



Community & Technical College

OFFICE OF INSTITUTIONAL RESEARCH

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**LIBRARY SERVICES EMPLOYEE SATISFACTION SURVEY
RESULTS SUMMARY – FALL 2014**

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RESULTS SUMMARY – FALL 2014**

In November-December 2014, HCTC employees were asked to respond to a survey regarding their satisfaction with Library Services. Employees answered questions about their uses of the library, satisfaction with library services, and satisfaction with library resources. Employees were also given the opportunity to suggest any additional services or materials the Library should provide. A copy of the survey instrument is attached to this report.

A total of 51 (73% were faculty/administration and 27% were professional/support staff) of the 258 Fall 2014 full-time employees responded to the survey which represents a response rate of 20%. In comparison, the response rate for this survey was 16% in Fall 2013, 21% in Fall 2012, and 19% in Spring 2012.

Please see the attached Survey Results report for the specific totals and percentages. An attached Excel file contains the raw data which includes the suggestions for additional services/materials. Please see the following summary, suggestions, and summary table. The final page of this document provides the codebook for the raw data.

SUMMARY

Overall, the HCTC employees who offered an opinion on Library services and resources are satisfied.

- Visit an HCTC Library = 33% of respondents indicated “less than 3 times a semester” and another 33% of respondents indicated “once every 2 to 3 weeks”
- Visit the HCTC Library website = 39% of respondents indicated “less than 3 times a semester”
- Use library for leisure reading = 41%
- Use library for Research = 59%
- Use and/or check out equipment = 52%
- Recommend titles for acquisition = 51%
- Ability to find information using library resources = 94% responded “excellent” and “good”
- Communications regarding services and resources = 98% responded “excellent” and “good”
- Attended library instruction session/presentation = 45%

Suggestions for Additional Services/Materials

ASE study guides and practice tests

DVD movies

Updated videos for the various disciplines

Make it easy to suggest books, documentaries, and films

Library Services Employee Satisfaction Survey – Fall 2014

SUMMARY TABLE

Survey Item - Library Services	SATISFIED		DISSATISFIED		Offered Opinion		No Opinion	
	Number	Percent	Number	Percent	Number	Percent Satisfied	Number	Percent
7. Library hours	49	96.1%	0	0%	49	100%	2	3.9%
8. Physical comfort (seating, temp, lights)	46	90.1%	0	0%	46	100%	5	9.8%
9. Reserve services	38	74.5%	0	0%	38	100%	13	25.5%
10. Equipment for class use	33	64.7%	0	0%	33	100%	18	35.3%
11. Helpfulness of staff	49	96.1%	1	2.0	50	98.0%	1	2.0%
12. Overall adequacy of library services	50	98.0%	0	0%	50	100%	1	2.0%

Survey Item - Library Resources	SATISFIED		DISSATISFIED		Offered Opinion		No Opinion	
	Number	Percent	Number	Percent	Number	Percent Satisfied	Number	Percent
13. Book collection	41	80.4%	0	0%	41	100%	10	19.6%
14. Magazine/Journal collection	39	76.5%	2	3.9%	41	95.2%	10	19.6%
15. Audio visual collection	38	74.6%	1	2.0%	39	97.5%	12	23.5%
16. Library web page	41	80.4%	0	0%	41	100%	10	19.6%
17. Electronic indexes	38	74.5%	0	0%	38	100%	13	25.5%
18. KCTCS Library On-Line Catalog	36	70.6%	0	0%	36	100%	15	29.4%
19. Interlibrary loan	39	76.5%	0	0%	39	100%	12	23.5%
20. Overall adequacy of library resources	44	86.3%	1	2.0%	45	97.8%	6	11.8%

Survey Item – Library Services/Resources	SATISFIED		DISSATISFIED		Offered Opinion		No Opinion	
	Number	Percent	Number	Percent	Number	Percent Satisfied	Number	Percent
21. Overall availability/accessibility of library resources/services online or in-person	43	84.3%	0	0%	43	100%	8	15.7%
26. satisfaction with sessions/presentations	24	47.1%	0	0%	24	100%	27	52.9%

Legend:

Satisfied = combined total and percentage for Very Satisfied and Satisfied

Dissatisfied = total and percentage for Dissatisfied and Very Dissatisfied

CODEBOOK FOR RAW DATA

Employee Position: Administration = 1; Faculty = 2; Professional Staff = 3; Support Staff = 4

Visit Library/Visit Website: Daily = 1; Once a week = 2; Once every 2-3 weeks = 3; Less than 3 times a semester = 4; Never = 5

Why Use Library: Yes = 1; No = 2

Satisfaction Level: Very Satisfied= 1; Satisfied= 2; Dissatisfied = 3; Very Dissatisfied = 4; No Opinion = 5

Rating: Excellent = 1; Good = 2; Fair = 3; Poor = 4

Campus Location: Hazard Campus = 1; Lees College Campus = 2; Technical Campus = 3; Bailey-Stumbo = 4; Knott County = 5; Leslie County = 6; Online web classes = 7