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**Community & Technical College**

**OFFICE OF INSTITUTIONAL RESEARCH**

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**LIBRARY SERVICES STUDENT LEARNING & ASSESSMENT SURVEY  
RESULTS SUMMARY – SPRING 2015**

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## **LIBRARY SERVICES STUDENT LEARNING & ASSESSMENT SURVEY RESULTS SUMMARY – SPRING 2015**

In March-May 2015, 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 also made available to students on the Library webpage throughout the spring term.

A total of 56 students responded to the survey in Spring 2015 compared to 60 responses received in Fall 2014, 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 = 45%
- Spent 1-4 hours per week using the library = 48%
- Asked Librarian for help either in person, via email, phone, chat, or text = 50% Often/Sometimes
- Never accessed library online from home = 29%
- Had library instruction = 70%
- Used LibGuide = 23%

### Suggestions for Additional Services/Materials

- allow students to print more
- need small coffee shop for people who are there for long hours
- need designated area for students that have several hours between classes to watch a movie or listen to music (“home” feel)

**Library Services Student Learning and Assessment Survey – Spring 2015**

**SUMMARY TABLE**

Survey Item - Library Services	VERY SATISFIED/SATISFIED		DISSATISFIED/VERY DISSATISFIED		OFFERED OPINION		DID NOT USE	
	Number	Percent	Number	Percent	Number	Percent Satisfied	Number	Percent
3. used Gale, EBSCO, ProQuest	40	71.4%	0	0.0%	40	100%	16	28.6%
4. used KCTCS Library Catalog	35	62.5%	0	0.0%	35	100%	21	37.5%
5. emailed Librarian for item	54	96.4%	2	3.6%	56	96.5%	0	0.0%
6. looked for information on Internet	56	100%	0	0.0%	56	100%	0	0.0%
7. checked email	56	100%	0	0.0%	56	100%	0	0.0%
8. typed paper	56	100%	0	0.0%	56	100%	0	0.0%
9. printed paper	56	100%	0	0.0%	56	100%	0	0.0%
10. came to study	56	100%	0	0.0%	56	100%	0	0.0%

Survey Item - Library Resources/Services (Availability and Accessibility)	VERY SATISFIED/SATISFIED		DISSATISFIED/VERY DISSATISFIED		OFFERED OPINION	
	Number	Percent	Number	Percent	Number	Percent Satisfied
14. library hours	55	98.2%	1	1.8%	56	98.3%
15. physical comfort	56	100%	0	0.0%	56	100%
16. library website	56	100%	0	0.0%	56	100%
17. equipment	55	98.2%	1	1.8%	56	98.3%
19. helpfulness of library staff	55	98.2%	1	1.8%	56	98.3%
20. overall adequacy of library services	56	100%	0	0.0%	56	100%
21. overall availability/accessibility of library resources/services	56	100%	0	0.0%	56	100%

**Library Services Student Learning and Assessment Survey – Spring 2015**

**SUMMARY TABLE (continued)**

Survey Item - Library Resources (Adequacy)	VERY SATISFIED/SATISFIED		DISSATISFIED/VERY DISSATISFIED		OFFERED OPINION		DID NOT USE	
	Number	Percent	Number	Percent	Number	Percent Satisfied	Number	Percent
22. book collection	52	92.9%	0	0.0%	52	100%	4	7.1%
23. magazine/journal collection	49	87.5%	1	1.8%	50	98.0%	6	10.7%
24. KCTCS Library Catalog (online)	55	98.2%	1	1.8%	56	98.3%	0	0.0%
25. Electronic indexes	48	85.7%	0	0.0%	48	100%	8	14.3%
27. interlibrary loan	31	55.3%	0	0.0%	31	100%	25	44.6%
28. overall adequacy of library resources	56	100%	0	0.0%	56	100%	0	0.0%

Survey Item – Library Instruction/ Find Information	VERY SATISFIED/SATISFIED		DISSATISFIED/VERY DISSATISFIED		OFFERED OPINION	
	Number	Percent	Number	Percent	Number	Percent Satisfied
31. library instruction	56	100%	0	0.0%	56	100%
33. used LibGuide	26	46.5%	0	0.0%	26	100%
35. ability to find information	56	100%	0	0.0%	56	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