Menifee Valley Campus Library Satisfaction Survey – STUDENTS – Spring 2011

Response Status: Completes

Filter: No filter applied

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Please evaluate the Menifee Campus Library services and collections Please help us improve library services by evaluating our services and collections. This survey consists of 22 questions and should take approximately 5 minutes to complete. All answers are anonymous.

1. In the past six months how often did you visit the library?

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	daily	weekly	monthly	yearly	never
In Person	52	92	41	14	32
	23%	40%	18%	6%	14%
On the Web	20	41	55	20	71
	10%	20%	27%	10%	34%

2. If you use the library in person what are the resources that you use? Check all that apply

Individual or group study space	136	63%
Online Library Resources (catalog, databases, e-books) for class assignments	101	47%
Computer access for online coursework (BlackBoard)	126	58%
Computer access for completing class assignments (word processing, Powerpoint, etc.)	109	50%
Computer access for e-mail or Internet	114	53%
Internet access for games	11	5%
Internet access for social networking (MySpace or Facebook)	39	18%
Use textbooks on reserve	90	41%
Made photocopies/printed from computers	112	52%
Use wireless Internet (laptop computer)	81	37%

Read magazines/newspapers	43	20%
Check out a book	78	36%
Check out DVD's or CD's	29	13%
Other, please specify	30	14%

3. How often do you use the library's online resources for research (library catalog, databases, e-books)?

daily	10	4%
weekly	55	24%
monthly	75	32%
yearly	23	10%
never	39	17%
I do not know about these resources	30	13%
Total	**232**	**100%**

4. Please rate your level of satisfaction with the following library services and resources. Select only one answer per resource or service.

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	Know about resource but never used	Do not know about this resource/service
Librarian assistance with research	80	34	30	1	62	23
	35%	15%	13%	0%	27%	10%
Library Hours	78	69	26	30	13	16
	34%	30%	11%	13%	6%	7%
Library's online book catalog	57	52	38	7	40	35
	25%	23%	17%	3%	17%	15%
Library Website information	67	62	42	9	25	25
	29%	27%	18%	4%	11%	11%
Library online databases (Ebsco, etc.)	74	57	30	4	29	33
	33%	25%	13%	2%	13%	15%
Electronic book collections	49	37	44	6	47	45
	21%	16%	19%	3%	21%	20%
Interlibrary loan service	38	27	33	4	50	74
	17%	12%	15%	2%	22%	33%
Off campus access to online resources (e-books, databases)	67	41	35	7	34	44
	29%	18%	15%	3%	15%	19%
Computer access	111	63	13	6	22	13
	49%	28%	6%	3%	10%	6%

Textbook reserves	64	51	32	12	47	22
	28%	22%	14%	5%	21%	10%
Staff assistance at the check- out desk	101	53	18	7	38	13
	44%	23%	8%	3%	17%	6%
Library orientations/workshops	52	34	27	4	60	47
	23%	15%	12%	2%	27%	21%
Magazine/journal collection (print format)	44	49	28	4	67	37
	19%	21%	12%	2%	29%	16%
Book collection(print format)	57	54	37	7	48	22
	25%	24%	16%	3%	21%	10%
Video collection(DVD)	32	38	35	6	71	43
	14%	17%	16%	3%	32%	19%
Streaming video collections (online)	23	20	37	3	70	72
	10%	9%	16%	1%	31%	32%
Audio collections (CD, MP3)	24	31	36	4	79	53
	11%	14%	16%	2%	35%	23%
Streaming audio collections (online)	25	20	35	3	69	74
	11%	9%	15%	1%	31%	33%
Photocopying/printing	84	59	17	10	38	21
	37%	26%	7%	4%	17%	9%

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

50 Responses

6. In the past six months, did you ever ask library staff for help?

Yes	137	61%
No	87	39%
Total	224	100%

7. If you have asked a librarian for research assistance, what method of contact did you use?

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	**This semester**	**Never**	**Did not know about this service**

Chat	17	103	48
	10%	61%	29%
Email	14	117	34
	8%	71%	21%
In Person	134	50	15
	67%	25%	8%
Phone	24	119	27
	14%	70%	16%

8. Please rate the library's customer service at the Circulation/Check-Out Desk

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	107	41	13	3	60
	48%	18%	6%	1%	27%
Courtesy of library staff	122	31	13	10	48
	54%	14%	6%	4%	21%
Overall quality of Circulation Service	111	37	16	4	55
	50%	17%	7%	2%	25%

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

11 Responses

10. Please rate the library's customer service at the Reference Desk

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	103	35	11	2	72
	46%	16%	5%	1%	32%
Courtesy of library staff	115	32	14	3	59
	52%	14%	6%	1%	26%
Overall quality of Reference Service	103	42	13	2	63
	46%	19%	6%	1%	28%

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

7 Responses

12. I know how to navigate to the library's website remotely (from off campus) and access the library's online resources

Yes	157	69%
No	71	31%
Total	**228**	**100%**

13. IF YES to #12, then answer below: If you have accessed the library's databases(Ebsco, Proqust, etc.) and electronic books remotely (from off campus) did you:

Log in with your MSJC (BlackBoard) username and password	154	96%
Ask the librarians for the usernames and passwords to the databases	7	4%
Total	**161**	**100%**

14. When you use the library's resources from home or in the library (book catalog, databases, e-books, etc.) How successful are you in finding information?

Always successful	81	36%
Sometimes successful	80	36%
Not successful	8	4%
Never used library resources	54	24%
Total	**223**	**100%**

15. If you were not successful in finding information, did you ask a librarian for assistance?

Yes	86	46%
No	75	40%
Didn't know I could ask for help	28	15%
Total	189	100%

16. Please rank the library's collections in terms of their importance to your research needs (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	OR I never use these resources
Print book collection	56	23	14	10	0	73
	32%	13%	8%	6%	0%	41%
Electronic databases (Ebsco, Proquest, etc.)	47	33	17	5	4	68
	27%	19%	10%	3%	2%	39%
Electronic book collections	10	24	38	17	5	88
	5%	13%	21%	9%	3%	48%
Print periodical collection	15	16	18	38	9	89
	8%	9%	10%	21%	5%	48%
Audio visual (DVD, CD, streaming video/audio)	12	20	14	11	40	114
	6%	9%	7%	5%	19%	54%

17. If you answered NEVER USE for the above question: What is the main reason that you do NOT use the library's resources ? (select one)

I use the Internet for my research	94	60%
I don't need to do research	20	13%
I purchase my own materials	13	8%
Other, please specify	29	19%
Total	156	100%

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

Yes	104	49%
No	109	51%
Total	213	100%

19. How important is the library to you?

Very important	162	71%
Important	46	20%
Somewhat important	12	5%
Not important	8	4%
Total	228	100%

20. Overall, how do you rate the Menifee Campus Library and its services?

Excellent	125	55%
Good	64	28%
Fair	15	7%
Poor	4	2%
Don't Know	20	9%
Total	228	100%

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

91 Responses

22. Other comments or suggestions

46 Responses

2. If you use the library in person what are the resources that you use? Check all that apply

Respondent #	Response
1	quiet space to do homework
2	Do not use the library
3	Data bases
4	print assisgnments
5	airconditioned area to relax in while inbetween classes
6	tutoring
7	Never went
8	Was assisted by school librarian. Very helpful.
9	Read textbook
10	used quiet are to study
11	quiet study place
12	View VHS
13	Sit, read and study. . . Its alittle hard though since the noise level has been so high this semester
14	bought a book at your book sale
15	read and complete homework; seek librarian's assistance
16	textbooks are waay too expensive so i just check one out and use it for all my hw :)
17	Just to pass time between classes at times.
18	study
19	Did not use.
20	Utilized Librarians
21	Relax while waiting for bus
22	With my class and English teacher
23	book sale
24	Tutoring and referrence desk
25	the lrc
26	Sleep
27	hulu.com(The Office)
28	isp
29	online class access
30	studied with other students

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

Respondent #	Response
1	Copies are pretty expensive, and the copy card is inconvenient. We're already paying like crazy for classes, cut us some slack on the copies
2	The Library needs to be open longer on Fridays.
3	Data bases take to long to access. learning curve to long for tech, challenged students. this applies to me. turn around on inter library loan take to long, there should be an over night carrier service.
4	library hours need to be open til 9 or 10 PM. also dissatisfied with the printers system. i always lose the copy card for the machine so I end up paying 2 dollars for a new one plus 10 cents for each print job when I just have 2 or 3 pages to print out only.
5	Paying for copies and prints is insulting. I pay for far too many and spend far too much money doing so. There should be a copy cap but paying for each copy is ridiculous. And CHAT tapes are outdated.
6	N/A
7	Some books on my political science102, Psychology 101 2nd edition and music 109 Textbook is not available on campus library.
8	1. Book selection is a little slim. I could not find books on a particular subject that I was doing a term paper on. 2. I wish the library was open until 10pm instead of just until 8pm.
9	It is totally absurd that an institution of higher learning would not keep the library open -- at all costs-- 7-days a week for full days, assuming of course that the intention is for the students to be successful.
10	Copies charges are too much for student use. Machine should also accept coins and not just bills. The fact that the school puts a machine to make a copy card but takes off the 50 cent for the card. I dont think that is right at all. There should also be more copiers around campus...

11 I just wished the library closed an hour later or at the same time as the last class on campus.

12 Printing is some what of a pain since we have to use a print card as appose to a machine that takes cash/ credit or coin directly

13 It doesn't make sense to close the library early on friday and be closed all weekend.

14 More books!!! Wider variety!!!

15 There are no relevant text books, journals, or periodicals relating to viticulture, winery business, soil science, horticulture. MSJC offers a certification program for the wine industry, but provides no research information in its library? For periodicals, I suggest the following: "The World of Fine Wine", "Wine Business Monthly", "Wines and Vines", "Wine Spectator", "Vineyard and Winery Management".

16 There could be more full text books online.

17 open on saturdays, and on friday till late

18 Could not make much sense out of web site and how to use online services. Sign on did not appear to work correctly. I am an accomplished Internet researcher and computer literate.

19 Librarians are "too busy" to help. Act as if it is no their job to locate a book for me. Library needs to be open Saturday and Sunday!

20 online library catalog needs to be made more simple

21 Library not open before 8am classes.

22 The hours of the library... weekend hours would be logical for those of us who have to work during the week.

23 not enough printers to long of a wait to print one paper

24 off campus online access should be more accessable for home/personal use. for instance, ESBSCO is available at the school library; however, it is not as available to the student outside of school.

25 The library needs to be open until the last class on campus ends.

26 I didn't use all the resources assistance.

27 increase supply

28 I don't know anything about it

29   The links for the database it counter-intuitive and cluttered, it should be cleaned up to become user friendly.

30   The library webpage is not very well designed in my opinion. Some links are broken or do not take you anywhere. Some books that you have listed as available online are not actually available, only a link to buy that book.

31   Kick off the people on the computers who are not working on school work so someone who needs to use it for school work. I see people on facebook, youtube, and other web sites that the student is goofing off on.

32   The hours which the library is open does not work. It would be more beneficial to be opened till 8pm on fridays and perhaps till 12noon on saturday.

33   We should NOT have to pay to print documents. We pay enough now that the tuition fees have been raised. DIE PRINT CARDS DIE

34   As classes start earlier than 8am it would helpful if the library opened at the same time. Not all books have been reserved for classes which are in session. If the class is being offered for that semester the book should be available.

35   I would really like the library to be available on weekends.

36   Get some more magazines/journals.

37   library hours are not long enough to study on a regular day, it closes at 8 p.m. Library hours on other campuses are longer until 9 or 10 p.m. Also the library is closed early, especially on friday, the library closes at 1 p.m. and the library is not open on the weekends, so this means that access is limited for using library resources and also the library for studying. The cut off of library hours is very frustrating.

38   library hours are too short and it is hot in there. And there aren't enough of the current text books. less than half of my classes can be found in the library

39   I think there needs to be better control over people behaving loudly and "chatting" vs. studying. Its difficult to be focused when people use the library as a social situation.

40 Would be nice if Library can closely work with MSJC Instructors on what current text books are being used - make sure that these books would be available and properly catalogued for easy access in a timely manner. Half the time, I couldn't find the Textbook online; but I know for sure the book's available - when I personally visited the Library, the book was found under the Professor's name, not the author. How's that possible?

41 I think that there could be a wider range of up-to-date research books.

42 The library should definitely be open on weekends and Friday nights. This is highly inconvenient for students who work the whole week and only have weekends for studying.

43 Library closes to early. Most textbooks on reserve are out dated.

44 Please have the library open on the weekends

45 Lower price down to 0.05. If that was the case I would print out much more than I already do.

46 There is a libraian who is rude and not very helpful everytime I go in there. I see her like that with other students as well.

47 I dislike that your only audiobooks are in MP3 format. I would like audiobooks in CD format so that I can listen in my car.

48 earlier
49 people at front desk can be rude at times. I do not like electronic books as it is difficult to refer back to them as needed.

50 It would be nice since i use my laptop at the libary that i could be able to connect to the libary's printer for students.

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

Respondent #	Response
1	Somewhat rude about talking. Library is a place to study with fellow classmates. And going to the library does not allow this to happen easily.
2	N/A
3	Not very friendly service. Just blah.
4	The library is always ridiculously hot. The librarians let students do whatever they want so it is nearly impossible to get any work done in there. Within 30 minutes I have to leave from the annoyance of socializing from students and the heat of the library.
5	I was unable to use a study room because I didn't have student ID with me. A staff member refused to check my student status by computer - she said it couldn't be done. I suggest you make this a functioning option.
6	N/A
7	I had one bad experience with a student worker. It was like she was just there to hang out and didn't want to help.
8	I don't know about any of these services
9	I have encountered a rude librarian who instead of assisting me in understanding a situation was short and unhelpful. As this is a place of learning this is counterproductive and makes a person unwilling to seek advice in the future. I have also experienced times where the talking level between the staff, especially on Fridays, was to a level which made it difficult to read/study. I know students can be loud even so the staff should lead by example.
10	More sensitivity training - the student assistants there have this attitude of "I have no time to serve you, get out of my face" - it is awful and repulsive.
11	I put a dvd on hold then when i came into the libary i was told the they don't hold dvd's and cd's. The website shouldn't let you put an item on hold if the libary will not hold it.

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

Respondent #	Response
1	N/A
2	Not very friendly service. Just blah.
3	See all of above comments
4	N/A
5	When I needed assistance I had to ask multiple librarians before receiving the correct informaton. All staff should be consistent in their information or point you to the knowledgeable person before giving incorrect information.
6	The hours of the Library need to be extended for weekends as well as later in the evening for working students.
7	Refer back to Question no. 9. The STUDENT ASSISTANTS need to be trained, or not be assigned in customer service at all. They do not give good and pleasant experience to use the library.

17. If you answered NEVER USE for the above question: What is the main reason that you do NOT use the library's resources ? (selec

Respondent #	Response
1	when i clicked on the answers i wanted hear , the one above was deleated
2	I use the internet, however, I will check the library resources next time.
3	have not had a need yet but I do anticipate needing the library in the future.
4	I don't need DVD's, CD's, or streaming video/audio for my classes
5	i did not know they were even available
6	i live in another city pretty far away
7	I did not know these items were available.
8	I both purchase my own materials and I research on the Internet.
9	Do not know how to access those resources
10	only needed ebscohost
11	Didn't need to use Audio Visual.
12	not familiar w/resources
13	public library
14	just haven't gone that direction in researching YET
15	difficulty navigating
16	It is not the time for me to use its yet!
17	I use the Internet for my reasearch and I purchase my own materials
18	Interent related research I usssually complete at home.
19	I haven't needed research & if I did, I didn't know it was available
20	I don't need those resources.
21	I was unaware of audio/visual materials
22	Until recently, I didn't know MSJC had a library. I don't know where it is.
23	I USE ALL THE RESOURSES
24	i just didnt know because i didnt ask
25	Didn't know
26	did not know about it
27	I don't know what this is.
28	Not resources I often need in my research
29	found other sources

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

Respondent #	Response
1	GOOGLE
2	Internet
3	My home
4	Internet
5	Local Sun City Library.
6	The internet and the Sun City Library
7	Journals, internet, and public library.
8	my textbooks and the internet have been my primary sources up to this point.
9	Online sources
10	I use the San Jacinto Campus Library also.
11	off campus library
12	Internet
13	Public library, and internet.
14	internet sources
15	Google Scholar
16	INTERNET
17	public library
18	public libraries
19	Internet Google Books Public library
20	San jacinto library
21	local library
22	Print, internet
23	Internet, Google Books, and purchased books
24	public library
25	Public Library, book stores
26	Outside public library as well.
27	Other Libraries Internet Teachers My own books
28	web
29	Electronic...ex. Huffington Post
30	Internet
31	internet
32	General Internet usage.
33	online
34	Public Library, Internet
35	There are many; online resources, public library etc.
36	local library and home internet sources

37	public library
38	internet
39	internet
40	Internet
41	internet
42	my home internet and local library
43	computer at home and other libraries
44	google scholar, etc..
45	Internet: YouTube's scholarly interviews, Wiki, other websites
46	Internet, including subscription news and genealogy sites, google books, Internet Archives, NARA, county and state government sites, ...
47	Internet, books that I have at home.
48	Books and articles from public libraries
49	COUNTY LIBRARIES ONLINE
50	Riverside country library system. Cal Baptist library
51	google
52	Since I can't get on campus easily during hours you are open, I go to the UCR campus library, or start searching online.
53	internet
54	the internet
55	San Jacinto Library
56	Books from Public Library
57	other libraries, books I own, the internet
58	sun city libary
59	Public Libraries in the area
60	Internet
61	yahoo google
62	Books off the internet.
63	websites pertaining to the subject I am researching, Murrieta Library
64	goggle or if I know the web site I need.
65	I use search engines to find information quite frequently.
66	san jacinto campus
67	Does my own home count?
68	law library, internet, bookstore
69	college oriented sources on the internet
70	internet search
71	Google

72	I haven't needed to use research sources since I began at MSJC but when I did, I used various libraries in the area.
73	Internet
74	study at ucsd, palomar college or ucr
75	internet: search engines.
76	public libraries, internet
77	Internet/Google
78	I go to other libraries.
79	Online periodicals, Google books, Riverside public library system.
80	Lakeside Library
81	Other Universities and Colleges Library sources usually linked to MSJC Library
82	my own resources at home
83	I use other Libraries
84	cITY LIBRARY
85	Internet at home.
86	Public Library
87	Riverside County Library System, Google
88	internet
89	Wikipedia
90	internet
91	Cal state san marcos library
92	Other libraries, internet
93	UC Riverside libraries
94	other college on-line library access

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

Respondent #	Response
1	Get more books
2	Better Hours.
3	Better more user friendly Data bases.
4	The only thing I find an inconvienience is the printer. I can only use dollar bills instead of coins when I need to put more money on my printing card. I just never have cash on me.
5	The primary reason I have used the library so far has been for a quiet study area. The problem is that there is not a truly quiet area in the library. Please provide a talking-free area in a corner of the library somewhere so that students who need a silent study area may have access to one.
6	Update reference materials for specific textbooks being used for classes as well as have student solutions manuals on hand for students to use in the library.
7	none
8	need more computers to meet the demand of the growing population of students (and better more comfortable chairs)...also more tutors in the LRC!!!
9	probably availability of books for sale
10	-Add FAX Machine. -Add Scanner to scan documents and pictures to Flash Drive.
11	Printable pages, copies
12	Print Book Collection
13	More access from your home computer in finding articles, journals, newspaper sources on Ebscohost and Proquest would be very helpful.
14	N/A
15	Maybe work on something to better help students understand the online resources.
16	Allow the private room to be used for more than 2 hours unless another group needs it. It makes no sense for a group to have to leave if it is not going to be used.
17	More reserves text book for student use and updated versions would be great. More copiers and at a cheaper price!!
18	Friendly customer service.
19	no because i have never been in the library

20	More paces to sit and read (that don't make noise when you move) and a nap area for those long periods in between classes for students who ride the bus and can't go home or sleap in their car.
21	workshop on available resources and how to access them....
22	More books and computers. Should expand and offer more study rooms and places to do research (very small library)
23	I think that teachers should be required to have the text book they are teaching out of on reserve in the library.
24	Keep up the good job
25	The library should be silent, people shouldn't be chatting, watching youtube videos or facebook chatting in there. The library should be kept at a reasonable temperature. Should be at least open late on friday if not open all weekend.
26	I would like to see more text books available, and more books in general
27	open holidays and on breaks since we are bombarded during that time w/homework. We don't get to stop our studies or research cause of turkey day or spring break. All the more reason to be open for assistance
28	easier websight
29	may be quieting the students who are chatting with friends
30	More textbooks to print out pages and more resoures for research.
31	more room to study at the tables
32	I would like longer hours on Mondays through Thursdays, or regular hours on Fridays, or hours allotted for Saturdays.
33	Genealogy materials and related Internet access, historical newspaper access
34	I would like the library to get a better internet provider. For most of the time it's fine however from time to time it does seems to slow down when accessing a website.
35	Book selection and general information. I didn't realize most of the resources in the library until my second semester at MSJC when I needed them and a teacher introduced us to them.

36	stay open later on friday and have the lobby open until the last class is out, that way you can still use the net for schoolwork
37	Weekend service. Better customer service. Larger collection of textbooks.
38	Control the noise level better.
39	Longer hours and more student interaction -- for example, I had no idea there was an online library as well as the physical building.
40	one more printer and have more books available to check out.
41	more selection of books in the print section of the library.
42	have books for courses offeded at the college to loan for semester
43	more print out machines for the conputers because the line gets long
44	To have more space to study sometimes there is nowhere to sit and people take up tables.
45	All books used for classes need a copy in the library for reference.
46	library hours on friday !
47	Open a little later, classes get out at 10PM
48	more tutors in the learning center
49	Renew your materials online so i wouldn't be fined 1.25 for cds or dvds
50	open later for the night classes
51	have a better selection of text books for classes
52	Increase supply
53	more tables
54	Clean up your website navigation.
55	Website needs to be more user friendly. All links should be checked, or not coded as a link if it's to link nothing.
56	Perhaps have more electronic copies of books online.
57	I would like the library to improve its collection of circulation text books and their dvd collection.
58	More textbooks for students who cannot afford to buy them!
59	probably the time in friday.
60	grt more books for loan
61	Staff
62	Open later

63	Extending hours.
64	Like I stated above, I really would like weekend hours, although that may be ludicrous considering the library IS available 12 hours a day, 60 a week, and I am just lazy.
65	On getting people to quiet down a little when they talk, play music, or talk on the phone
66	I do not know what services the library provides so I have no suggestions to offer. I have utilized the learning center and love that service.
67	Access to more research documents. A handout designed by the librarians on how to access research information not found simply by clicking on essentially your first menu, i.e., EBSCO Host.
68	be sure that copy manchine is working
69	longer operating hours to provide more study hours for students
70	keep up the good work!
71	I'm usually pretty happy with the library. I can't think of anything off hand. Oh, longer hours, and weekends would be a dream. (at least saturdays)It's hard to find a quiet place to study.
72	Orientation for new students at MSJC to explain and/or publicize resources available for students. Eliminate copy cards.
73	more on LEGAL books, journals, DVDs, textbooks, reference materials. I heard this weighs in the ABA consideration of approving schools. Please use the LEGAL Instructors for suggestions of materials they use and would want their students to have access on.
74	As previously mentioned, I would like to see a wider array of books and magazines. Being open on Saturday would be nice too, but I know budget cuts affect hours of operation.
75	The people in charge of cleaning there are very loud.
76	It would help if the library stayed open longer
77	Xerox machine maintenance

78	the ones they get graded on poorly on average of the students and staff at the school
79	group study room allocated time slots for use
80	MORE INDIVIDUAL STUDIES ROOM AS IT IS YOU HAVE TO HAVE 2 OR MORE TO STUDY ON THE MENIFEE CAMPUS i WOULD AT LEAST LIKE ONE SINGLE STUDENT STUDY ROOM WHEN TWO PEOPLARE TO MANY TO STUDY YOU KNOW WHAT i MEAN.
81	There are not enough computers
82	/
83	later hours for the library to close and on Friday too.
84	nothing i like them
85	none it is great in my opinion
86	More books!! More up-to-date printed material! More audiobooks in CD format!
87	atm's for printing and copying. not everyone has cash on them
88	Overall media selection
89	more print material and longer hours.
90	greater selection of books for people who plan on heading into law

22. Other comments or suggestions

Respondent #	Response
1	Free Ice cream.
2	The MSJC library is great and has a very helpful staff! :D MSJC is great in general!
3	At the beginning of the semester before I had all my textbooks I did use the library to utilize your collection of textbooks. It was quite difficult due to the low number of available books. It would be great if there were more copies on hand. Thank you!
4	hotter librarians?
5	great job!
6	More places for us to study in groups.
7	I don't often use the MSJC library, but I feel it is an important resource to have available to students.
8	N/A
9	I've found the entire MSJC library and staff members to be very accomodating to a senior adult student. Thanks for asking.
10	I really love the library, it is a nice quite place where I go to study. The help there is always kind and, well, helpful. The library is really a nice place to be.
11	Please correct this gross error.
12	I like how clean and organized the library looks, especially since it has places where students can go to converse quietly over schoolwork or go off by themselves. The library is very quiet and makes it easy to study. I've found the San Jacinto one to have little to no places for individual, distraction free study.
13	It seems to get very warm in the library during mid day.
14	Love MSJC library!
15	Writing center and LRC same as about statement
16	You guys are doing a good job. Keep up the good work. :D

17	I am a returning student after a 35-year break. While I consider myself e-competent I did not know about the online library services. I'm only taking one class and recently needed to do a small amount of research. I will avail myself of the online services as my class or future classes necessitate. I've only been into the library a few times.
18	It would be nice to have acess to the library even 15 minutes before an 8am class
19	I like to use the library to study and do my homework, great place to concentrate.
20	more tutors in the learning center
21	keep up the good work.... thanks for helping us especially if we can't find books that we need for.
22	Clean up your website navigation.
23	More textbooks available online. It's way too expensive to buy books. My financial aid has been cut, Calgrant is gone, and we're not allowed to take loans out here at MSJC. I can barely afford to eat let alone buy textbooks so that I can get a better job!
24	It would be really helpful if the library had extended hours.
25	None
26	Thank you!
27	Thank you for all the effort you make to provide us with all the resources needed, to be succesful in our classes and life!
28	I am currently in my third semester with MSJC and have no idea what is or is not provided in relation to the library. If I need to research, I guess, I will call or come to campus to check it out.
29	Increase number of hours accessible to the library.
30	It is good
31	I have an Apple Mac Book and the one time I brought my computer to school with me so I could work on a project in between classes, I was unable to connect to the internet. I'm not sure if the problem is because I have a Mac or not, but I think it is an issue that needs to be addressed because I'm positive I'm not the only student with a Mac. But, it could have just been a fluke.

32	longer operating hours to provide more study hours for students
33	could be cooler. I do like the quiet as opposed the the LRC
34	Expand library hours or open for limited study hours on the weekend.
35	provide more private study room for groups; Check out Borders Bookstore setting - they have a coffee shop inside, next to items they're selling; it has casual corners with couches and chairs for those who only wants to read - makes the tables available for those who need to use it for assignment work.
36	I adore the ladies at the circulation desk! They are always kind, courteous, and are very interesting to talk to.
37	Maybe students should be monitored closer. Most of them are in there blasting loud music on the computer and chatting loudly with friends.
38	the library staff is really helpful
39	Keep up the great work and thank you for your services.
40	Expand the book collection
41	i WISH FOR THE NIGHT CLASSES THAT STAY UNTIL 9:50 THAT THE LIBRARY WOULD STAY A OPEN A LITTLE LATER THAN 8PM
42	i like that the library is nice and quiet and its a place i can study and not worry about distractions
43	Good job.
44	The only complaint I have is getting yelled at by the library aid for having me feet touching any of the chairs while sitting in them and studying. It's very distracting and this has happened a couple of times. I'm not very tall so my feet don't touch the ground when I sit iin chairs. It's uncomfortable to have them just hanging down the whole time so sometimes I put them under me or on another chair or on the rungs of the chair i'm sitting on.
45	I know with the budget cuts you are doing the best that you can.
46	The staff and the facility is really nice, but i would like more books on law.