

## Learning Resources/Library Committee Meeting: Survey Results September 26, 2025

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

A total of **54** surveys were processed. (compared to 80 surveys processed in 2024)

	Spring 2025	Spring 2024	Unaware of Service		No Basis for Opinion				
1. Were you able to access databases off campus without technical issues or interruptions: Yes/No	95%	97%	2	3	8	10			
2. Were you able to locate the articles needed by searching the databases? Yes/No	96%	96%	3	3	3	10			
3. Were you able to locate the books (print or e-books) needed for your research or course assignments? Yes/No	98%	96%			12	13			
4. Library website provides convenient access to library resources and services: agree or disagree	100%	99%			4	5			
5. Computers are in good working order and available when needed: agree or disagree	100%	99%			2	7			
6. Printers are in good working order and available when needed: agree or disagree	94%	96%			2	9			
7. Library Hours are sufficient to meet my informational needs: agree or disagree	100%	94%			0	2			
8. Library Environment: The library offers a comfortable and quiet environment for research and study: agree or disagree	100%	96%			0	5			
<del>9. Photocopiers</del>									
10. The library's online catalog is easy to search for books located at all VC Library locations. Agree or disagree	100%	97%			12	11			
11. The library staff was helpful in assisting with the information needed. Agree or disagree	100%	97%			4	5			
12. Were you pleased with the library assistance you received online via email or live chat? Yes/No	100%	100%	14	12	14	24			
13. I received information on library services and programs. Agree or disagree	94%	96%							
Overall Quality of Library Services									
<b>Good or Excellent</b>	100% <b>(95%)</b>	<b>Average</b>	0% <b>(4%)</b>	<b>Fair</b>	0% <b>(0%)</b>	<b>Poor</b>	0% <b>(1%)</b>	<b>N/A</b>	0 <b>(1)</b>

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

The library processed 15 surveys. (compared to 13 processed in 2024)

	Spring 2025	Spring 2024	Unaware of Service		No Basis for Opinion									
1. Were you able to access databases off campus without technical issues or interruptions: Yes/No	100%	100%	1	2	1	6								
2. Were you able to locate the articles needed by searching the databases? Yes/No	100%	80%	0	3	4	5								
3. Were you able to locate the books (print or e-books) needed for your research or course assignments? Yes/No	100%	86%			4	6								
4. Library website provides convenient access to library resources and services: agree or disagree	92%	90%			2	3								
5. Computers are in good working order and available when needed: agree or disagree	100%	100%			2	4								
6. Printers are in good working order and available when needed: agree or disagree	100%	90%			2	3								
7. Library Hours are sufficient to meet my informational needs: agree or disagree	100%	90%			3	3								
8. Library Environment: The library offers a comfortable and quiet environment for research and study: agree or disagree	100%	91%			2	2								
9. The library's online catalog is easy to search for books located at all VC Library locations. agree or disagree	100%	89%			4	4								
10. Were you pleased with the library assistance you received online via email or live chat? Yes/No	100%	100%	2	6	3	5								
11. Library assistance is available via web conferencing throughout the day. The library staff member I consulted was helpful in assisting with the information needed. agree or disagree	100%	100%			4	9								
12. I received information on library resources and services. agree or disagree	93%	77%												
Overall Quality of Library Services														
<b>Good or Excellent</b>	94%	(77%)	<b>Average</b>	7%	(15%)	<b>Fair</b>	0%	(8%)	<b>Poor</b>	0%	(0%)	<b>N/A</b>	0	(0)

III. Library Survey of Dual Credit/Concurrent Enrollment Students

The library processed **13** surveys. (compared to 24 processed in 2024)

	Spring 2025	Spring 2024	Unaware of Service		No Basis for Opinion	
1. Did you receive information on library services? Yes or No	85%	75%				
2. Did any of your dual credit courses require library resources or research? Yes or No	77%	92%				
3. Were you able to locate the articles needed through the databases? Yes or No	100%	95%	2	2	1	2
4. Were you able to access databases off-campus without technical problems or interruptions? Yes or Not	100%	100%	1	3	2	1
5. Inter-Campus Borrowing? Dual credit students can request books from the main collection on the Vernon Campus. If request were submitted, did you receive the book/s within a reasonable amount of time? Yes or No	100%	100%	3	8	5	4
6. Were you pleased with the library assistance you received online via email or live chat? Yes or No	100%	100%	2	6	5	8
7. The library homepage provides convenient access to library services. agree or disagree	100%	95%			1	5
8. Were you able to find the books (print or e-books) needed for your research or course assignments? Yes or Not	100%	85%			3	4
Overall Quality of Library Services						
<b>Good or Excellent</b> 100% (91%) <b>Average</b> 0% (10%) <b>Fair</b> 0% (0%) <b>Poor</b> 0% (0%) <b>N/A</b> (1) (3)						

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

The library processed **50** surveys. (compared to 55 processed in 2024)

	Spring 2025	Spring 2024	Unaware of Service		No Basis for Opinion				
1. Were you able to access databases off campus without technical issues or interruptions: Yes/No	96%	94%	0	2	5	7			
2. Were you able to locate the articles needed by searching the databases? Yes/No	93%	92%	3	1	2	6			
3. Were you able to locate the books (print or e-books) needed for your research or course assignments? Yes/No	100%	94%			7	8			
4. Library website provides convenient access to library resources and services: agree or disagree	100%	94%			1	2			
5. Computers are in good working order and available when needed: agree or disagree	100%	96%			4	6			
6. Printers are in good working order and available when needed: agree or disagree	100%	96%			4	6			
7. Library Hours are sufficient to meet my informational needs: agree or disagree	100%	98%			2	7			
8. Library Environment: The library offers a comfortable and quiet environment for research and study: agree or disagree	100%	98%			1	3			
<b>9. Photocopiers</b>									
10. The library's online catalog is easy to search for books located at all VC Library locations. Agree or disagree	100%	98%			6	10			
11. The library staff was helpful in assisting with the information needed. Agree or disagree	100%	100%			2	5			
12. Were you pleased with the library assistance you received online via email or live chat? Yes/No	100%	96%	10	12	9	17			
13. I received information on library services. agree or disagree	88%	91%							
<b>Overall Quality of Library Services</b>									
<b>Good or Excellent</b>	100% (96%)	<b>Average</b>	0% (4%)	<b>Fair</b>	0% (0%)	<b>Poor</b>	0% (0%)	<b>N/A</b>	(0) (0)

## V. Library Survey of **Online Students**

A total of **17** surveys were processed. (compared to 30 processed in 2024)

	Spring 2025	Spring 2024	Unaware of Service		No Basis for Opinion									
1. Were you able to access databases off campus without technical issues or interruptions: Yes/No	94%	89%	0	1	0	1								
2. Were you able to locate the articles needed by searching the databases? Yes/No	94%	85%	0	1	0	2								
3. Were you able to locate the books (print or e-books) needed for your research or course assignments? Yes/No	92%	92%			4	4								
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? Yes/No	100%	100%	2	13	4	4								
5. Were you pleased with the assistance you received online via email or live chat? Yes/No	100%	94%	2	6	4	8								
6. Did any of the online courses you are taking require library resources or research? Yes/No	94%	93%												
7. Did you receive information on library services? Yes/No	100%	80%												
8. The library website offers convenient access to library resources and services. agree or disagree	94%	97%				1								
<b>Overall Quality of Library Services</b>														
<b>Good or Excellent</b>	94%	<b>(80%)</b>	<b>Average</b>	6%	<b>(17%)</b>	<b>Fair</b>	0%	<b>(0%)</b>	<b>Poor</b>	0%	<b>(3%)</b>	<b>N/A</b>	(1)	<b>(1)</b>

## VI. **Faculty Survey** of Library Services

The library processed **13** surveys. (compared to 23 processed in 2024)

	Spring 2025	Spring 2024	Unaware of Service		No Basis for Opinion	
1. Interlibrary Loan: If Interlibrary Loan requests were submitted, did you receive the book, article, or other materials in a timely manner? Yes or No	100%	100%	0	3	10	17
2. Library Assistance (on-site) I was pleased with the informational assistance I received from library staff. agree or disagree	100%	100%			2	11
3. Library Instructional Support: If a presentation was scheduled, was the information helpful in supporting the research assignment? Yes or No	100%	100%	2	2	5	13
4. Off-campus access procedure: Were you able to access databases off-campus without technical issues? Yes or No	78%	85%	0	3	4	6
5. Purchase Recommendations: If recommendations for the purchase of library materials were submitted, were your requests processed and received in a timely manner? Yes or No	100%	100%	2	1	5	16

6. Reserves: Were you pleased with the assistance you received in reserving books, articles, or other information? Yes or No				100%		100%		1	0	9	18
Database Quality											
Excellent		Good		Average		Fair		Poor		N/A	
42%	22%	33%	50%	17%	11%	8%	17%	0%	0%	1	5
Print Collection											
Excellent		Good		Average		Fair		Poor		N/A	
36%	13%	36%	63%	27%	25%	0%	0%	0%	0%	2	7
Overall Quality											
Excellent		Good		Average		Fair		Poor		N/A	
54%	50%	38%	50%	8%	0%	0%	0%	0%	0%	0	3