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

***April 6, 2012***

## HCTC LIBRARY SERVICES EMPLOYEE SATISFACTION SURVEY RESULTS SUMMARY – SPRING 2012

In Spring 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 March 19-30, 2012.

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 represents a response rate of 19%. This compares to 56 of the 263 Sp2011 employees for a 21% response rate and 60 of 260 Spring 2010 employees for a 23% response rate. 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 all videos to be on CDs

Need Ipads or e-readers

Need to add ALLDATA

Need to expand upon technology available to faculty for checkout

### Reasons for Using Library

Leisure reading = 46%

Research = 66%

Use and/or check out equipment = 66%

- Recommend titles for acquisition = 50%
- Ability to find information using library resources = 92% responded excellent and good
- Communications regarding services and resources = 100% responded excellent and good

## HCTC Employee Satisfaction with Library – Spring 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	49	98.0%	0	0.0%	49	100.0%	1	2.0%
8. Physical comfort (seating, temp, lights)	50	100.0%	0	0.0%	50	100.0%	0	0.0%
9. Reserve services	39	78.0%	0	0.0%	39	100.0%	11	22.0%
10. Equipment for class use	33	66.0%	1	2.0%	34	97.0%	16	32.0%
11. Helpfulness of staff	50	100.0%	0	0.0%	50	100.0%	0	0.0%
12. Overall adequacy of library services	49	98.0%	0	0.0%	49	100.0%	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	43	86.0%	1	2.0%	44	97.7%	6	12.0%
14. Magazine/Journal collection	38	80.0%	2	4.0%	40	95.0%	8	16.0%
15. Audio visual collection	35	70.0%	2	4.0%	37	94.6%	13	26.0%
16. Library web page	46	92.0%	0	0.0%	46	100.0%	4	8.0%
17. Electronic indexes	37	74.0%	0	0.0%	37	100.0%	13	26.0%
18. KCTCS Library On-Line Catalog	39	78.0%	1	2.0%	40	97.5%	10	20.0%
19. Interlibrary loan	35	70.0%	0	0.0%	35	100.0%	15	30.0%
20. Overall adequacy of library resources	47	94.0%	0	0.0%	47	100.0%	3	6.0%

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	46	92.0%	0	0.0%	46	100.0%	4	8.0%

Legend:

*Satisfied = combined total and percentage for Very Satisfied and Satisfied*

*Dissatisfied = total and percentage for Dissatisfied and Very Dissatisfied*

## CODEBOOK FOR RAW DATA

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