

Learning Resources/Library Committee Meeting  
September 24, 2021

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

A total of 142 surveys were processed.

	Spring 2021	Spring 2020	Unaware of Service		No Basis for Opinion				
1. Ability to access databases off campus	97%	95%	13	23	9	33			
2. Databases and ability to locate articles needed	93%	98%	14	25	8	29			
3. Book collection and ability to locate books needed	95%	92%			33	88			
4. Library website	97%				15				
5. Computers									
6. Printers									
7. Library Hours									
8. Library Environment									
9. Photocopiers									
10. Online catalog and ability to locate books within library system									
11. Staff, library assistance on-site									
12. Library assistance online	99%	98%	30	48	40	74			
13. Received information on library services	84%	78%							
Overall Quality of Library Services									
<b>Good or Excellent</b>	95% (89%)	<b>Average</b>	2% (9%)	<b>Fair</b>	1% (2%)	<b>Poor</b>	2% (1%)	<b>N/A</b>	9 (16)

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

The library processed 11 surveys.

	Spring 2021	Spring 2020	Unaware of Service		No Basis for Opinion				
1. Ability to access databases off campus	100%	100%	2	4	3	5			
2. Databases and ability to locate articles needed	100%	100%	2	5	3	5			
3. Book collection and ability to locate books needed	100%	100%			4	8			
4. Library website	100%				3				
5. Computers									
6. Printers									
7. Library Environment									
8. Online catalog and ability to locate books within library system									
9. Library assistance via email or live chat	100%	100%	5	9	2	5			
10. Library assistance via web conferencing									
11. Received information on library services	45%	53%							
Overall Quality of Library Services									
<b>Good or Excellent</b>	88% (61%)	<b>Average</b>	0% (31%)	<b>Fair</b>	13% (0%)	<b>Poor</b>	0% (8%)	<b>N/A</b>	3 (4)

### III. Library Survey of Dual Credit/Concurrent Enrollment Students

The library processed 37 surveys.

	Spring 2021	Spring 2020	Unaware of Service		No Basis for Opinion	
1. Did you receive information on library services?	73%	76%				
2. Did any of your dual credit courses require library resources or research?						
3. Were you able to locate the articles needed through the databases?	97%	97%	1	4	3	1
4. Were you able to access databases off-campus?	97%	97%	1	2	2	1
5. Pleased with intercampus borrowing services?						
6. Were you pleased with the library assistance you received online?	94%	100%	3	21	17	28
7. The library homepage provides convenient access to library services.	91%				4	
8. Were you able to find the books needed?	97%	98%			5	23
Overall Quality of Library Services						
<b>Good or Excellent</b>	94% (89%)	<b>Average</b> 6% (10%)	<b>Fair</b> 0% (1%)	<b>Poor</b> 0% (0%)	<b>N/A</b> 3 (2)	

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

The library processed 40 surveys.

	Spring 2021	Spring 2020	Unaware of Service		No Basis for Opinion	
1. Ability to access databases off campus	97%	93%	2	2	3	11
2. Databases and ability to locate articles needed	94%	98%	2	2	3	11
3. Book collection and ability to locate books needed	100%	94%			18	21
4. Library website	97%				3	
5. Computers						
6. Printers						
7. Library Hours						
8. Library Environment						
9. Photocopiers						
10. Online catalog and ability to locate books within library system						
11. Staff, library assistance on-site						
12. Library assistance online	93%	100%	14	8	11	26
13. Received information on library services	75%	93%				
Overall Quality of Library Services						
<b>Good or Excellent</b>	89% (97%)	<b>Average</b> 5% (3%)	<b>Fair</b> 0% (0%)	<b>Poor</b> 5% (0%)	<b>N/A</b> 2 (2)	

## V. Library Survey of Online Students

A total of 30 surveys were processed.

	Spring 2021	Spring 2020	Unaware of Service		No Basis for Opinion				
1. Ability to access databases off campus	100%	92%	4	4	3	7			
2. Databases and ability to locate articles needed	100%	88%	4	5	3	8			
3. Book collection and ability to locate books needed	100%	93%			7	15			
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?									
5. Were you pleased with the assistance you received online via email or live chat?	100%	100%	4	12	11	30			
6. Did any of the online courses you are taking require library resources or research?									
7. Did you receive information on library services?	87%	77%							
8. The library website offers convenient access to library resources and services.	100%				3				
<b>Overall Quality of Library Services</b>									
<b>Good or Excellent</b>	100% (81%)	<b>Average</b>	0% (11%)	<b>Fair</b>	0% (7%)	<b>Poor</b>	0% (0%)	<b>N/A</b>	2 (6)

## VI. Faculty Survey of Library Services

The library processed 28 surveys.

	Spring 2021	Spring 2020	Unaware of Service		No Basis for Opinion						
1. Interlibrary Loan	100%	100%	5	3	21	7					
2. Library Assistance (on-site)	100%	100%			8	2					
3. Library Instructional Support	100%	100%	5	3	14	6					
4. Off-campus access procedure	91%	100%	6	1	11	4					
5. Purchase Recommendations	100%	100%	3	2	20	8					
6. Reserves	100%	100%	3	1	21	10					
<b>Database Quality</b>											
Excellent		Good		Average		Fair		Poor		N/A	
42%	50%	42%	50%	11%	0%	5%	0%	0%	0%	9	4
<b>Print Collection</b>											
Excellent		Good		Average		Fair		Poor		N/A	
0%	25%	56%	75%	39%	0%	0%	0%	6%	0%	10	4
<b>Overall Quality</b>											
Excellent		Good		Average		Fair		Poor		N/A	
57%	70%	35%	30%	9%	0%	0%	0%	0%	0%	5	2