I. Library Survey of On-Site Students (**Century City Center**)

A total of **73** surveys were processed.

	Spring 2023	Spring 2022	Unaware of Service		No Basis for Opinion	
1. Ability to access databases off campus	98%	96%	4	2	10	10
2. Databases and ability to locate articles needed	100%	96%	8	5	8	6
3. Book collection and ability to locate books needed	97%	96%			13	18
4. Library website	97%	99%			8	10
5. Computers	97%	96%			6	8
6. Printers	91%	96%			6	12
7. Library Hours	93%	90%			5	9
8. Library Environment	96%	98%			2	9
9. Photocopiers						
10. Online catalog and ability to locate books within library system	98%	94%			11	23
11. Staff, library assistance on-site	99%	99%			4	
12. Library assistance online	100%	97%	19	*	24	52
13. Received information on library services	86%	93%				
Overall Quality of Library Services						
Good or Excellent 93% (87%) Average 6% (10%) Fair 1% (2%) Poor 0% (0%) N/A (1) (4)						

*omitted from survey

II. Library Survey of On-Site Students (**Skills Training Center**)

The library processed **30** surveys.

	Spring 2023	Spring 2022	Unaware of Service		No Basis for Opinion	
1. Ability to access databases off campus	95%	100%	3	1	6	1
2. Databases and ability to locate articles needed	95%	100%	5	1	4	2
3. Book collection and ability to locate books needed	100%	100%			10	3
4. Library website	100%	100%			8	2
5. Computers	90%	100%			9	1
6. Printers	86%	100%			9	3
7. Library Hours	88%	75%			6	2
8. Library Environment	91%	100%			8	2
9. Online catalog and ability to locate books within library system	95%	100%			11	2
10. Library assistance via email or live chat	88%	0%	5	*	8	6
11. Library assistance via web conferencing	90%	100%			9	3
12. Received information on library services	73%	50%				
Overall Quality of Library Services						
Good or Excellent 92% (100%) Average 4% (0%) Fair 0% (0%) Poor 4% (0%) N/A (4) (1)						

*omitted from survey

III. Library Survey of Dual Credit/Concurrent Enrollment Students

The library processed **19** surveys.

	Spring 2023	Spring 2022	Unaware of Service		No Basis for Opinion	
1. Did you receive information on library services?	84%	71%				
2. Did any of your dual credit courses require library resources or research?	95%	96%				
3. Were you able to locate the articles needed through the databases?	93%	100%	4	0	0	2
4. Were you able to access databases off-campus?	88%	95%	2	1	1	1
5. Pleased with intercampus borrowing services?	78%	100%	6	14	4	5
6. Were you pleased with the library assistance you received online?	100%	100%	7	5	4	11
7. The library homepage provides convenient access to library services.	94%	100%			2	3
8. Were you able to find the books needed?	76%	87%			2	9
Overall Quality of Library Services						
Good or Excellent 85% (87%) Average 5% (13%) Fair 5% (0%) Poor 5% (0%) N/A (0) (1)						

IV. Library Survey of On-Site Students (**Vernon**)

The library processed **54** surveys.

	Spring 2023	Spring 2022	Unaware of Service		No Basis for Opinion	
1. Ability to access databases off campus	85%	98%	6	1	8	8
2. Databases and ability to locate articles needed	87%	98%	7	1	8	5
3. Book collection and ability to locate books needed	95%	98%			14	12
4. Library website	93%	98%			9	8
5. Computers	98%	96%			5	5
6. Printers	98%	98%			6	7
7. Library Hours	90%	98%			6	4
8. Library Environment	100%	96%			5	3
9. Photocopiers						
10. Online catalog and ability to locate books within library system	98%	90%			13	13
11. Staff, library assistance on-site	100%	98%			10	14
12. Library assistance online	100%	90%	15	*	19	34
13. Received information on library services	93%	86%				
Overall Quality of Library Services						
Good or Excellent 96% (95%) Average 4% (4%) Fair (2%) Poor (0%) N/A (3) (1)						

*omitted from survey

V. Library Survey of Online Students

A total of **28** surveys were processed.

	Spring 2023	Spring 2022	Unaware of Service		No Basis for Opinion	
1. Ability to access databases off campus	96%	96%	3	1	2	3
2. Databases and ability to locate articles needed	96%	98%	2	1	2	3
3. Book collection and ability to locate books needed	86%	95%			6	11
4. Online students may request books from the main library in Vernon. If requests were submitted, did you receive the book/s within a reasonable amount of time?	100%	100%	5	21	11	18
5. Were you pleased with the assistance you received online via email or live chat?	93%	96%	5	7	9	21
6. Did any of the online courses you are taking require library resources or research?	75%	83%				
7. Did you receive information on library services?	89%	66%				
8. The library website offers convenient access to library resources and services.	93%	100%				5
Overall Quality of Library Services						
Good or Excellent 78% (90%) **Average 14% (**6%) **Fair 7%** (4%) **Poor (0%)** (0%) **N/A (0)** (3)						

VI. Faculty Survey of Library Services

The library processed **29** surveys.

	Spring 2023	Spring 2022	Unaware of Service		No Basis for Opinion	
1. Interlibrary Loan	100%	100%	3	3	21	14
2. Library Assistance (on-site)	100%	100%			5	3
3. Library Instructional Support	100%	100%	2	0	19	15
4. Off-campus access procedure	93%	100%	3	0	12	10
5. Purchase Recommendations	100%	100%	5	1	21	15
6. Reserves	100%	100%	1	0	25	15

Database Quality											
Excellent		Good		Average		Fair		Poor		N/A	
64%	75%	27%	25%	9%	0%	0%	0%	0%	0%	7	7

Print Collection											
Excellent		Good		Average		Fair		Poor		N/A	
42%	27%	42%	55%	16%	18%	0%	0%	0%	0%	10	8

Overall Quality											
Excellent		Good		Average		Fair		Poor		N/A	
77%	73%	23%	27%	0%	0%	0%	0%	0%	0%	0	4