



Community & Technical College

OFFICE OF INSTITUTIONAL RESEARCH

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**LIBRARY SERVICES STUDENT LEARNING & ASSESSMENT SURVEY
RESULTS SUMMARY – FALL 2013**

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**LIBRARY SERVICES STUDENT LEARNING & ASSESSMENT SURVEY
RESULTS SUMMARY – FALL 2013**

In November-December 2013, HCTC students were asked to respond to a survey regarding their satisfaction with Library Services. Students answered questions about their satisfaction with library services, their satisfaction with the availability and accessibility of library resources, and their satisfaction with library instruction and ability to find information. Students 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. The survey link was made available to students on the Library webpage throughout the fall term.

A total of 66 students responded to the survey in Fall 2013 compared to 74 responses received in Spring 2013, 107 responses received in Fall 2012, 37 responses received in Spring 2012, 120 responses received in Fall 2011, 214 responses received in Fall 2010, and 145 responses received in Spring 2011. 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 statement, suggestions, and summary table. The final page of this document provides the codebook for the raw data.

SUMMARY

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

- Primary use of library computers to conduct research for a class assignment = 68%
- Spent 1-4 hours per week using the library = 65%
- Accessed the library online from home weekly = 32%; never accessed library online from home = 30%
- Had library instruction = 68%
- Used LibGuide = 24%

Suggestions for Additional Services/Materials

More hours, especially on weekends

Larger book collection

Easier access to online resources

Make ebooks available on computers other than library computers

More regular books to read for fun

More Bible and religious studies material

More scanning options so paper is not turned into PDF format and can't be edited

Library Services Student Learning and Assessment Survey – Fall 2013

SUMMARY TABLE

Survey Item - Library Services	SATISFIED		DISSATISFIED		OFFERED OPINION		DID NOT USE	
	Number	Percent	Number	Percent	Number	Percent Satisfied	Number	Percent
3. used Gale, EBSCO, ProQuest	50	75.7%	2	3.0%	52	96.2%	14	21.2%
4. used KCTCS Library Catalog	43	65.1%	1	1.5%	44	97.8%	22	33.3%
5. emailed Librarian for item	62	94.0%	4	6.0%	66	94.0%	0	0.0%
6. looked for information on Internet	65	98.5%	1	1.5%	66	98.5%	0	0.0%
7. checked email	65	98.4%	1	1.5%	66	98.5%	0	0.0%
8. typed paper	64	97.0%	2	3.0%	66	97.0%	0	0.0%
9. printed paper	63	95.5%	3	4.5%	66	95.5%	0	0.0%
10. came to study	65	98.4%	1	1.5%	66	98.5%	0	0.0%

Survey Item - Library Resources/Services (Availability and Accessibility)	SATISFIED		DISSATISFIED		OFFERED OPINION	
	Number	Percent	Number	Percent	Number	Percent Satisfied
14. library hours	60	90.9%	6	9.1%	66	90.9%
15. physical comfort	64	97.0%	2	3.0%	66	97.0%
16. library website	63	95.5%	3	4.5%	66	95.5%
17. equipment	64	95.9%	2	3.0%	66	97.0%
19. helpfulness of library staff	64	96.9%	2	3.0%	66	97.0%
20. overall adequacy of library services	64	97.0%	2	3.0%	66	97.0%
21. overall availability/accessibility	63	95.5%	3	4.5%	66	95.5%

Library Services Student Learning and Assessment Survey – Fall 2013

SUMMARY TABLE (continued)

Survey Item - Library Resources (Adequacy)	SATISFIED		DISSATISFIED		OFFERED OPINION		DID NOT USE	
	Number	Percent	Number	Percent	Number	Percent Satisfied	Number	Percent
22. book collection	56	84.8%	3	4.5%	59	95.0%	7	10.6%
23. magazine/journal collection	54	83.4%	2	3.0%	56	96.5%	9	13.6%
24. KCTCS Library Catalog (online)	64	97.0%	2	3.0%	66	97.0%	0	0.0%
25. Electronic indexes	50	75.7%	2	3.0%	52	96.2%	14	21.2%
27. interlibrary loan	36	54.5%	0	0.0%	36	100%	30	45.5%
28. overall adequacy of library resources	64	96.9%	2	3.0%	66	97.0%	0	0.0%

Survey Item – Library Instruction/ Find Information	SATISFIED		DISSATISFIED		OFFERED OPINION	
	Number	Percent	Number	Percent	Number	Percent Satisfied
31. library instruction	62	93.9%	4	6.0%	66	97.0%
33. used LibGuide	55	83.3%	11	16.7%	66	83.4%
35. ability to find information	64	96.9%	2	3.0%	66	97.0%

Legend:

Satisfied = combined total and percentage for Very Satisfied and Satisfied

Dissatisfied = total and percentage for Dissatisfied and Very Dissatisfied

CODEBOOK FOR RAW DATA

Campus Library Used: Hazard/Stephens Library = 1; Lees College Campus Library = 2; Knott County Branch = 3; Leslie County Center = 4; Technical Campus = 5; Bailey Stumbo Center = 6

Resources/Services Used: Used Gale, etc = 1; Used Library Online Catalog = 2; Email Librarian = 3; Looked for Information = 4; Checked Email = 5; Typed paper = 6; Print Papers = 7; Study = 8

Satisfaction Level: Very Satisfied= 1; Satisfied= 2; Dissatisfied = 3; Very Dissatisfied = 4; Did Not Use = 5

Hours Spend in Week Using Campus Library: None = 1; Between 1 and 4 = 2; Between 5 and 10 = 3; Between 11 and 20 = 4; More than 20 = 5

Used Library Online from Home: Once or twice a semester = 1; Daily = 2; Weekly = 3; Monthly = 4; Never = 5

Databases Used: EBSCO = 1; Gale = 2; ProQuest = 3; ebooks/EBSCO/NetLibrary = 4; World Cat = 5; Novelist = 6; Oxford Reference = 7; Ancestry = 8; On-Demand 5.com = 9; Tractor-Trailer.net = 10

Yes/No: Yes = 1; No = 2

Use of Library Computers: research for class assignment = 1; online classes/Blackboard access = 2; personal or recreational use = 3

Asked Librarian for Help: Often = 1; Sometimes = 2; Rarely = 3; Never = 4