

Library Use Survey (FACULTY – FALL 2007)

Of the 64 full-time faculty members employed at the College, 55 responded to the survey for an 86% response rate.

We are interested in finding out how and why you use the library, how we can improve our services, staff, facilities, and equipment, as well as how you feel about the services and resources that we offer. Please complete this brief survey in order to help us provide the best possible library services for everyone.

1. How many times have you visited the library in the last month? If less than five times, why don't you use it more often?

Number of Times	Frequency	Percent
Less than 5 times	27	52.94
More than 5 times	19	37.25
Never	5	9.80
Total	51	100.00

2. When do you use the library? Morning Early Afternoon Late Afternoon Evening

Time Library Used	Frequency	Percent
Morning	16	34.78
Early Afternoon	13	28.26
Late Afternoon	10	21.74
Evening	7	15.22
Total	46	100.00

3. Why do you use the library? (Please check all that apply)

Why do you use library?	Frequency	Percent
Research Projects	25	23.36
Read Newspapers	6	5.61
Read Magazines	8	7.48
Use Internet	18	16.82
Personal Enrichment	14	13.08
Class Assignments	28	26.17
Use Faculty Reserved Resources	8	7.48

4. What difficulties/barriers have you encountered while using the library? (Please check all that apply)

Difficulties/Barriers	Frequency	Percent
Resources needed were not available	8	21.05
Insufficient quantities of materials	7	18.42
Library Hours	12	31.58
Staff inability to help with request	3	7.89
Inability to use course prescribed software on the library computers	8	21.05
TOTAL	38	100.00

5. How do you most often find out about what is happening in the library?

Find out what's happening in library	Frequency	Percent
Friend	6	12.00
Colleague	4	8.00
Faculty	2	4.00
Campus publications	0	0.00
Email	30	60.00
Library Web site	3	6.00
Library staff member	3	6.00
Campus bulletin boards	2	4.00
Other _____	0	0.00
TOTAL	50	100.00

6. When you need help using the library, what do you do most often?

Help Using the Library	Frequency	Percent
Ask a library staff member	41	83.67
Use the library web site	4	8.16
Ask a friend	1	2.04
Refer to printed documentation	3	6.12
Don't ask for help	0	0.00
Leave the library	0	0.00
TOTAL	49	100.00

7. While using the library, you usually find...

While using the library,	Frequency	Percent
More than you expected to find	21	41.18
Some things you expected to find	12	23.53
Nothing you expected to find	3	5.88
Exactly what you expected to find	9	17.65
A few things you expected to find	6	11.76
TOTAL	51	100.00

8. Which library resources do you use most often?

Library resources	Frequency	Percent
Internet	27	23.48
Email Access	13	11.30
Electronic Databases	15	13.04
Print Collection	19	16.52
Periodicals	14	12.17
Newspapers	6	5.22
Faculty Reserved Materials	9	7.83
Online Catalog	6	5.22
E-Books	6	5.22
TOTAL	115	100.00

9. What days do you use the library? 22 Mon 3 Tue 23 Wed 19 Thu 12 Fri

10. When the library does not have what you need, what do you do most often?

Library doesn't have what you need...	Frequency	Percent
Ask a library staff member	24	48.98
Search the Internet	18	36.73
Check the online catalog again	1	2.04
Recommend the addition of needed resource	1	2.04
Leave the library	4	8.16
Do not ask for help	1	2.04
TOTAL	49	100.00

Please rate the library services using this scale: 1-poor, 2-fair, 3-good, 4-very good, 5-excellent

	Excellent		Very Good		Good		Fair		Poor	
	No.	%	No.	%	No.	%	No.	%	No.	%
Library collections	0	0.00	1	2.38	18	42.86	14	33.33	9	21.43
Library services	0	0.00	2	4.35	8	17.39	16	34.78	20	43.48
Borrowing library resources between Trenholm and Patterson Campuses	0	0.00	2	5.88	10	29.41	13	38.24	9	26.47
Electronic database(s) access	0	0.00	3	7.89	10	26.32	13	34.21	12	31.58
Online catalog (ATHENA)	0	0.00	2	5.71	10	28.57	12	34.29	11	31.43
Library orientation	1	1.82	1	1.82	8	21.62	15	27.27	12	32.43
Organization of information	0	0.00	2	4.76	9	21.43	13	30.95	18	42.86
Value of information	0	0.00	1	2.38	10	23.81	14	33.33	17	40.47
Staff availability	1	2.27	2	4.55	7	15.91	14	31.82	20	45.45
Staff courtesy	1	2.27	0	0.00	6	13.64	10	22.73	27	61.36
Staff response to requests	1	2.38	0	0.00	6	14.29	11	26.19	24	43.64
Library Hours	0	0.00	4	10.00	9	22.50	14	35.00	13	32.50
Library facilities (space / furniture)	0	0.00	3	6.82	7	15.91	18	40.91	16	36.36
Computers	0	0.00	3	7.32	9	21.95	11	25.00	18	43.90
Other equipment	0	0.00	2	3.64	10	27.03	12	32.43	13	35.14
Ability to provide feedback and/or comments	0	0.00	1	2.44	9	21.95	15	36.59	16	39.02
Library web site	1	2.50	1	2.50	7	17.50	11	27.50	20	50.00
Overall rating	0	0.00	2	4.44	7	15.56	18	40.00	18	40.00

What new library services and/or resources would you like to see added to the library? (Please make comments on back)

- ACT preparation books on the Patterson Campus
- TECHNICAL MANUELS
- I think it would be nice to have a comfortable sitting area for reading while in the library, like you might find at Barnes and Nobles.
- CAFÉ TYPE ENVIRONMENT
- VARIETY OF RESOURCE MATERIALS
- I think the library staff does an excellent job of ending requesting faculty and staff to order resource material that they may need. I cannot think of anything that should be added at this time.
- Every computer should have Microsoft Office 2007
- More books on the Patterson campus. Art Exhibitions
- I think it is great as it is no changes to need to be made.
- DVD's and CD's
- I would really appreciate longer library hours
- Nothing. Everything is good.
- More computers and books.
- Need to be open on a Saturday in the morning.
- Everything is good and up to date in the library.
- I like the library, the staff, and I really like that building. It looks so professional. The Staff as well as security makes me feel very welcome.
- Expanded online databases with access to more full-text articles in health-related fields.
- A larger E-Book collection and shared digital content with the libraries of major universities.
- I'm not sure. What I have needed has been there.
- All Drafting/Design materials available at Patterson Campus.