

Zoomerang Survey Results

Menifee Valley Campus Library Satisfaction Survey – FACULTY – Fall 2010

Response Status: Completes

Filter: No filter applied

Oct 07, 2010 10:55 AM PST

Please evaluate the Menifee Campus Library services and collections. Please answer all the questions on this survey. Your individual responses will remain private.

1. Please rate your level of satisfaction with the following library services:

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Very Satisfied	Satisfied	Neutral	Dissatisfied	Never Used
Reference Services	28 50%	14 25%	2 4%	2 4%	10 18%
Library Hours	19 34%	16 29%	9 16%	6 11%	6 11%
Course Reserves	23 41%	13 23%	4 7%	0 0%	16 29%
Library Website	30 54%	14 25%	4 7%	1 2%	7 12%
Circulation Desk Services	37 67%	12 22%	1 2%	0 0%	5 9%
Library Facilities	35 64%	17 31%	1 2%	0 0%	2 4%
Interlibrary loan	20 36%	9 16%	1 2%	0 0%	26 46%
Materials purchase requests	18 32%	9 16%	0 0%	0 0%	29 52%

2. If you marked "Dissatisfied" on any of the items above, please explain how it can be improved.

10 Responses

3. Please rate the library's print collection (e.g. books, journals, ,etc.)

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Excellent	Good	Fair	Poor	Don't Know
Quality	18 33%	19 35%	4 7%	2 4%	12 22%
Quantity	12 22%	18 33%	10 18%	3 5%	12 22%
Currency	14 25%	22 40%	3 5%	1 2%	15 27%
Academic Level	16 29%	23 42%	3 5%	2 4%	11 20%

4. If you marked "Poor" on any of the items above, please explain how it can be improved.

5 Responses

5. Please rate the library's online resources (periodical and reference databases, e-books, etc.)

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Excellent	Good	Fair	Poor	Don't Know
Quality	27 48%	14 25%	2 4%	1 2%	12 21%
Quantity	23 41%	15 27%	3 5%	1 2%	14 25%
Currency	25 45%	14 25%	2 4%	1 2%	13 24%
Academic Level	28 50%	13 23%	3 5%	1 2%	11 20%

6. If you marked "Poor" on any of the items above, please explain how it can be improved.

3 Responses

**7. Please rate the library's video collections (e.g. DVD's VHS , and online streaming video collections: America History in Video | Dance in Video | Theatre in Video)
*streaming video collections are located in the database section of the library's web page**

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Excellent	Good	Fair	Poor	Don't Know
Quality	15 27%	18 33%	1 2%	0 0%	21 38%
Quantity	9 16%	18 33%	7 13%	0 0%	21 38%
Currency	10 18%	16 29%	5 9%	0 0%	24 44%

Academic Level	17	15	0	0	23
	31%	27%	0%	0%	42%

8. If you marked "Poor" on any of the items above, please explain how it can be improved.

3 Responses

9. Please rate the library's audio collections (e.g. music CD, MP3, and online streaming music collections African American Song | American Song | Classical Music Library | Contemporary World Music | Jazz Music Library | Smithsonian Global Sound) *streaming music collections are located in the database section of the library's web page

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Excellent	Good	Fair	Poor	Don't Know
Quality	8 14%	6 11%	1 2%	0 0%	41 73%
Quantity	7 12%	8 14%	0 0%	0 0%	41 73%
Currency	8 14%	5 9%	1 2%	0 0%	42 75%
Academic Level	7 12%	7 12%	0 0%	0 0%	42 75%

10. If you marked "Poor" on any of the items above, please explain how it can be improved.

0 Responses

11. Library orientations provided by the Library have been very helpful to my students.

Strongly agree	20	36%
Agree	17	31%
Disagree	1	2%
Strongly Disagree	0	0%
Not sure	1	2%
Never used this service	16	29%
Total	55	100%

12. Please rate the library's customer service:

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Excellent	Good	Fair	Poor	Don't Know
Competency/knowledge of library staff	41 72%	14 25%	0 0%	0 0%	2 4%
Courtesy of library staff	45 79%	9 16%	1 2%	0 0%	2 4%
Overall quality of Library Service	44 77%	11 19%	0 0%	0 0%	2 4%

13. If you marked "Poor" on any of the items above, please explain how it can be improved.

0 Responses

14. Please rank the library's collections in terms of their importance in support of your courses (1=most important 5 = least important)

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	1	2	3	4	5
Print book collection	3 12%	7 27%	8 31%	5 19%	3 12%
Print periodicals	2 6%	8 25%	11 34%	8 25%	3 9%
Media collections (audio/video)	5 14%	5 14%	8 22%	8 22%	11 30%
Electronic databases (Ebsco, Proquest, etc.)	19 53%	6 17%	2 6%	5 14%	4 11%
Electronic book collection	13 26%	14 28%	6 12%	7 14%	10 20%

15. Do any of your course assignments REQUIRE or ENCOURAGE students to use the library's resources (print or online)?

Yes	41	76%
No	13	24%
Total	54	100%

16. If you teach online courses do you provide a link in BlackBoard to the library or its electronic resources (e-books, databases, etc.)?

Yes	10	18%
No	11	20%
Not applicable	34	62%
Total	55	100%

17. If your answer to the above is NO then: Please explain why you do not provide a link to the library or its electronic resources:

12 Responses

18. How often do you physically visit the Menifee Campus Library?

Daily	0	0%
Weekly	20	35%
Monthly	25	44%
Yearly	7	12%
Never	5	9%
Total	57	100%

19. How often do you use the library's electronic services or resources from your office, home, or other off-campus location?

Daily	1	2%
Weekly	19	34%
Monthly	19	34%
Yearly	6	11%
Never	11	20%
Total	56	100%

20. If you answered NEVER USED for both of the above questions: What is the main reason that you do NOT use the Menifee Campus Library services?

Library does not have the resources that my class needs	2	14%
No time to use the library	2	14%
I am not sure how the library services can help my classes	5	36%
I purchase my own materials	1	7%
Other reason, please specify	4	29%
Total	14	100%

21. Do you use information sources OTHER than those provided by the Menifee Campus Library?

Yes	30	61%
No	19	39%
Total	49	100%

22. What services would you like the library to improve or develop?

22 Responses

23. Other comments or suggestions?

14 Responses

24. Please select your department/division?

Administration of Justice	0	0%
Alcohol/Drug Studies	0	0%
Allied Health	2	5%
American Sign Language	0	0%
Anthropology	3	8%
Art	1	3%
Astronomy	0	0%
Audio & Video Technology	0	0%
Automotive/Transportation Technology	0	0%
Biological Sciences (including Anatomy)	2	5%
Business Administration	1	3%
Office Administration	0	0%
Chemistry	0	0%
Child Development and Education	3	8%
Communication Studies	2	5%
Computer Information Systems CAPP CSIS NET ORA	1	3%
Dance	1	3%
Diagnostic Medical Sonography	0	0%
Earth Science	0	0%
Economics	0	0%
Engineering: Drafting Technology	0	0%
English	7	18%
Environmental Studies	1	3%
Fire Technology	0	0%
Geography and Geographic Information Systems	0	0%
Gerontology	0	0%
Guidance	0	0%
Health and Nutrition	1	3%

History	3	8%
Honors Enrichment Program	0	0%
Humanities	0	0%
Learning Skills Program	0	0%
Legal Assistant	1	3%
Liberal Arts	0	0%
Management/Supervision	0	0%
Mathematics	0	0%
Multimedia	1	3%
Music	1	3%
Musical Theater Program	0	0%
Nursing (RN or LVN)	0	0%
Philosophy	0	0%
Photography	0	0%
Physical Education	1	3%
Physics	0	0%
Political Science	0	0%
Psychology	3	8%
Public Administration	0	0%
Reading	0	0%
Real Estate	0	0%
Science	0	0%
Social/Behavioral Sciences	0	0%
Sociology	3	8%
Student Government Association	0	0%
Theater Arts	0	0%
Turf & Landscape Management	0	0%
Viticulture, Enology and Winery Technology	0	0%
Water Technology	0	0%
World Languages	0	0%
Total	38	100%

25. What is your classification?

Full time faculty	24	42%
Associate Faculty	33	58%
Total	57	100%

Thank you for completing the library satisfaction survey!