

# 2023 Library Survey Results Excerpt



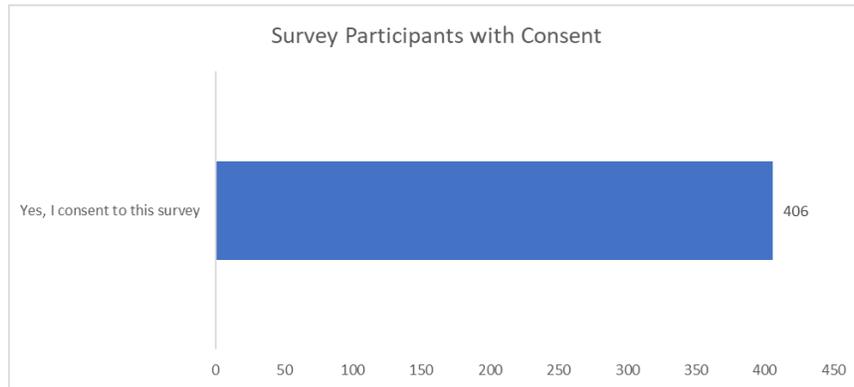
# Contents

Library Survey 2023.....	2
Table 1-(Question 1) Number of Survey Participants with Survey Consent .....	2
Table 2-(Question 2) Library visits on Campus.....	2
Table 3-(Question 3)-Library’s online services .....	3
Table 4-(Question 4) Library Service Satisfaction Ratings- Question: “Based on your experience in the last year, how would you rate each of the following library services?” .....	4
Table 4a-Library Service Satisfaction Ratings-Combined Ratings “Excellent and Good” ONLY- Question 4: “Based on your experience in the last year, how would you rate each of the following library services?” .....	4
Table 5 (Question 5) Importance of Library Services:“How important is each of the following library services to you?” .....	6
Table 5a-Importance of Library Services—Combined Ratings “Very Important/Important” Question 5: How important is each of the following library services to you? .....	6
Table 6 (Question 6): How do you typically find out about library programs and services? (Check all that apply).8	
Table 7- Question 9: What do you primarily use the library for?.....	8
Table 8-Question 10: Gender of Respondents .....	9
Table 9- Question 11: Ethnicity of Participants.....	9
Table 10-Question 12-Age group.....	10
Table 11- Question 13: “How long have you been at Mt. SAC? .....	10
Table 12-Question 14: In the last year, my classes have been:.....	11
Table 13 Question 15: “What best describes your status at the college?” .....	11
Table 14- Question 16: What is your major? .....	12
Table 15 Question 17: “Are you a part-time or full-time student? (Only for students to answer)” .....	12
Open-Ended Comments .....	13
Table 17-Question 7: Count and Percentage of Primary Themes .....	13
Table #18 Question 7: “What do you value most about the library?” Open-ended Comments Sorted by Themes .....	Error! Bookmark not defined.
Table 19: Question 8 - How can the library support you to achieve your goals? All Comments (Verbatim) Sorted by Theme .....	Error! Bookmark not defined.
Table 20 Question 18: Do you have any final comments? All comments listed verbatim (sorted by theme) Error! Bookmark not defined.	

## Library Survey 2023

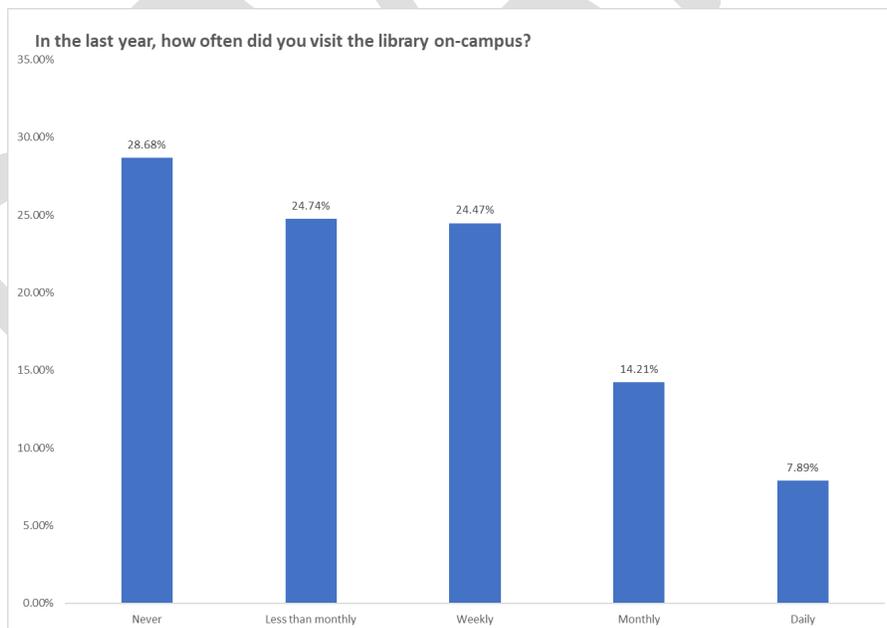
The following report represents the views of 406 students. The library survey was distributed from March 20<sup>th</sup>, 2023 to April 24<sup>th</sup>, 2023. All open-ended responses received are included in the report.

**Table 1-(Question 1) Number of Survey Participants with Survey Consent**



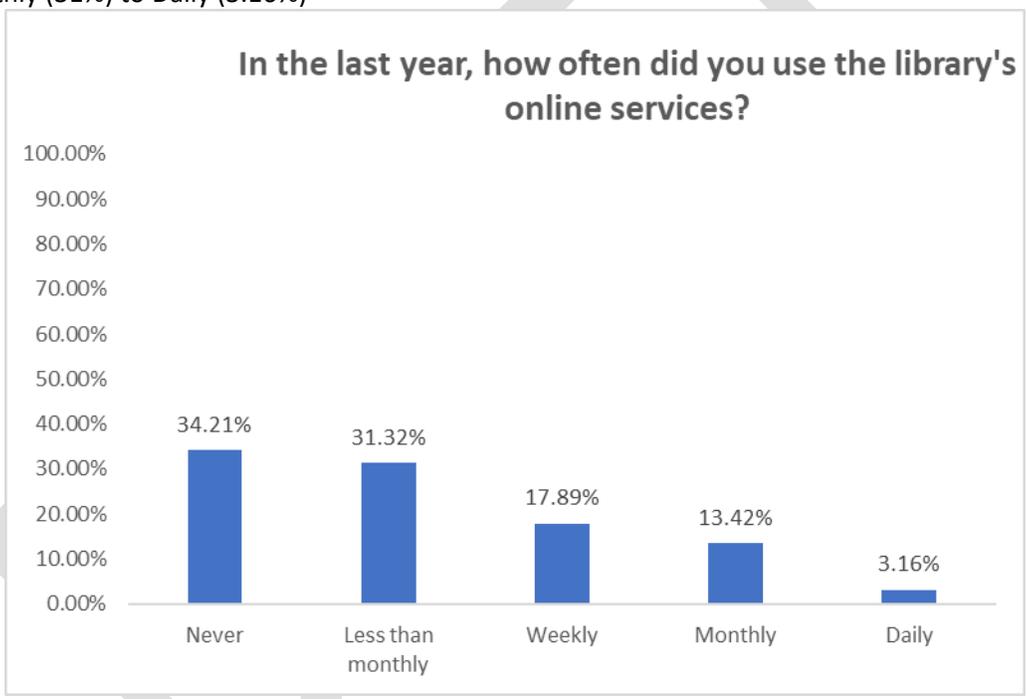
**Table 2-(Question 2) Library visits on Campus**

Close to 72% have visited the library on numerous occasions ranging from “daily” (7.89%) to “less than monthly” (24.74%)



### Table 3-(Question 3)-Library's online services

Students indicated their preference for online services in the following order:  
Less than monthly (31%) to Daily (3.16%)



**Table 4-(Question 4) Library Service Satisfaction Ratings- Question: “Based on your experience in the last year, how would you rate each of the following library services?”**

#	Question	Excellent	N	Good	N	Fair	N	Poor	N	Don't know/Not applicable	N	Total
1	Customer Service	44.24%	146	20.91%	69	4.55%	15	0.91%	3	29.39%	97	330
2	Collections (Books, DVDs, Music, Newspapers, etc.)	20.73%	68	26.52%	87	7.93%	26	0.61%	2	44.21%	145	328
3	Online Services (Website, One Search, Chat, Databases)	32.70%	103	24.44%	77	10.48%	33	0.95%	3	31.43%	99	315
4	Computers and Software	29.49%	92	25.00%	78	6.41%	20	1.92%	6	37.18%	116	312
5	Internet Access	37.70%	118	26.52%	83	8.63%	27	2.56%	8	24.60%	77	313
6	Printing	21.59%	68	16.19%	51	9.84%	31	4.13%	13	48.25%	152	315
7	Scanning	18.10%	57	11.11%	35	5.71%	18	2.54%	8	62.54%	197	315
8	Technology Loans (Laptops, Hot-spots)	32.28%	102	12.03%	38	4.43%	14	1.27%	4	50.00%	158	316
9	Course Reserves/Textbooks	19.11%	60	19.11%	60	6.69%	21	2.55%	8	52.55%	165	314
10	Furniture (Desks, Chairs, Seating)	29.07%	91	27.80%	87	14.38%	45	2.88%	9	25.88%	81	313
11	Study Rooms	28.89%	91	21.59%	68	7.30%	23	3.49%	11	38.73%	122	315
12	Accessibility Services (ACCESS Room)	16.04%	51	11.32%	36	3.77%	12	0.94%	3	67.92%	216	318
13	Programs (Library Welcome Week, Banned Books Week Poetry Month, International Games Day)	16.72%	52	13.18%	41	5.47%	17	1.61%	5	63.02%	196	311
14	Exhibits	16.25%	52	16.25%	52	8.75%	28	2.19%	7	56.56%	181	320
15	Hours of Operation	33.23%	103	27.42%	85	11.61%	36	2.58%	8	25.16%	78	310
16	Research Help	25.55%	82	18.69%	60	5.92%	19	1.25%	4	48.60%	156	321
17	Overall, how would you rate the library?	33.64%	111	37.58%	124	10.30%	34	0.91%	3	17.58%	58	330

**Table 4a-Library Service Satisfaction Ratings-Combined Ratings “Excellent and Good” ONLY- Question 4: “Based on your experience in the last year, how would you rate each of the following library services?”**

70% of students are satisfied with the library services. The following displays the combined ratings of excellent and good for each of the services.

#	Question	Combined Ratings (Excellent and Good)
1	Customer Service	65.15%
2	Collections (Books, DVDs, Music, Newspapers, etc.)	47.25%
3	Online Services (Website, One Search, Chat, Databases)	57.14%
4	Computers and Software	54.49%
5	Internet Access	64.22%
6	Printing	37.78%
7	Scanning	29.21%
8	Technology Loans (Laptops, Hot-spots)	44.31%
9	Course Reserves/Textbooks	38.22%
10	Furniture (Desks, Chairs, Seating)	56.87%
11	Study Rooms	50.48%
12	Accessibility Services (ACCESS Room)	27.36%
13	Programs (Library Welcome Week, Banned Books Week Poetry Month, International Games Day)	29.90%
14	Exhibits	32.50%
15	Hours of Operation	60.65%
16	Research Help	44.24%
17	Overall, how would you rate the library?	71.22%

**Table 5 (Question 5) Importance of Library Services: “How important is each of the following library services to you?”**

#	Question	Very Important	N	Important	N	Somewhat Important	N	Not Important	N	Don't know/Not applicable	N	Total
1	Research Help	40.34%	119	29.15%	86	11.19%	33	1.36%	4	17.97%	53	295
2	Help Using Computers, Printers and Technology	47.30%	140	24.32%	72	7.43%	22	6.76%	20	14.19%	42	296
3	Borrowing Materials (Books, DVDs, Music, newspapers, etc.)	42.31%	121	23.43%	67	12.24%	35	4.20%	12	17.83%	51	286
4	Online Services (Website, One Search, Chat, Databases)	52.60%	152	25.61%	74	8.65%	25	1.38%	4	11.76%	34	289
5	Computers and Software	50.87%	146	23.34%	67	11.15%	32	2.79%	8	11.85%	34	287
6	Internet Access	76.29%	222	12.03%	35	2.75%	8	0.69%	2	8.25%	24	291
7	Printing	49.30%	140	22.18%	63	10.56%	30	3.17%	9	14.79%	42	284
8	Scanning	37.32%	106	23.24%	66	10.21%	29	7.39%	21	21.83%	62	284
9	Technology Loans (Laptops, Hot-spots)	47.02%	134	18.25%	52	10.53%	30	5.96%	17	18.25%	52	285
10	Course Reserves/Textbooks	45.10%	129	23.78%	68	8.74%	25	3.15%	9	19.23%	55	286
11	Furniture (Desks, Chairs, Seating)	47.20%	135	27.62%	79	11.89%	34	1.75%	5	11.54%	33	286
12	Study Rooms	48.79%	141	24.57%	71	11.42%	33	0.69%	2	14.53%	42	289
13	Accessibility Services (ACCESS room)	36.27%	103	15.14%	43	9.15%	26	4.23%	12	35.21%	100	284
14	Programs (Library Welcome Week, Banned Books Week Poetry Month, International Games Day)	26.06%	74	20.42%	58	13.73%	39	9.86%	28	29.93%	85	284
15	Exhibits	20.57%	58	23.40%	66	17.73%	50	10.28%	29	28.01%	79	282
16	Hours of Operation	60.27%	176	22.95%	67	4.11%	12	1.37%	4	11.30%	33	292
17	Overall, how important is the library to you as a campus resource/service?	60.96%	178	23.97%	70	7.19%	21	0.68%	2	7.19%	21	292

**Table 5a-Importance of Library Services—Combined Ratings “Very Important/Important”**  
**Question 5: How important is each of the following library services to you?**

Close to 85 to 88% of students described the importance of internet access, hours of operation, and overall library campus resources.

Combined Ratings		
#	Question	Very Important/Important
1	Research Help	69.49%
2	Help Using Computers, Printers and Technology	71.62%
3	Borrowing Materials (Books, DVDs, Music, newspapers, etc.)	65.74%
4	Online Services (Website, One Search, Chat, Databases)	78.21%
5	Computers and Software	74.21%
6	Internet Access	88.32%
7	Printing	71.48%
8	Scanning	60.56%
9	Technology Loans (Laptops, Hot-spots)	65.27%
10	Course Reserves/Textbooks	68.88%
11	Furniture (Desks, Chairs, Seating)	74.82%
12	Study Rooms	73.36%
13	Accessibility Services (ACCESS room)	51.41%
14	Programs (Library Welcome Week, Banned Books Week Poetry Month, International Games Day)	46.48%
15	Exhibits	43.97%
16	Hours of Operation	83.22%
17	Overall, how important is the library to you as a campus resource/service?	84.93%

**Table 6 (Question 6): How do you typically find out about library programs and services? (Check all that apply).**

The top choices included email (16%), library website (15%), portal (14%) and instructors (13%) to promote the library programs and services.

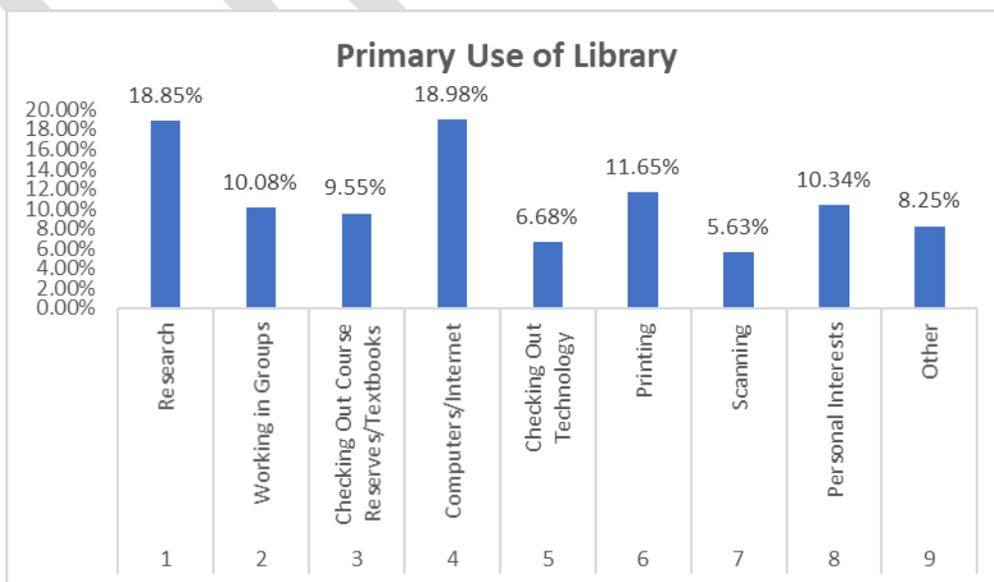
#	Answer	%	Count
4	<b>Email</b>	16.02%	152
1	<b>Library Website</b>	14.75%	140
3	<b>Portal</b>	13.59%	129
8	<b>My Instructors</b>	13.17%	125
5	<b>Canvas</b>	11.06%	105
10	<b>Other Students</b>	7.80%	74
6	<b>Signs or Fliers</b>	7.59%	72
2	<b>Social Media</b>	4.53%	43
7	<b>My Counselors</b>	4.53%	43
11	<b>I never hear about the Library</b>	3.06%	29
9	<b>Other Campus Employees</b>	2.63%	25
12	<b>Other</b>	1.26%	12
	<b>Total</b>	100%	949

A small group of students provided “other” responses and indicated that they found out library programs and services “in person” at the library.

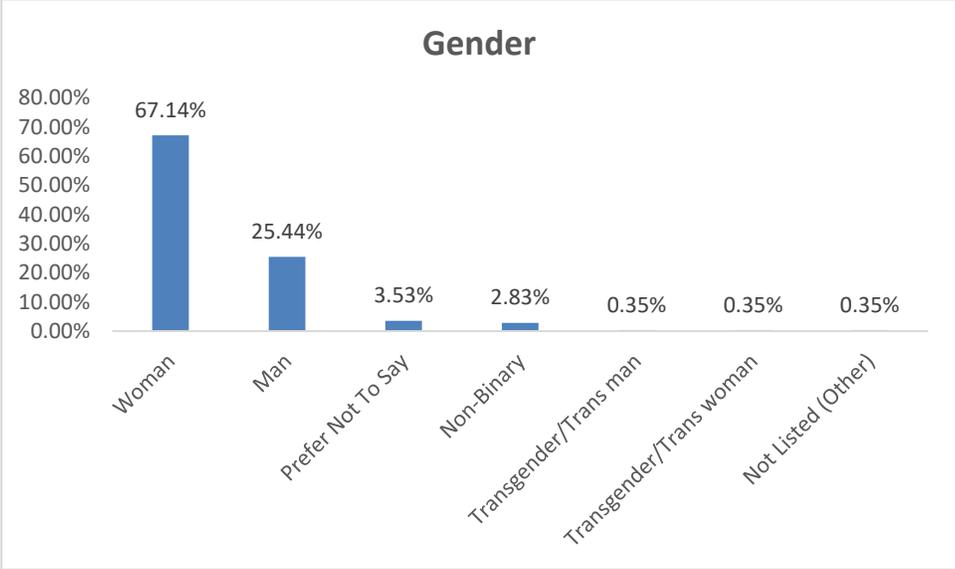
**Table 7- Question 9: What do you primarily use the library for?**

Students indicated their top uses of the library in the following order:

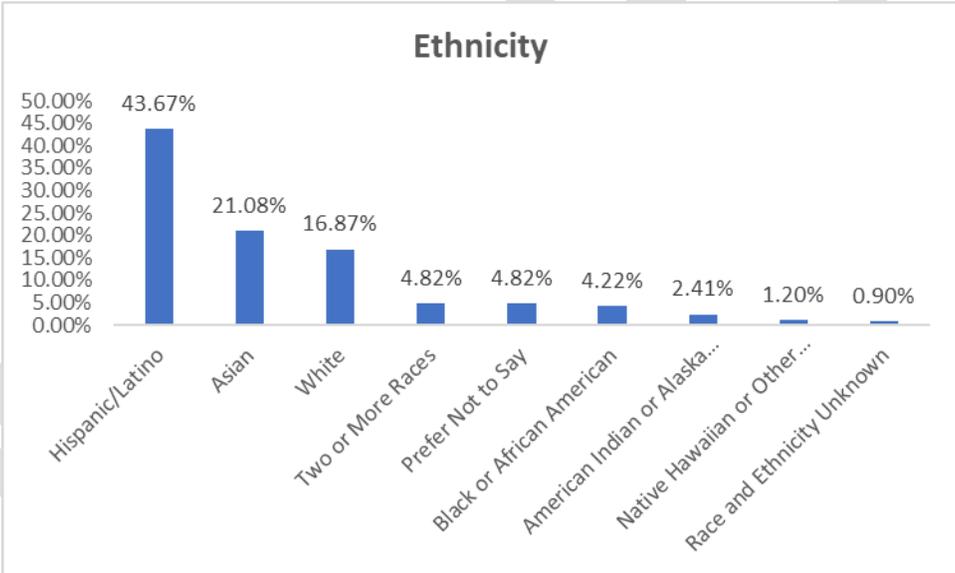
Research (18.8%) and Computers/Internet (18.98%).



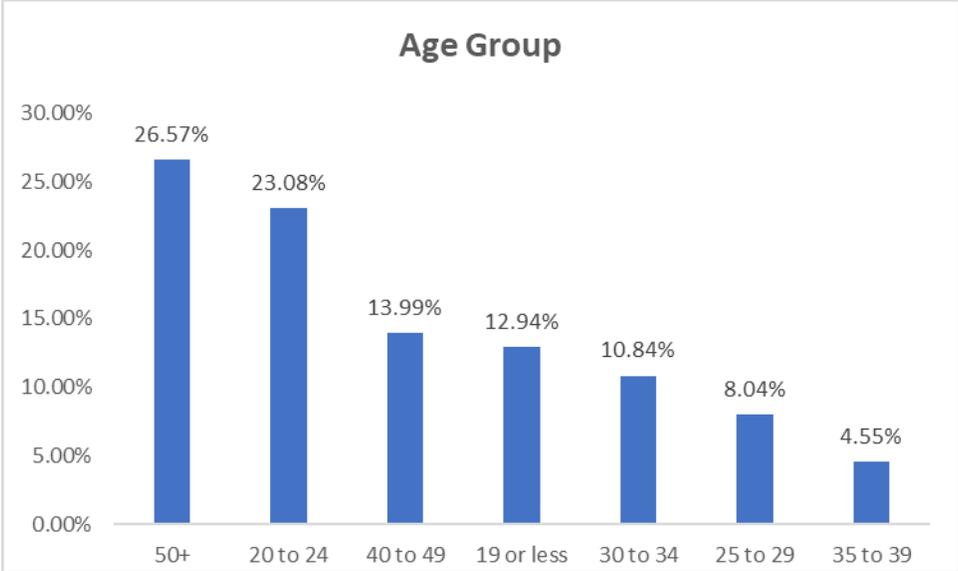
**Table 8-Question 10: Gender of Respondents**



**Table 9- Question 11: Ethnicity of Participants**

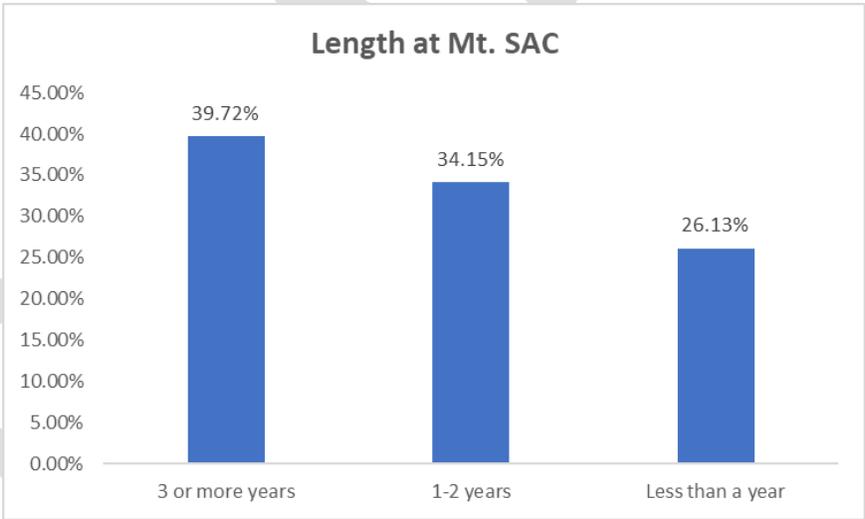


**Table 10-Question 12-Age group**

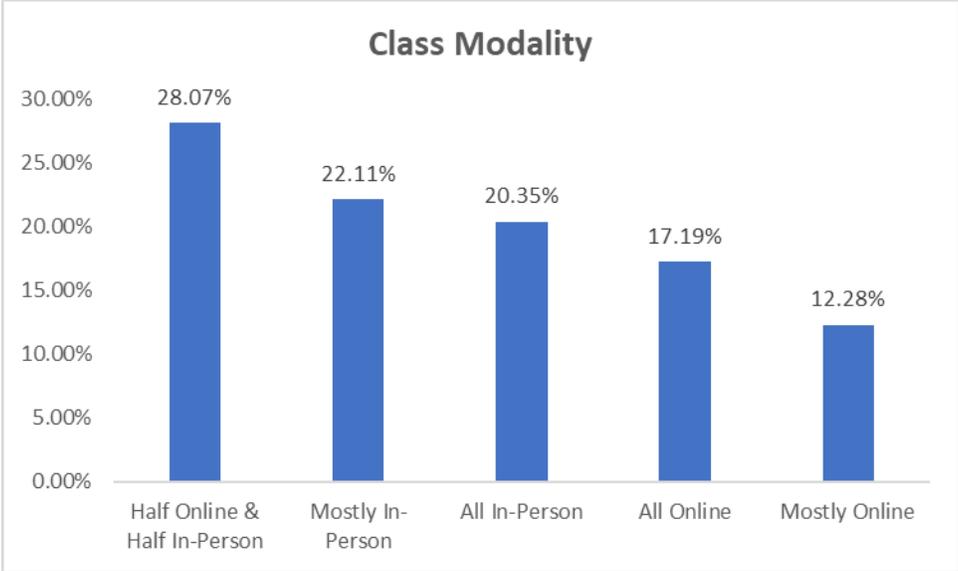


**Table 11- Question 13: "How long have you been at Mt. SAC?"**

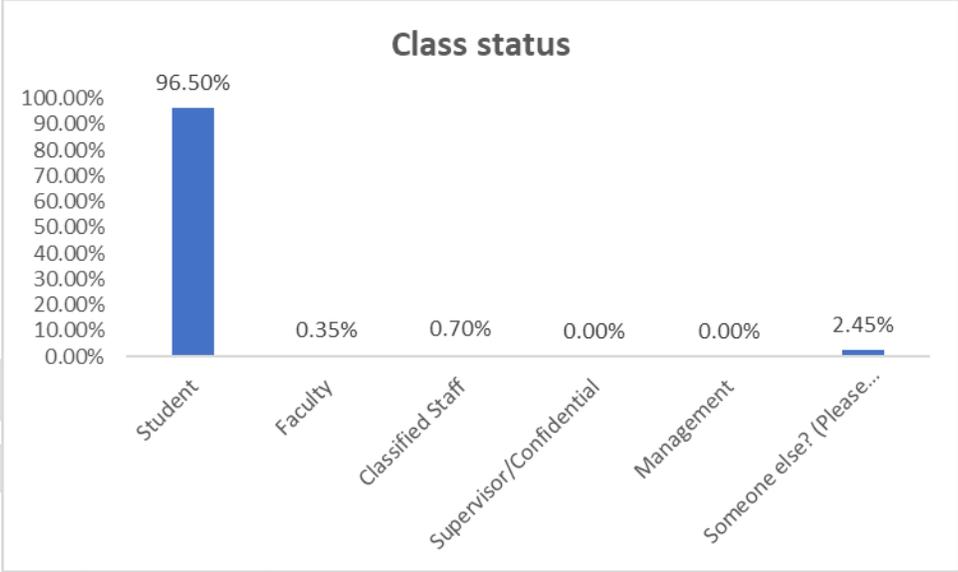
Close to 40% of students have been at Mt. SAC for 3 or more years.



**Table 12-Question 14: In the last year, my classes have been:**

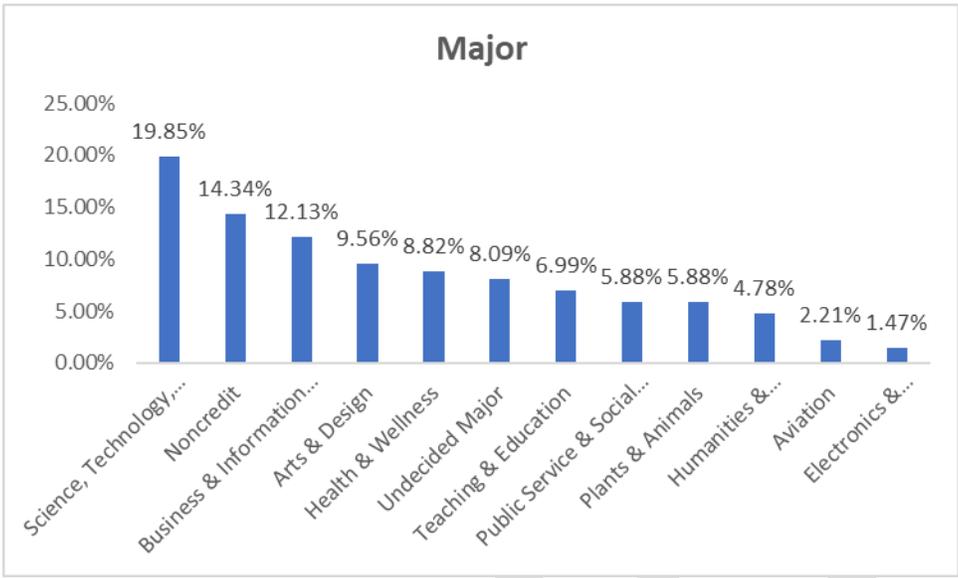


**Table 13 Question 15: “What best describes your status at the college?”**

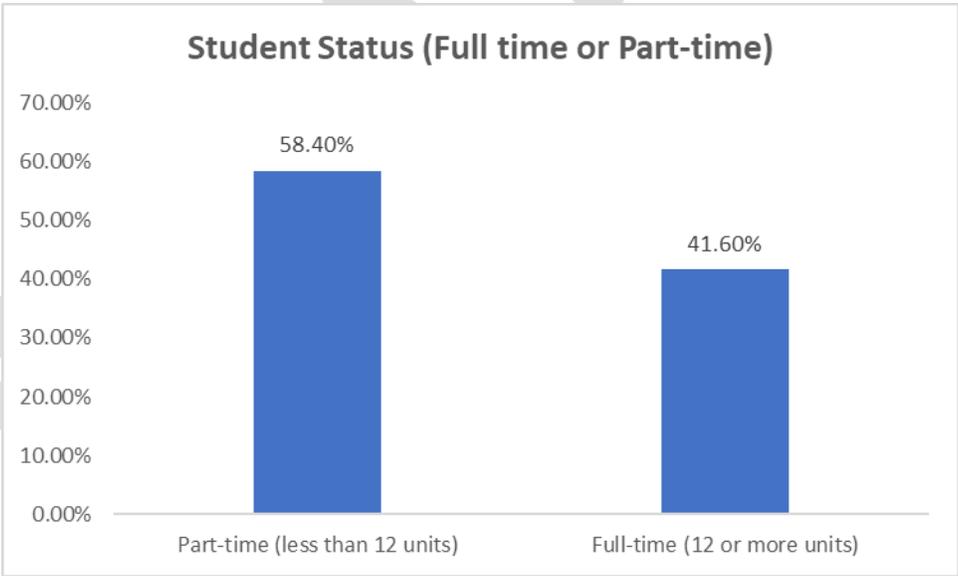


Other students also described taking recreational classes or classes for education for older adults.

**Table 14- Question 16: What is your major?**



**Table 15 Question 17: “Are you a part-time or full-time student? (Only for students to answer)”**



## Open-Ended Comments

The questionnaire asked three open ended comments include “(Q.7) What do you value most about the library? (Q.8) How can the library support you to achieve your goals? and (Q.18) “Do you have any final comments?” In open-ended responses, 27% of students (N=29) also expressed their positive experiences with the Mt. SAC library. Most respondents (30% (N=82) mentioned the importance of a study space that is quiet and safe for individuals and group study rooms. Results of the open-ended questions are counted in Tables 17 to 20. The end of the report includes a list of all open-ended responses with the various themes for each of the open-ended questions.

**Table 17-Question 7: Count and Percentage of Primary Themes**

Q7 - What do you value most about the library? (Themes)	Count of Themes	% Percentage
Study Space that is quiet and safe (individually and group rooms)	82	30.04%
Valuable library information and service	35	12.82%
Library book collection	27	9.89%
Computer access/Loaner laptops	27	9.89%
Educational Workshops/Academic support/Employee assistance and helpfulness	16	5.86%
Hours of operation	15	5.49%
Printing	10	3.66%
Research database	7	2.56%
Accessibility	6	2.20%
Digital resources/Access to media	6	2.20%
Internet access	6	2.20%
Never used mtsac library services	5	1.83%
Furniture	4	1.47%
Course Reserve textbooks	4	1.47%
Library resources	3	1.10%
Employee assistance and helpfulness	3	1.10%
Technology support	2	0.73%
Scanning	2	0.73%
Research assistance	2	0.73%
Online research services	2	0.73%
Positive feedback	2	0.73%
Customer service, study rooms, and printing	1	0.37%
Library support	1	0.37%
Suggestion for restroom cleanliness	1	0.37%
Air conditioning	1	0.37%

Q7 - What do you value most about the library? (Themes)	Count of Themes	% Percentage
Cleanliness	1	0.37%
Academic support	1	0.37%
Employee assistance	1	0.37%
Grand Total	273	100.00%

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