

HCTC

HAZARD COMMUNITY AND TECHNICAL COLLEGE

Design Your Future

OFFICE OF INSTITUTIONAL RESEARCH

Lees College Campus of HCTC

Breathitt Life Skills Center

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HCTC LIBRARY SERVICES EMPLOYEE SATISFACTION SURVEY

RESULTS SUMMARY – SPRING 2010

May 21, 2010

HCTC LIBRARY SERVICES EMPLOYEE SATISFACTION SURVEY RESULTS SUMMARY – SPRING 2010

In Spring 2010, 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 to employees via email on April 19, and the survey was closed on May 14, 2010

A total of 60 (66.7% were faculty/administration and 33.3% were professional /support staff) of the 260 full-time employees responded to the survey which represents a response rate of 23%. 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)

Would appreciate access to the Lees College archive
Need access to medical journals
Need access to more history videos (Kentucky history)
Need access to communication journal
Need more items on DVD

Reasons for Using Library

Leisure reading = 48.3%
Research = 70.0%
Use and/or check out equipment = 73.3%

- Recommend titles for acquisition = 58.3%
- Ability to find information using library resources = 85.0% responded excellent and good
- Communications regarding services and resources = 96.7% responded excellent and good

HCTC Employee Satisfaction with Library – Spring 2010

SUMMARY TABLE

Survey Item - Library Services	SATISFIED		DISSATISFIED		Offered Opinion		No Opinion	
	Number	Percent	Number	Percent	Number	Percent Satisfied	Number	Percent
7. Library hours	54	90.0	2	3.3	56	96.4	4	6.7
8. Physical comfort (seating, temp, lights)	56	94.3	0	0.0	56	100.0	4	6.7
9. Reserve services	50	83.3	0	0.0	50	100.0	10	16.7
10. Equipment for class use	51	85.0	0	0.0	51	100.0	9	15.0
11. Helpfulness of staff	57	95.0	0	0.0	57	100.0	3	5.0
12. Overall adequacy of library services	56	93.3	0	0.0	56	100.0	4	6.7

Survey Item - Library Resources	SATISFIED		DISSATISFIED		Offered Opinion		No Opinion	
	Number	Percent	Number	Percent	Number	Percent Satisfied	Number	Percent
13. Book collection	50	83.3	1	1.7	51	98.0	9	15.0
14. Magazine/Journal collection	47	78.3	4	6.7	52	90.3	9	15.0
15. Audio visual collection	49	81.7	2	3.3	51	96.0	9	15.0
16. Library web page	46	76.7	2	3.3	48	95.8	12	20.0
17. Electronic indexes	46	76.7	0	0.0	46	100.0	14	23.3
18. KCTCS Library On-Line Catalog	46	76.7	0	0	46	100.0	14	23.3
19. Interlibrary loan	45	75.0	0	0.0	45	100.0	15	25.0
20. Overall adequacy of library resources	55	91.7	0	0.0	55	100.0	5	8.3

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	54	90.0	0	0.0	54	100.0	6	10.0

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