Learning Resources/Library Committee Meeting: Survey Results
October 11, 2024

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

A total of **80** surveys were processed.

	Spring 2024	Spring 2023	Unaware of Service		No Basis for Opinion	
1. Ability to access databases off campus	97%	98%	3	4	10	10
2. Databases and ability to locate articles needed	96%	100%	3	8	10	8
3. Book collection and ability to locate books needed	96%	97%			13	13
4. Library website	99%	97%			5	8
5. Computers	99%	97%			7	6
6. Printers	96%	91%			9	6
7. Library Hours	94%	93%			2	5
8. Library Environment	96%	96%			5	2
9. ~~Photocopiers~~						
10. Online catalog and ability to locate books within library system	97%	98%			11	11
11. Staff, library assistance on-site	97%	99%			5	4
12. Library assistance online	100%	100%	12	19	24	24
13. Received information on library services	96%	86%				
Overall Quality of Library Services						
Good or Excellent 95% (93%) Average 4% (6%) Fair 0% (1%) Poor 1% (0%) N/A (1) (1)						

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

The library processed **13** surveys.

	Spring 2024	Spring 2023	Unaware of Service		No Basis for Opinion	
1. Ability to access databases off campus	100%	95%	2	3	6	6
2. Databases and ability to locate articles needed	80%	95%	3	5	5	4
3. Book collection and ability to locate books needed	86%	100%			6	10
4. Library website	90%	100%			3	8
5. Computers	100%	90%			4	9
6. Printers	90%	86%			3	9
7. Library Hours	90%	88%			3	6
8. Library Environment	91%	91%			2	8
9. Online catalog and ability to locate books within library system	89%	95%			4	11
10. Library assistance via email or live chat	100%	88%	6	5	5	8
11. Library assistance via web conferencing	100%	90%			9	9
12. Received information on library services	77%	73%				
Overall Quality of Library Services						
Good or Excellent 77% (92%) Average 15% (4%) Fair 8% (0%) Poor 0% (4%) N/A (0) (4)						

III. Library Survey Of Dual Credit/Concurrent Enrollment Students

The library processed **24** surveys.

	Spring 2024	Spring 2023	Unaware of Service		No Basis for Opinion	
1. Did you receive information on library services?	75%	84%				
2. Did any of your dual credit courses require library resources or research?	92%	95%				
3. Were you able to locate the articles needed through the databases?	95%	93%	2	4	2	0
4. Were you able to access databases off-campus?	100%	88%	3	2	1	1
5. Pleased with intercampus borrowing services?	100%	78%	8	6	4	4
6. Were you pleased with the library assistance you received online?	100%	100%	6	7	8	4
7. The library homepage provides convenient access to library services.	95%	94%			5	2
8. Were you able to find the books needed?	85%	76%			4	2
Overall Quality of Library Services **Good or Excellent 91%** (85%) **Average 10%** (5%) **Fair 0%** (5%) **Poor 0%** (5%) **N/A (3)** (0)						

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

The library processed **55** surveys.

	Spring 2024	Spring 2023	Unaware of Service		No Basis for Opinion	
1. Ability to access databases off campus	94%	85%	2	6	7	8
2. Databases and ability to locate articles needed	92%	87%	1	7	6	8
3. Book collection and ability to locate books needed	94%	95%			8	14
4. Library website	94%	93%			2	9
5. Computers	96%	98%			6	5
6. Printers	96%	98%			6	6
7. Library Hours	98%	90%			7	6
8. Library Environment	98%	100%			3	5
9. ~~Photocopiers~~						
10. Online catalog and ability to locate books within library system	98%	98%			10	13
11. Staff, library assistance on-site	100%	100%			5	10
12. Library assistance online	96%	100%	12	15	17	19
13. Received information on library services	91%	93%				
Overall Quality of Library Services **Good or Excellent 96%** (96%) **Average 4%** (4%) **Fair 0%** (2%) **Poor 0%** (0%) **N/A (0)** (3)						

V. Library Survey Of Online Students

A total of **29** surveys were processed.

	Spring 2024	Spring 2023	Unaware of Service		No Basis for Opinion	
1. Ability to access databases off campus	89%	96%	1	3	1	2
2. Databases and ability to locate articles needed	85%	96%	1	2	2	2
3. Book collection and ability to locate books needed	92%	86%			4	6
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%	13	5	4	11
5. Were you pleased with the assistance you received online via email or live chat?	94%	93%	6	5	8	9
6. Did any of the online courses you are taking require library resources or research?	93%	75%				
7. Did you receive information on library services?	80%	89%				
8. The library website offers convenient access to library resources and services.	97%	93%			1	0
Overall Quality of Library Services **Good or Excellent 80% (78**%)** Average 17% (14%) Fair 0% (7%) Poor 3% (0%) N/A (1) (0)**						

VI. Faculty Survey Of Library Services

The library processed **23** surveys.

	Spring 2024	Spring 2023	Unaware of Service		No Basis for Opinion	
1. Interlibrary Loan	100%	100%	3	3	17	21
2. Library Assistance (on-site)	100%	100%			11	5
3. Library Instructional Support	100%	100%	2	2	13	19
4. Off-campus access procedure	85%	93%	3	12	6	3
5. Purchase Recommendations	100%	100%	1	5	16	21
6. Reserves	100%	100%	0	1	18	25

Database Quality

Excellent		Good		Average		Fair		Poor		N/A	
22%	64%	50%	27%	11%	9%	17%	0%	0%	0%	5	7

Print Collection

Excellent		Good		Average		Fair		Poor		N/A	
13%	42%	63%	42%	25%	16%	0%	0%	0%	0%	7	10

Overall Quality

Excellent		Good		Average		Fair		Poor		N/A	
50%	77%	50%	23%	0%	0%	0%	0%	0%	0%	3	0