Background: Students responded to a self-administered online Library Satisfaction survey. The survey was completed by 288 students.

Question 1: Which library students attend

- 160 of the respondents evaluated the SJC Library
- 119 of the respondents evaluated the MVC Library
- 9 of the respondents take classes exclusively online

Question 2:

1. **Attend library in person**
- 60 of the respondents attend the library daily (21%)
- 119 of the respondents attend the library weekly (41%)
- 73 of the respondents attend the library monthly (25%)
- 12 of the respondents attend the library yearly (4%)
- 24 of the respondents have never attended the library (8%)
2. **Use library on the web**
- 32 of the respondents use the library online daily (11%)
- 88 of the respondents use the library online weekly (31%)
- 79 of the respondents use the library online monthly (27%)
- 21 of the respondents use the library online yearly (7%)
- 68 of the respondents have never used the library online (24%)

Question 3: Which library resources students' use

- 173 of the respondents use the library for individual or group study space (63%)
- 167 of the respondents use the library for computer access to online blackboard (61%)
- 160 of the respondents use the library for online library resources (58%)
- 152 of the respondents use the library for internet access (55%)
- 148 of the respondents use the library for computer access for completing coursework (54%)
- 135 of the respondents use the library for printing (49%)
- 113 of the respondents use the library for reserve textbooks and materials (41%)
- 105 of the respondents use the library for wireless internet access (38%)
- 104 of the respondents use the library for checking out materials (38%)
- 40 of the respondents use the library for social networking (15%)
- 39 of the respondents use the library for reading magazines, etc… (14%)
- 34 of the respondents use the library to check out media items (12%)
- 14 of the respondents use the library for internet access for games (5%)

Question 4: How often students use the online library resources

- 28 use the resources daily (9%)
- 99 use the resources weekly (34%)
- 70 use the resources monthly (25%)
- 25 use the resources yearly (9%)
- 35 never use the resources (10%)
- 28 did not know the resources were available (10%)

Question 5: Satisfaction level with library services and resources

- Librarian assistance with research:
    - 70% satisfied or very satisfied.
    - 16% have never used the resources
- 24/7 ask a librarian online research assistance:
    - 48% satisfied or very satisfied
    - 39% never used the resource
- Library Hours:
    - 72% satisfied or very satisfied
    - 22% neutral or dissatisfied
- Online book catalog:
    - 70% satisfied or very satisfied
    - 19% never used the resource
- Website Information:
    - 75% satisfied or very satisfied
- Online Databases:
    - 75% satisfied or very satisfied
- Electronic Books:
    - 70% satisfied or very satisfied
    - 24% never used the resource
- Interlibrary loan services:
    - 43% satisfied or very satisfied
    - 21% did not know about this resource
- Off campus access to online resources:
    - 64% satisfied or very satisfied
    - 12% did not know about resource
- Computer access:
    - 81% satisfied or very satisfied
- Textbook reserves
    - 60% satisfied or very satisfied
    - 15% did not use resource
- Staff assistance at check out
    - 78% satisfied or very satisfied
- Library orientation/workshops
    - 58% satisfied or very satisfied
    - 18% never used resource
- Magazine/journal collection
    - 50% satisfied or very satisfied
    - 25% never used the resource
- Book Collection
    - 61% satisfied or very satisfied
- Video Collection
    - 43% satisfied or very satisfied
    - 25% never used resource
    - 13% did not know about the resource
- Streaming video collections
    - 40% satisfied or very satisfied
    - 24% never used resource
    - 18% did not know about the resource
- Audio collections

- o 38% satisfied or very satisfied
- o 30% never used resource
- Streaming audio collections
  - o 38% satisfied or very satisfied
  - o 30% never used resource
- Photocopying/Printing
  - o 70% satisfied or very satisfied

Question 6: In the past 6 months have you asked the library staff for help

- 188 of the respondents have asked the library staff for help (66%)

Question 7: Have you asked the librarian for research assistance, which method of contact was used

- 21% have used the 24/7 online ask a librarian
  - o 55% have never used this service
  - o 24% did not know about this service
- 12% have used email
  - o 71% have never used this service
  - o 17% did not know about this service
- 68% have asked a librarian in person
  - o 27% have never used this service
  - o 5% did not know about this service
- 13% have used called a librarian
  - o 74% have never used this service
  - o 13% did not know about this service

Question 8: Rate the library's customer service at Circulation Desk

- Competency/knowledge
  - o 60% excellent service
  - o 20% good service
  - o 2% poor service
- Courtesy of staff
  - o 64% excellent
  - o 20% good
  - o 3% poor
- Overall service rating
  - o 60% excellent
  - o 20% good
  - o 2% poor

Question 9: Rate the Reference Desk

- Competency/knowledge
  - o 60% excellent
  - o 18% good
  - o 2% poor
- Courtesy of library staff
  - o 62% excellent
  - o 18% good
  - o 2% poor

- Overall quality of service
  - 60% excellent
  - 18% good
  - 2% poor

Question 10: How to navigate the library's website remotely and access the library's online resources

- 211 of respondents know how to use the service (74%)
- 75 of respondents do not know how to use the service (26%)

Question 11: If yes to #10, how you connect to library online

- 98% logged in using MSJC Blackboard

Question 12: How successful are you at finding the information you need online

- 226 of respondents are always successful or sometimes successful (82%)
- 44 of respondents never use library resources (16%)

Question 13: If you answered never use library resources in #12, why not?

- 74 of respondents use the internet for research (75%)
- 14 do not need to do research (14%)

Question 14: If unsuccessful in finding information, did you ask a librarian?

- 165 of respondents asked for assistance (67%)
- 60 of respondents did not ask for assistance (24%)
- 21 of respondents did not know to ask for assistance (9%)

Question 15: Rank Libraries collections as importance (1 most important – 5 least important)

- Audio/visual (2.62)
- Print/periodical (2.88)
- Print book (3.01)
- Electronic book (3.14)
- Electronic databases (3.33)

Question 16: Do you use other resources outside of what MSJC provides

- 137 of respondents do use other resources (49%)
- 141 of respondents do not use other resources (51%)

Question 17: How important is the library to you

- 90% say it is important or very important
- 2% say it is not important

Question 18: how would you rate the overall library services?

- 63% excellent
- 27% good
- 5% fair
- 2% poor
- 4% don't know