



**Community & Technical College**

**OFFICE OF INSTITUTIONAL RESEARCH**

*Anna Lois Puffer, Coordinator*

606/487-3503

[lois.puffer@kctcs.edu](mailto:lois.puffer@kctcs.edu)

*Brenda Young, Data Research Assistant*

606/487-3063

[brenda.young@kctcs.edu](mailto:brenda.young@kctcs.edu)

**LIBRARY SERVICES STUDENT LEARNING & ASSESSMENT SURVEY  
RESULTS SUMMARY – FALL 2014**

*March 4, 2015*

**LIBRARY SERVICES STUDENT LEARNING & ASSESSMENT SURVEY  
RESULTS SUMMARY – FALL 2014**

In November 2014, 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 60 students responded to the survey in Fall 2014 compared to 49 responses received in Spring 2014, 66 responses received in Fall 2013, 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 = 53%
- Spent 1-4 hours per week using the library = 51%
- Never accessed library online from home = 35%
- Had library instruction = 65%
- Used LibGuide = 22%

Suggestions for Additional Services/Materials

more options of books

print files from my personal laptop to library printer

provide coffee

more computer available in the Hyden Library

make it easier to get ebooks from home

open longer

more seating

## Library Services Student Learning and Assessment Survey – Fall 2014

### 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	41	69.3%	1	1.7%	42	97.6%	18	30.0%
4. used KCTCS Library Catalog	32	53.3%	2	3.4%	34	94.1%	26	43.3%
5. emailed Librarian for item	58	96.7%	2	3.4%	60	96.7%	0	0.0%
6. looked for information on Internet	59	98.4%	1	1.7%	60	98.3%	0	0.0%
7. checked email	60	100%	0	0%	60	100%	0	0.0%
8. typed paper	60	100%	0	0%	60	100%	0	0.0%
9. printed paper	60	100%	0	0%	60	100%	0	0.0%
10. came to study	60	100%	0	0%	60	100%	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	56	93.3%	4	6.7%	60	93.3%
15. physical comfort	58	96.6%	2	3.3%	60	96.7%
16. library website	60	100%	0	0.0%	60	100%
17. equipment	59	98.4%	1	1.7%	60	98.3%
19. helpfulness of library staff	60	100%	0	0.0%	60	100%
20. overall adequacy of library services	60	100%	0	0.0%	60	100%
21. overall availability/accessibility	60	100%	0	0.0%	60	100%

**Library Services Student Learning and Assessment Survey – Fall 2014**

**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	52	86.6%	1	1.7%	53	98.1%	7	11.7%
23. magazine/journal collection	54	90.0%	0	0.0%	54	100%	6	10.0%
24. KCTCS Library Catalog (online)	59	98.4%	1	1.7%	60	98.3%	0	0.0%
25. Electronic indexes	47	78.3%	1	1.7%	48	97.9%	12	20.0%
27. interlibrary loan	36	60.0%	0	0.0%	36	100%	24	40.0%
28. overall adequacy of library resources	60	100%	0	0.0%	60	100%	0	0.0%

Survey Item – Library Instruction/ Find Information	SATISFIED		DISSATISFIED		OFFERED OPINION	
	Number	Percent	Number	Percent	Number	Percent Satisfied
31. library instruction	57	95.0%	3	4.0%	60	95.0%
33. used LibGuide	26	43.4%	1	1.7%	27	96.3%
35. ability to find information	60	100%	0	0.0%	60	100%

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