



Hazard Community & Technical College

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**HCTC LIBRARY SERVICES EMPLOYEE SATISFACTION SURVEY
RESULTS SUMMARY – SPRING 2011**

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HCTC LIBRARY SERVICES EMPLOYEE SATISFACTION SURVEY RESULTS SUMMARY – SPRING 2011

In Spring 2011, 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 during the last six weeks of the spring term.

A total of 56 (60.7% were faculty/administration and 39.3% were professional /support staff) of the 263 full-time employees responded to the survey which represents a response rate of 21%. This compares to 60 of 260 Spring 2010 employees or 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 documentaries on DVD instead of VHS

Work with IT staff to eliminate bugs so can insert history snippets into presentations

Reasons for Using Library

Leisure reading = 42.9%

Research = 62.5%

Use and/or check out equipment = 73.2%

- Recommend titles for acquisition = 58.9%
- Ability to find information using library resources = 96.4% responded excellent and good
- Communications regarding services and resources = 98.2% responded excellent and good

HCTC Employee Satisfaction with Library – Spring 2011

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	96.4%	1	1.8%	55	98.1%	1	1.8%
8. Physical comfort (seating, temp, lights)	53	94.7%	1	1.8%	54	98.1%	2	3.6%
9. Reserve services	44	78.5%	0	0	44	100%	12	21.4%
10. Equipment for class use	43	76.7%	2	3.6%	45	95.5%	11	19.6%
11. Helpfulness of staff	54	95.4%	1	1.8%	55	98.1%	1	18%
12. Overall adequacy of library services	54	96.4%	1	1.8%	55	98.1%	1	1.8%

Survey Item - Library Resources	SATISFIED		DISSATISFIED		Offered Opinion		No Opinion	
	Number	Percent	Number	Percent	Number	Percent Satisfied	Number	Percent
13. Book collection	45	80.3%	1	1.8%	46	97.8%	10	17.9%
14. Magazine/Journal collection	41	73.2%	2	3.6%	43	95.3%	13	23.2%
15. Audio visual collection	42	75.0%	2	3.6%	44	95.4%	12	21.4%
16. Library web page	38	67.9%	2	3.6%	40	95.0%	16	28.6%
17. Electronic indexes	40	71.4%	0	0.0%	40	100%	16	28.6%
18. KCTCS Library On-Line Catalog	36	64.3%	2	3.6%	38	94.7%	18	32.1%
19. Interlibrary loan	36	64.2%	0	0.0%	36	100%	20	35.7%
20. Overall adequacy of library resources	50	89.3%	1	1.8%	51	98.0%	5	8.9%

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	49	87.5%	2	3.6%	51	96.0%	5	8.9%

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