



Library Survey Results
Spring 2011

**Library Survey Results
Spring 2011**

Table of Contents

Library Survey Results Report .. . Pg. 2

Appendix

- Results of Survey—tabulated by question .. . Pg. 4
- Comments .. . Pg. 10
- Screenshot of actual online Library Survey .. . Pg. 13

Library Survey Results Spring 2011

Introduction

Surveying Brazosport College library patrons has not been done since 2004 and within the context of the large magnitude of technological changes, among many others, in the past seven years, several changes in the survey items were made with the expectation that the data received would have a different “flavor” than in past surveys.

Previous surveys were paper and pencil in nature but this one was web-based. An announcement that the library survey could be completed and its link were announced in most credit classes and the link was highlighted very well on the college’s home page. Even though the survey was advertised as much as possible, the response rate was poor with only 219 responses being recorded. The data were analyzed and results are presented in this report. A copy of the survey is also attached in the Appendix.

Survey Administration and Data Collection

The data were collected through the web-based survey and frequencies done by SPSS. The frequency tables are displayed in the Appendix. The questions that pertained only to students were analyzed with only student data and questions that pertained only to faculty were analyzed with only faculty data. In many of the tables, the “No Response” counts were reported. In most cases, the “No Responses” did not affect the outcomes of the analysis and where the analyst felt that this type of response was not appropriate; it was omitted from the table. There were 157 students who responded to the survey, 22 faculty, 35 staff, and 4 did not indicate their patron status.

Analysis and Results

The analysis of the data consisted mainly of frequency charts. The comments are listed as written by the respondents in the appendix that follows. Some of the more salient points are as follows:

- Most of the patrons who use resources IN the library do so only once per semester (21.9%).
- Respondents rarely or never (53%) use library resources OFF campus.
- English seems to be the class most often requiring a student to use the library resources (50.2%).
- The most preferred way of searching for information is using an Internet search engine.
- Overall, respondents were satisfied with library staff, services, and resources.
- The use of the library was fairly evenly distributed from Monday through Thursday but rarely used on Friday.
- The library was rarely used by these respondents during the evening.
- Most of the respondents were aware of the services and resources that the library offers (including students, faculty, and staff).
- The library is helpful with providing the necessary resources for writing a research paper.

- Email (49.3%) seems to be the preferred method for the library to communicate with the patron for news, events, etc.

Implications

The results indicated that the library is providing the resources that students need in order to be successful at Brazosport College. The staff is helpful, friendly, and knowledgeable. The patrons seem to be aware of the services that the library offers and this awareness can be difficult to accomplish.

From the CCSSE surveys, those data suggest that very few classes require out-of-class papers and out-of-class readings because respondents report writing few papers and reading few books. The low response rate on this survey may be correlated to those particular statistics. Perhaps, if the college, in general, would require more reading and writing across the curriculum, the library resources may be used more, and fallout of that would be a higher response rate on surveys such as this.

When comparing some the like items with the 2004 survey, the following satisfaction items had almost the same satisfaction: (1) Availability of library staff (85.9% vs. 84.9%), (2) Knowledge of library staff (80.8% vs. 80.8%), and (3) Friendliness of library staff (86.1% vs. 85.4%) with the 2004 percentages listed first. When comparing how often students use the library while on campus, students just do not use the library very often, and again, this is may be directly correlated to the amount of required reading and writing in the curriculum.

As with many online surveys, getting a high response rate is difficult and this survey was no exception. During the next administration of this survey, the College will try to solicit more respondents.

Appendix
Results of Survey

1. Please choose from the list below the one that best describes you

Type Library Patron	Number	Percent
Credit Student	156	71.2
B.A.T. Student	1	.5
Non-Credit Student	1	.5
Faculty	22	10.0
Staff (Non-Faculty)	35	16.0
No Response	4	1.8
Total	219	

2. How often do you use the library resources IN the library?

Item	Number	Percent
Daily	6	2.7
Weekly	30	13.7
Monthly	35	16.0
Once a semester	48	21.9
Rarely or never	96	43.8
No Response	4	1.8
Total	219	

3. How often do you use the library resources OFF campus?

Item	Number	Percent
Daily	8	3.7
Weekly	24	11.0
Monthly	28	12.8
Once a semester	40	18.3
Rarely or never	116	53.0
No Response	3	1.4
Total	219	

4. For which classes were you required to use the library?

Item	Number	Percent
English	110	50.2
History/Government	34	15.5
Science	11	5.0
Nursing	9	4.1
Transitional Education	10	4.6
Business/Management	8	3.7
Speech	12	5.5
Drama/Music	2	.9
SHEM/Process Technology/Other Tech Programs	8	3.7
Humanities	13	5.9
Other	53	24.2
Total	219	

5. Please check your preferred order of searching for information using the scale below.

Item (count/percent)	Online library Catalog	Internet Search Engines	Library Databases
Most Preferred	48 21.9	114 52.1	62 28.3
Somewhat Preferred	59 26.9	50 22.8	57 26.0
Neutral	69 31.5	29 13.2	57 26.0
Learning Toward Another Source	12 5.5	4 1.8	12 5.5
Least Preferred	15 6.8	2 .9	12 5.5
No Response	16 7.3	20 9.1	19 8.7
Total	219	219	219

6. The last time you used the library, how satisfied were you with the following?

Item	Very Satisfied	Satisfied	Neutral	Unsatisfied	Very Dissatisfied	Total
Availability of library staff	136 62.1	50 22.8	23 10.5			209
Knowledge of library staff	132 60.3	45 20.5	30 13.7			207
Friendliness of library staff	155 70.8	32 14.6	20 9.1		1 .5	208
Overall service of the library	143 65.3	41 18.7	23 10.5			207
Library hours	114 52.1	50 22.8	40 18.3	3 1.4	2 .9	209
Interlibrary loan services	80 36.5	32 14.6	90 41.1	2 .9		204
Signs and directional aides	96 43.8	59 26.9	49 22.4	3 1.4	1 .5	208
Number of books pertaining to your topic?	85 38.8	68 31.1	49 22.4	4 1.8	1 .5	207
Number of databases pertaining to your topic	81 37.0	62 28.3	54 24.7	5 2.3		202
Number of journals pertaining to your topic	75 34.2	60 27.4	61 27.9	6 2.7		202

7. What days do you use the library while on campus?

Item	Number	Percent
Monday	97	44.3
Tuesday	91	41.6
Wednesday	100	45.7
Thursday	78	35.6
Friday	15	6.8
Total		

8. When do you use the library while on campus?

Item	Number	Percent
Morning	29	13.2
Early Afternoon	48	21.9
Late Afternoon	22	10.0
Evening	5	2.3
No Response	115	52.5
Total	219	

9. As a **student**, I am aware that the Brazosport College library offers:

Item (156 responses)	Yes/Percent
Assistance finding research information	142 91.0
Online resources that can be accessed 24 hours per day, 7 days per week	135 86.5
Student ID cards – MyBC card	148 94.9
Leisure reading material	125 80.1
Material from other libraries (interlibrary loan at my request)	112 71.8

10. As an **instructor**, are you aware that the Brazosport College library has the following services available when needed?

Item (22 responses)	Yes/Percent
Instructional material can be put on reserve for use by your students	20 90.9
You can schedule a tour of the library for your students in order for them to learn how to use the various learning assistance tools the library has	19 86.4
You can schedule a specific tour of the library that is topic-specific	17 77.3
Material from other libraries (interlibrary loan) can be requested if needed for classroom use	19 86.4
You can suggest material to be added to the library's collection (Collection Development)	18 81.8

11. Writing a successful research paper relies on using library resources. Please select how helpful the library was with each of the following items with your paper – if applicable.

Item	Very Helpful	Somewhat Helpful	Neutral	Not Very Helpful	Not Helpful at All
Providing access to books, journals and databases	112 68.7	22 13.5	26 16.0	3 1.8	
Instruction on how and where to find information	98 60.5	32 19.8	28 17.3	3 1.9	1 .1
Recommending sources that would benefit my research	96 59.6	28 17.4	34 21.1	3 1.9	
Help with citing the sources I used	92 57.1	26 16.1	40 24.8	3 1.9	

12. What would be the **BEST** way for the library to communicate with you; that is, getting news to you about new offerings, events, etc.?

Item	Number	Percent
Social media (Facebook, twitter, ...)	16	7.3
Email	108	49.3
Library webpage	20	9.1
Classroom announcements	25	11.4
Texting	35	16.0
Other	4	1.8
No Response	11	5.0
Total	219	

COMMENTS

Question 4a. Other classes where the library patron was required to use the library.

Other Classes
BCIS (2)
Computer
Business Computers
BCIS 1405
Enjoyment or own interest
Learning Frameworks (18)
Drawing I
technical drawing
math
BCIS1405 class
Accounting 2402
Psychology (6)
prealgebra 404
ART
Sociology (2)
Psychology 2301
Studying for all my classes!

Question 11a – Other research help:

Other research help
Online books
Use of Database of Journals
Library needs to be open later.
The library staff is even helpful to students who are unsure of what to research and give ideas regarding what would be an interesting topic and really help in starting off the research process.
google.com yahoo.com

Question 12a – Suggestions as to the best way to get information to you:

Best way to get information to you
Email, announcements
Phone
A webpage that is more user friendly.
Email
by the my college e mail
E Newsletter - Monthly, Bimonthly - if it would include information on new services, a quick list of services provided, and email links to services through the internet. For students, a Facebook page might be good so they can subscribe if they want to follow the information, but for staff, instructors, I think E newsletter would be great!
Phone message on college extension.
Both email and texting
Flyers, announcements
Texting
Announce in classes/fliers. I also like the Facebook and texting idea.

Question 13 – If the Brazosport College Library could add a service or function that would make it better – what would it be?

Additional service or function to make the library better
A how to use the site page with updated information to more data.
To let students know what the library has in store for them and how it can help. Such as gain better research skills and how to find articles/database etc. to help write research papers.
Longer opening hours on Fridays and more quiet study areas.
Be part of orientation for students. More detailed.
more copies of certain books
Be open later than noon on Fridays.
Our library staff keeps more up to date than anything I could suggest!
Improve the web site. Needs visual consistency. I'd like to see less "library jargon" (navigation menu contains acronyms). The database page needs editing (redundant).
comfortable seating
Mail or deliver a book - inter-office to campus location
Possibly a list of all the features of the library.
Nothing, that I can think of..... spike the punch during in service????LOL
Open later and more hours on the weekend.
allowing a longer amount of time for research books to be checked out as they are used throughout the semester for a hefty paper due at the end of the semester.
More quiet study rooms.
Nothing. I find everything and everybody in the library to be very friendly and helpful. Thank you. (:
It would be helpful if library staff used fun, active learning principles in teaching students how to use the library.
Comfy chairs and reading space, and maybe a Starbucks!!!
On-line searchable version of the digital compilation of the Readers Guide to Periodic Literature that covers from volume 1 through (I think) the mid-1980s.
Help teach us how to find resources a lot better
Clearer signs in the library, such as reference signs of where to find books based on general subjects (color code, US history, etc.)
Iphone app
Make the books easier to find such as a redbox theory the library needs to get up to speed with technology.



We appreciate your assistance in completing this survey. Your responses will be used to improve the library services. Once you have completed the survey, please click the submit button at the bottom. You will then be linked to a confirmation page and allowed to change your responses. Once you are satisfied with your responses, you can then click the submit button again and your responses will be saved and you will be linked to the Brazosport College's home page. Again, thank you for participating.

1. Please choose from the list below the one that best describes you
 - Credit Student
 - B.A.T. Student
 - Non Credit Student
 - Non Student
 - Faculty
 - Staff (non-Faculty)

2. How often do you use the library resources IN the library?
 - Daily
 - Weekly
 - Monthly
 - Once a semester
 - Rarely or Never

3. How often do you use the library resources from OFF campus?
 - Daily
 - Weekly
 - Monthly
 - Once a semester
 - Rarely or never

4. For which classes were you required to use the library? (Check all that apply)
 - English
 - History/Government
 - Science
 - Nursing
 - Transitional Education
 - Business/Management
 - Speech
 - Drama/Music
 - SHEM/Process Technology/other Technical programs
 - Humanities
 - Other (Please List below)

4a. Other classes?

None	<input type="button" value="x"/>
------	----------------------------------

5. Please check your preferred order of searching for information using the scale below. There should be at

file:///C:/Documents and Settings/dpreston/Local Settings/Temp/9245b4f4-580d-41c0-bb51-... 6/9/2011