

Glendale Community College
Student Survey of Library Services
Spring 2014

This report summarizes the results of a student survey of library services administered as a classroom survey between May and June 2014. Responses were received from 26 different class sections. The total number of students responding to the survey was 617. The report below summarizes student responses to each of the survey questions.

Question 1: What is your gender?

Response	Number of Students	Percentage
Female	337	55.4%
Male	271	44.6%
Total	608	100%

Question 2: Are you taking day or evening classes this semester?

Response	Number of Students	Percentage
Day	213	35.3%
Evening	89	14.8%
Both	301	49.9%
Total	603	100%

Question 3: How many units are you taking this semester?

Response	Number of Students	Percentage
Zero to six	106	17.4%
Seven to eleven	171	28.1%
Twelve or more	332	54.5%
Total	609	100%

Question 4A: How often have you visited the library in person this semester?

Response	Number of Students	Percentage
I use the library weekly	227	38.3%
I use the library monthly	168	28.3%
I don't use the library	103	17.4%
I use the library daily	95	16.0%
Total	593	100%

Question 4B: If you haven't used the library, have you used the library website?

Response	Number of Students	Percentage
Yes	27	32.5%
No	56	67.5%
Total	83	100%

Question 5: What do you do in the library? Mark all that apply

Response	Number of Students	Percentage
Study	423	68.6%
Use library computer workstations	284	46.0%
Do research	242	39.2%
Use textbook/materials on reserve for a class	221	35.8%
Meet with a group	220	35.7%
Use my own laptop computer	192	31.1%
Check out books	97	15.7%
Hang out	67	10.9%
Consult a reference librarian	59	9.6%
Borrow a library laptop computer	56	9.1%
Other	38	6.2%
Read magazines or newspapers	31	5.0%

Question 6A: How often have you used the library website this semester (to use article databases, search for books, find the hours the library is open, etc.)?

Response	Number of Students	Percentage
I don't use the library website	255	42.8%
I use the website monthly	218	36.6%
I use the website weekly	89	14.9%
I use the website daily	34	5.7%
Total	596	100%

Question 6B: If you use the library's website, do you also go into the physical library?

Response	Number of Students	Percentage
Yes	43	34.4%
No	82	65.6%
Total	125	100%

Question 7: When you are in the library, what do you use the library computers for?

Response	Number of Students	Percentage
MyGCC	332	53.8%
Moodle for a GCC class	323	52.4%
Internet searching, not the library website	273	44.2%
Word processing	238	38.6%
Use article databases	223	36.1%
Search for books	149	24.1%
Web surfing, not the library website	111	18.0%
Sign up for workshops	87	14.1%
Other	60	9.7%
Social networking (visit Facebook, etc.)	58	9.4%
Find out the hours the library is open	36	5.8%

Question 8: When you are NOT in the library, what do you use the library website for?

Response	Number of Students	Percentage
Use article databases	307	49.8%
Find out the hours the library is open	122	19.8%
Search for books	121	19.6%
Other	62	10.0%

Question 9: Are there enough resources for your study and research needs? (Yes Responses)

Response for "Yes"	Number of Students	Percentage
Article databases	412	66.8%
Books to check out	411	66.6%
Reference books	373	60.5%
Print periodicals (magazines, journals)	355	57.5%
Reserve materials	308	49.9%
Electronic books	302	48.9%
ESL books	301	48.8%
Study rooms	300	48.6%
Audio books (cassette or CD)	288	46.7%
Chairs	256	41.5%
Music (CD's)	253	41.0%
Computers	248	40.2%

Question 10: Library hours in Fall and Spring semesters are M-Th 8am - 9am, F-Sa 10am - 2pm. Do these hours meet your needs?

Response	Number of Students	Percentage
Yes	385	74.2%
No	134	25.8%
Total	519	100%

Question 11A: Have you attended any of the library's workshops?

Response	Number of Students	Percentage
Yes	309	50.1%
No	308	49.9%
Total	617	100%

Question 11B: If "yes", please rate the workshops:

Informative

Response	Number of Students	Percentage
Excellent	136	48.1%
Good	101	35.7%
Fair	27	9.5%
Poor	7	2.5%
No opinion	12	4.2%
Total	283	100%

Useful for my class

Response	Number of Students	Percentage
Excellent	132	47.5%
Good	90	32.4%
Fair	33	11.9%
Poor	11	4.0%
No opinion	12	4.3%
Total	278	100%

Scheduled at convenient times

Response	Number of Students	Percentage
Excellent	112	41.6%
Good	92	34.2%
Fair	40	14.9%
Poor	12	4.5%
No opinion	13	4.8%
Total	269	100%

Question 13A: Would further instruction in using the library and its resources help you?

Response	Number of Students	Percentage
Yes	299	61.5%
No	187	38.5%
Total	486	100%

Question 13B: How would you prefer to learn library research skills?

Response	Number of Students	Percentage
Online workshop sessions	181	29.3%
More handouts / research guides	174	28.2%
Workshop sessions in the library	154	25.0%
Research appointments with librarians	123	19.9%
Online credit classes	122	19.8%
Semester-length credit classes	73	11.8%
Late start 10-week credit classes	66	10.7%
8-week credit classes	63	10.2%

Question 14: Which of the following services would you like the library to offer?

Response	Number of Students	Percentage
Chat with a reference librarian	238	38.6%
GCC Library Facebook page	137	22.2%
GCC Library on YouTube	127	20.6%
Text a reference librarian	123	19.9%
Social bookmarking sites	73	11.8%
GCC Library on Twitter	62	10.0%
Other	24	3.9%

Question 15: Please rate the library in the following areas.

Reference Staff: Approachable

Response	Number of Students	Percentage
Excellent	298	56.2%
Good	148	27.9%
Fair	46	8.7%
Poor	11	2.1%
No opinion	27	5.1%
Total	530	100%

Reference Staff: Knowledgeable

Response	Number of Students	Percentage
Excellent	289	55.4%
Good	160	30.7%
Fair	36	6.9%
Poor	6	1.1%
No opinion	31	5.9%
Total	522	100%

Reference Staff: Helpful

Response	Number of Students	Percentage
Excellent	295	56.3%
Good	151	28.8%
Fair	39	7.4%
Poor	8	1.5%
No opinion	31	5.9%
Total	524	100%

Circulation / Reserve Staff: Approachable

Response	Number of Students	Percentage
Excellent	256	54.0%
Good	133	28.1%
Fair	41	8.6%
Poor	9	1.9%
No opinion	35	7.4%
Total	474	100%

Circulation / Reserve Staff: Knowledgeable

Response	Number of Students	Percentage
Excellent	246	51.6%
Good	145	30.4%
Fair	42	8.8%
Poor	7	1.5%
No opinion	37	7.8%
Total	477	100%

Circulation / Reserve Staff: Helpful

Response	Number of Students	Percentage
Excellent	259	54.3%
Good	136	28.5%
Fair	36	7.5%
Poor	9	1.9%
No opinion	37	7.8%
Total	477	100%

Library Services: Circulation

Response	Number of Students	Percentage
Excellent	202	40.4%
Good	179	35.8%
Fair	55	11.0%
Poor	6	1.2%
No opinion	58	11.6%
Total	500	100%

Library Services: Reserve

Response	Number of Students	Percentage
Excellent	190	37.8%
Good	161	32.0%
Fair	69	13.7%
Poor	28	5.6%
No opinion	55	10.9%
Total	503	100%

Library Services: Interlibrary Loan (ILL)

Response	Number of Students	Percentage
Excellent	178	36.7%
Good	148	30.5%
Fair	53	10.9%
Poor	8	1.6%
No opinion	98	20.2%
Total	485	100%

Library Services: Reference Services

Response	Number of Students	Percentage
Excellent	225	45.0%
Good	153	30.6%
Fair	51	10.2%
Poor	5	1.0%
No opinion	66	13.2%
Total	500	100%

Library Services: Library orientations for your class

Response	Number of Students	Percentage
Excellent	189	38.4%
Good	157	31.9%
Fair	55	11.2%
Poor	7	1.4%
No opinion	84	17.1%
Total	492	100%

Library Services: Workshops

Response	Number of Students	Percentage
Excellent	217	43.6%
Good	143	28.7%
Fair	47	9.4%
Poor	11	2.2%
No opinion	80	16.1%
Total	498	100%

Question 16: Please rate the library's physical condition in these areas.

Study Cubicles

Response	Number of Students	Percentage
Excellent	169	32.6%
Good	173	33.4%
Fair	118	22.8%
Poor	41	7.9%
No opinion	17	3.3%
Total	518	100%

Tables

Response	Number of Students	Percentage
Excellent	172	32.6%
Good	174	33.0%
Fair	131	24.8%
Poor	34	6.4%
No opinion	17	3.2%
Total	528	100%

Chairs

Response	Number of Students	Percentage
Excellent	157	29.6%
Good	156	29.4%
Fair	134	25.3%
Poor	66	12.5%
No opinion	17	3.2%
Total	530	100%

Study Rooms

Response	Number of Students	Percentage
Excellent	167	31.7%
Good	172	32.6%
Fair	121	23.0%
Poor	42	8.0%
No opinion	25	4.7%
Total	527	100%

Temperature

Response	Number of Students	Percentage
Excellent	170	31.9%
Good	181	34.0%
Fair	101	18.9%
Poor	58	10.9%
No opinion	23	4.3%
Total	533	100%

Lighting

Response	Number of Students	Percentage
Excellent	218	41.2%
Good	184	34.8%
Fair	88	16.6%
Poor	25	4.7%
No opinion	14	2.6%
Total	529	100%

Noise Levels

Response	Number of Students	Percentage
Excellent	193	36.8%
Good	177	33.8%
Fair	91	17.4%
Poor	45	8.6%
No opinion	18	3.4%
Total	524	100%

Computers

Response	Number of Students	Percentage
Excellent	124	23.7%
Good	165	31.5%
Fair	147	28.1%
Poor	63	12.0%
No opinion	24	4.6%
Total	523	100%

Wireless

Response	Number of Students	Percentage
Excellent	147	28.3%
Good	136	26.2%
Fair	117	22.5%
Poor	86	16.6%
No opinion	33	6.4%
Total	519	100%

Copy Center

Response	Number of Students	Percentage
Excellent	164	31.4%
Good	175	33.5%
Fair	118	22.6%
Poor	38	7.3%
No opinion	27	5.2%
Total	522	100%

Cleanliness

Response	Number of Students	Percentage
Excellent	202	38.7%
Good	187	35.8%
Fair	102	19.5%
Poor	16	3.1%
No opinion	15	2.9%
Total	522	100%

Restrooms

Response	Number of Students	Percentage
Excellent	170	32.8%
Good	174	33.6%
Fair	85	16.4%
Poor	55	10.6%
No opinion	34	6.6%
Total	518	100%