I know how to navigate to the library's website remotely (from off campus) and access the library's online resources**

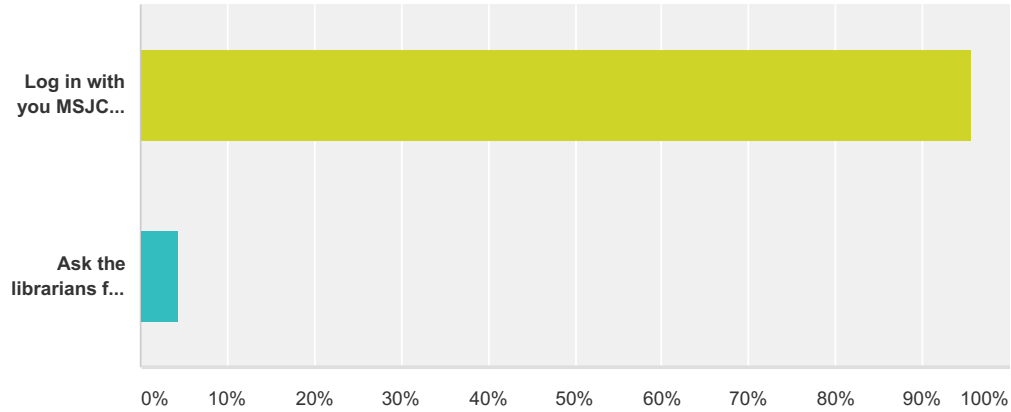
Answered: 148 Skipped: 2



Answer Choices	Responses	
Yes	87.16%	129
No	12.84%	19
<b>Total</b>		<b>148</b>

**Q12 If YES to #10, then answer below:If you have accessed the library's databases (Ebsco, Proquest, etc,) and electronic books remotely (from off campus) did you:**

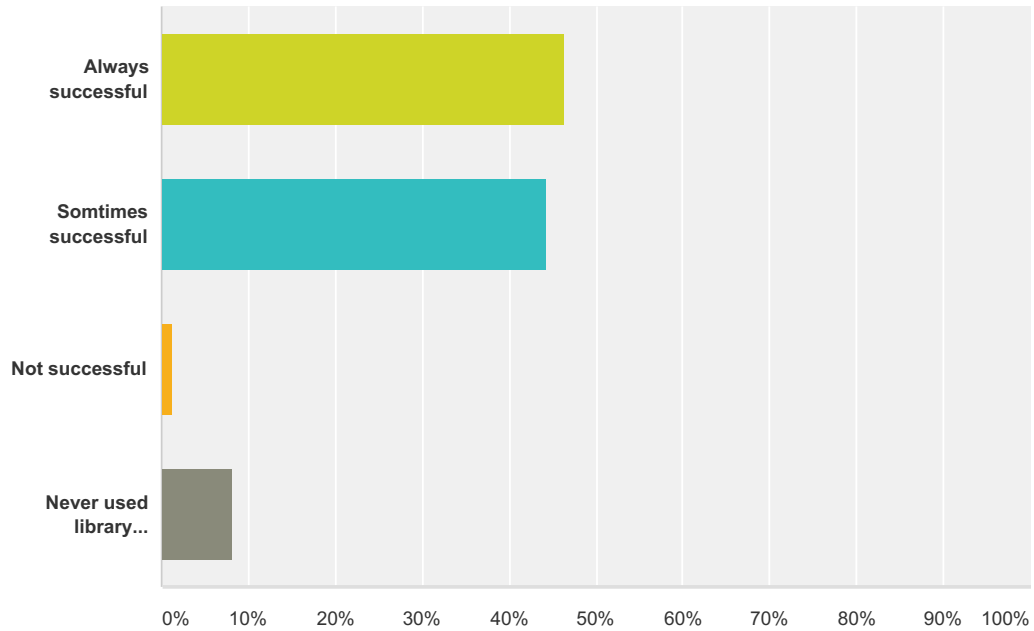
Answered: 134 Skipped: 16



Answer Choices	Responses
Log in with you MSJC (Blackboard) username and password	95.52% 128
Ask the librarians for the usernames and passwords to the databases	4.48% 6
<b>Total</b>	<b>134</b>

**Q13 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?**

Answered: 149 Skipped: 1

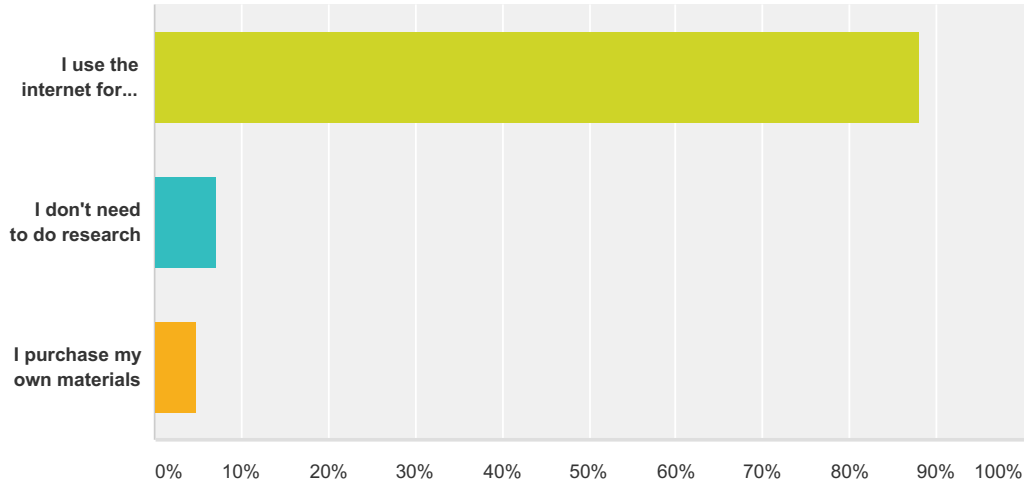


Answer Choices	Responses
Always successful	46.31% 69
Sometimes successful	44.30% 66
Not successful	1.34% 2
Never used library resources	8.05% 12
<b>Total</b>	<b>149</b>



**Q14 If the answer is NEVER USED for the above question:What is the main reason that you do NOT use the library's resources? (Select one)**

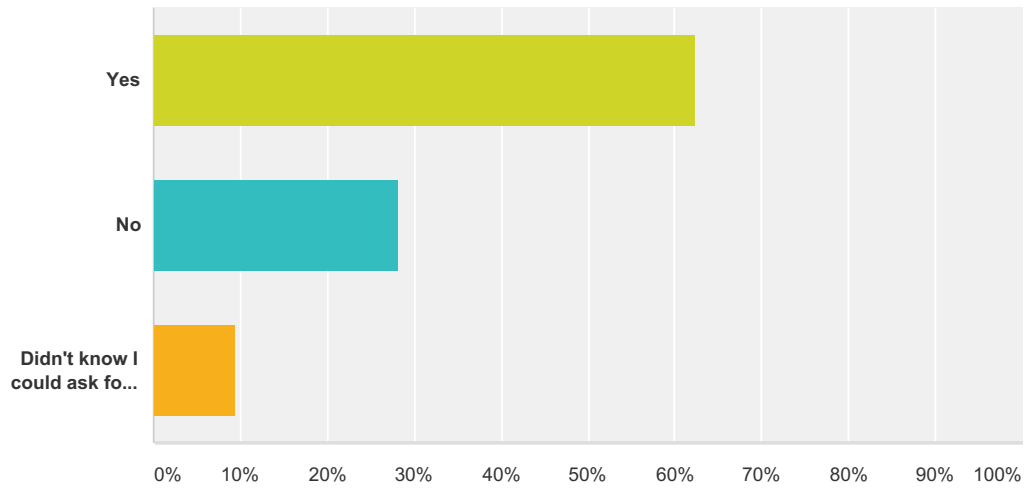
Answered: 42 Skipped: 108



Answer Choices	Responses
I use the internet for my research	88.10% 37
I don't need to do research	7.14% 3
I purchase my own materials	4.76% 2
<b>Total</b>	<b>42</b>

### Q15 If you were not successful in finding information, did you ask a librarian for assistance?

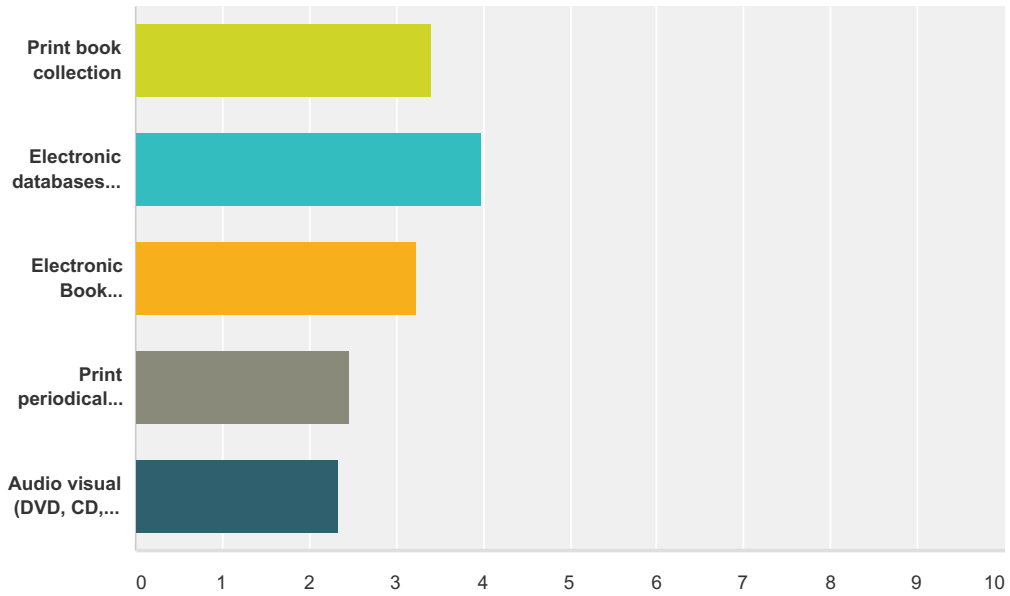
Answered: 128 Skipped: 22



Answer Choices	Responses
Yes	62.50% 80
No	28.13% 36
Didn't know I could ask for help	9.38% 12
<b>Total</b>	<b>128</b>

**Q16 Please rank the following library collections in terms of their importance to your research needs (1 = Most Important to 5 = Least Important)**

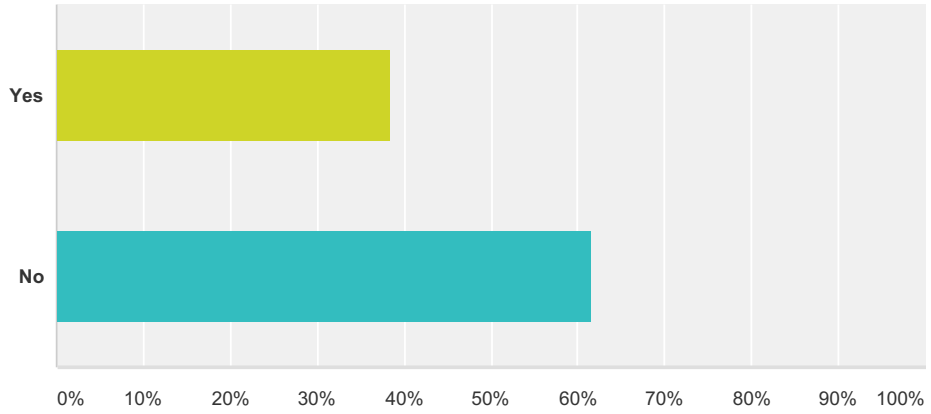
Answered: 144 Skipped: 6



	1	2	3	4	5	Total	Score
Print book collection	25.66% 29	23.01% 26	28.32% 32	12.39% 14	10.62% 12	113	3.41
Electronic databases (Ebsco Proquest, etc.)	53.45% 62	20.69% 24	8.62% 10	6.03% 7	11.21% 13	116	3.99
Electronic Book Collections	9.24% 11	31.09% 37	36.13% 43	20.17% 24	3.36% 4	119	3.23
Print periodical collection	4.10% 5	18.03% 22	17.21% 21	40.98% 50	19.67% 24	122	2.46
Audio visual (DVD, CD, streaming video/audio)	17.86% 25	8.57% 12	10.00% 14	16.43% 23	47.14% 66	140	2.34

**Q17 Do you use information sources  
OTHER than those provided by the MSJC  
Libraries?**

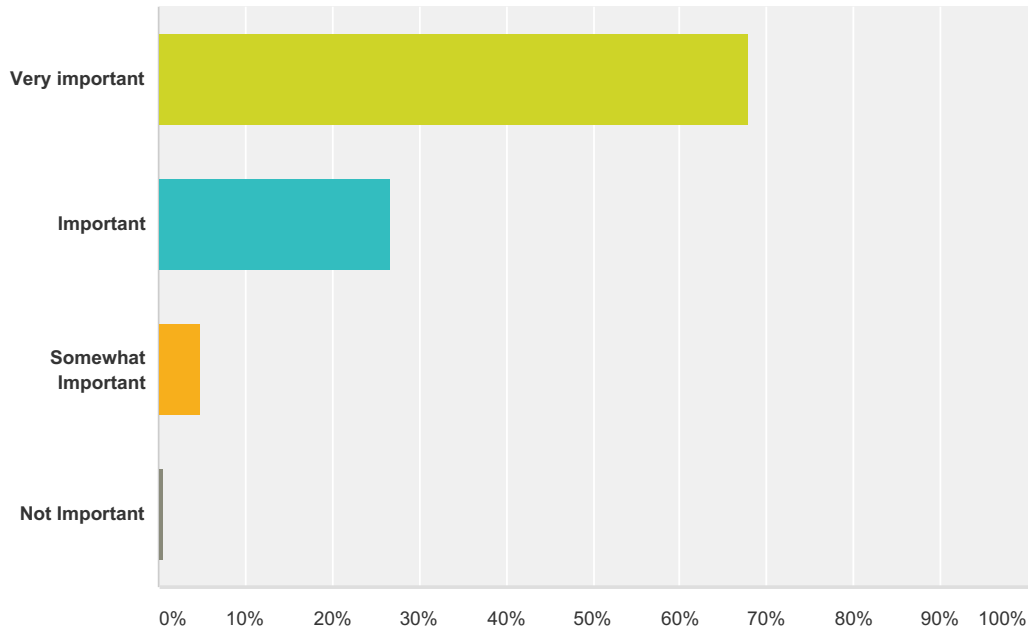
Answered: 148 Skipped: 2



Answer Choices	Responses
Yes	38.51% 57
No	61.49% 91
<b>Total</b>	<b>148</b>

### Q18 How important is the library to you?

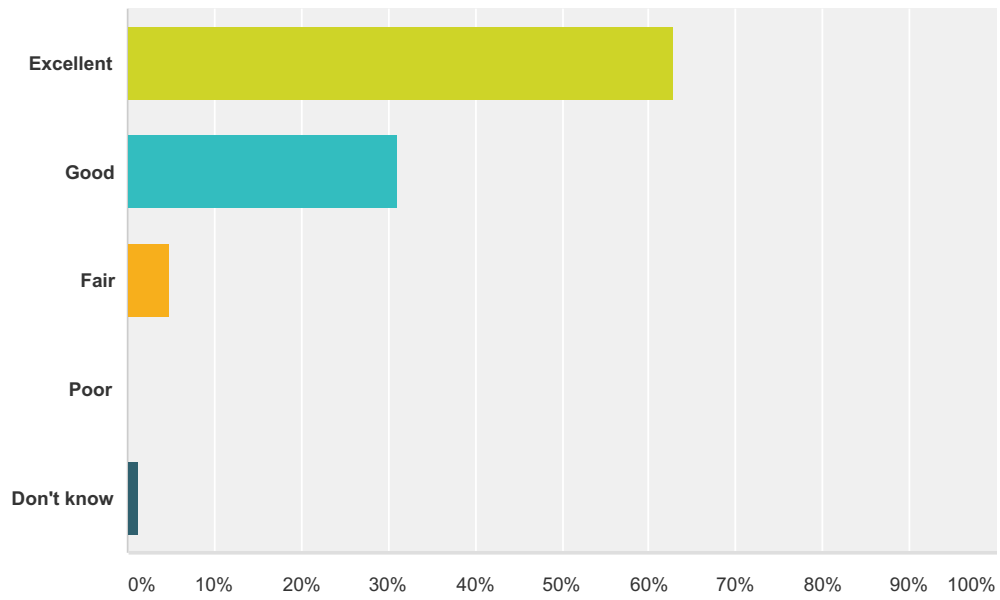
Answered: 146 Skipped: 4



Answer Choices	Responses
Very important	67.81% 99
Important	26.71% 39
Somewhat Important	4.79% 7
Not Important	0.68% 1
<b>Total</b>	<b>146</b>

### Q19 Overall, how do you rate the library and its services?

Answered: 148 Skipped: 2



Answer Choices	Responses	Count
Excellent	62.84%	93
Good	31.08%	46
Fair	4.73%	7
Poor	0.00%	0
Don't know	1.35%	2
<b>Total</b>		<b>148</b>

**Q20 What services would you like the library to improve or develop?**

Answered: 69 Skipped: 81

**Q21 Other comments or suggestions**

Answered: 35 Skipped: 115