



Community & Technical College

OFFICE OF INSTITUTIONAL RESEARCH

Lees College Campus of HCTC
Breathitt Life Skills Center
1127 Main Street, Room 104
Jackson, Kentucky 41339
606/487-3503

lois.puffer@kctcs.edu

Anna Lois Puffer, Coordinator

**HCTC LIBRARY SERVICES STUDENT LEARNING & ASSESSMENT SURVEY
RESULTS SUMMARY – FALL 2011**

January 20, 2012

**HCTC LIBRARY SERVICES STUDENT SATISFACTION SURVEY
RESULTS SUMMARY – FALL 2011**

In Fall 2011, 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 made available to students on the Library webpage throughout the fall term.

A total of 120 students responded to the survey compared to 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 STATEMENT

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

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

Need to be open longer hours

Need better system for printing documents

Need library patrons to silence cell phones

Need for computers to have Active X control installed (for online exams)

Need college network to be faster

HCTC Employee Satisfaction with Library – Fall 2011

SUMMARY TABLE

Survey Item - Library Services	SATISFIED		DISSATISFIED		OFFERED OPINION		NO OPINION		NO RESPONSE	
	Number	Percent	Number	Percent	Number	Percent Satisfied	Number	Percent	Number	Percent
3. used Gale, NewsBank, EBSCO	78	65.0%	1	0.8%	79	98.7%	33	27.5%	8	6.7%
4. used KCTCS Library Catalog	80	66.7%	4	3.3%	84	95.2%	28	23.3%	8	6.7%
5. emailed Library for item	45	37.5%	1	0.8%	46	97.8%	62	51.7%	12	10.0%
6. looked for information on Internet	97	80.8%	4	3.3%	101	96.0%	12	10.0%	7	5.8%
7. checked email	97	80.8%	2	1.6%	99	97.9%	15	12.5%	6	5.0%
8. typed paper	88	73.3%	1	0.8%	89	98.8%	23	19.2%	8	6.7%
9. printed paper	94	78.4%	3	2.5%	97	96.9%	15	12.5%	8	6.7%
10. came to study	84	70.8%	3	2.5%	88	96.5%	21	17.5%	11	9.2%

Survey Item - Library Resources/Services (Availability and Accessibility)	SATISFIED		DISSATISFIED		OFFERED OPINION		NO OPINION	
	Number	Percent	Number	Percent	Number	Percent Satisfied	Number	Percent
14. library hours	104	86.7%	6	5.0%	110	94.5%	10	8.3%
15. physical comfort	104	86.7%	6	5.0%	110	94.5%	10	8.3%
16. library website	100	83.4%	3	2.5%	103	97.0%	17	14.2%
17. equipment	105	87.5%	2	1.7%	107	98.1%	13	10.8%
18. helpfulness of library staff	104	86.7%	2	1.7%	106	98.1%	14	11.7%
19. overall adequacy of library services	104	86.7%	4	3.5%	108	96.2%	12	10.0%
20. overall availability/accessibility	109	90.8%	3	2.5%	112	97.3%	8	6.7%

HCTC Employee Satisfaction with Library – Fall 2011
SUMMARY TABLE (continued)

Survey Item - Library Resources (Adequacy)	SATISFIED		DISSATISFIED		OFFERED OPINION		NO OPINION	
	Number	Percent	Number	Percent	Number	Percent Satisfied	Number	Percent
21. book collection	92	76.6%	8	6.7%	100	92.0%	20	16.7%
22. magazine/journal collection	90	75.0%	4	3.5%	94	95.7%	26	21.7%
23. KCTCS Library Catalog	95	79.1%	4	3.5%	99	95.9%	21	17.5%
24. Electronic indexes	94	78.3%	3	2.5%	97	96.9%	23	19.2%
26. interlibrary loan	58	48.3%	1	0.8%	59	98.3%	61	50.8%
27. overall adequacy	106	88.4%	1	0.8%	107	99.0%	13	10.8%

Survey Item – Library Instruction/ Find Information	SATISFIED		DISSATISFIED		OFFERED OPINION		NO OPINION	
	Number	Percent	Number	Percent	Number	Percent Satisfied	Number	Percent
29. library instruction	82	68.3%	2	1.6	84	97.6%	36	30.0%
31. ability to find information	106	88.3%	2	1.6	108	98.1%	12	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

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; On-Line = 7

Do in Library Today: 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; No Opinion = 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; NetLibrary = 4; World Cat = 5; NewsBank = 6; Novelist = 7; Oxford Reference = 8; Ancestry = 9; On-Demand 5.com = 10; Tractor-Trailer.net = 11; MICROMEDIX = 12

Yes/No: Yes = 1; No = 2

Asked Librarian for Help: Often = 1; Sometimes = 2; Rarely = 3; Never = 4