



Community & Technical College

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**HCTC LIBRARY SERVICES EMPLOYEE SATISFACTION SURVEY
RESULTS SUMMARY – FALL 2012**

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HCTC LIBRARY SERVICES EMPLOYEE SATISFACTION SURVEY RESULTS SUMMARY – FALL 2012

In Fall 2012, 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. The survey link was sent via email for employees to respond from October 1-12, 2012.

A total of 52 (65% were faculty/administration and 35% were professional /support staff) of the 250 Fall 2012 full-time employees responded to the survey which represents a response rate of 21%. In comparison, a total of 50 (58% were faculty/administration and 42% were professional /support staff) of the 259 Spring 2012 full-time employees responded to the survey which represented a response rate of 19%.

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 STATEMENT

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

Suggestions for Additional Services/Materials (see summary tab on raw data file)

Need AllData to go along with Mitchell
Need Ipads, Kindle Fire, Nook Tablet
Need portable sound system for playing CDS
Need musical scores
Need smaller notebook laptop computers for use in classroom

Reasons for Using Library

Leisure reading = 46%
Research = 67%
Use and/or check out equipment = 56%

- Recommend titles for acquisition = 58%
- Ability to find information using library resources = 81% responded excellent and good
- Communications regarding services and resources = 94% responded excellent and good

HCTC Employee Satisfaction with Library – Fall 2012

SUMMARY TABLE

Survey Item - Library Services	SATISFIED		DISSATISFIED		Offered Opinion		No Opinion	
	Number	Percent	Number	Percent	Number	Percent Satisfied	Number	Percent
7. Library hours	50	96.2%	0	0.0%	50	100.0%	2	3.8%
8. Physical comfort (seating, temp, lights)	51	98.1%	0	0.0%	51	100.0%	1	1.9%
9. Reserve services	40	76.9%	0	0.0%	40	100.0%	12	23.1%
10. Equipment for class use	36	69.3%	1	1.9%	37	97.3%	15	28.8%
11. Helpfulness of staff	51	98.0%	1	1.9%	52	98.1%	0	0.0%
12. Overall adequacy of library services	51	98.1%	1	1.9%	52	98.1%	0	0.0%

Survey Item - Library Resources	SATISFIED		DISSATISFIED		Offered Opinion		No Opinion	
	Number	Percent	Number	Percent	Number	Percent Satisfied	Number	Percent
13. Book collection	47	90.4%	1	1.9%	48	98.0%	4	7.7%
14. Magazine/Journal collection	42	80.7%	0	0.0%	42	100.0%	10	19.2%
15. Audio visual collection	42	80.8%	1	1.9%	43	97.7%	9	17.3%
16. Library web page	42	80.7%	0	0.0%	42	100.0%	10	19.2%
17. Electronic indexes	43	82.7%	0	0.0%	43	100.0%	9	17.3%
18. KCTCS Library On-Line Catalog	36	69.2%	1	1.9%	37	97.3%	15	28.8%
19. Interlibrary loan	36	69.2%	0	0.0%	36	100.0%	16	30.8%
20. Overall adequacy of library resources	49	94.3%	1	1.9%	50	98.0%	2	3.8%

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	48	92.3%	0	0.0%	48	100.0%	4	7.7%

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