Fall 2018 Student Survey on
Library Services

During the Fall 2018 semester students were asked to share their experience utilizing different resources and services offered by the Golden West College Library. The findings from the 89 students that responded to the survey are included in this report. The number of responses is included at the end of the question/ statement.

Students were asked if the Library plays a role in their success as a student (N=89).

- 69% of students indicated that the library does play a role in their success as a student.
- 23% of students indicated that the library somewhat plays a role in their success as a student.
- 8% of students indicated that the library does not play a role in their success as a student.

Students were asked to share how frequent they visited the GWC Library (N=89).

- 43% of students visit the library occasionally (5 to 9 times a semester).
- 38% of students visit the library frequently (3 or more times per week).
- 13% of students visit the library seldom (4 or less times a year).
- 6% of students never visit the library.

Students were asked to identify how often they use the Library's resources (in-person and from off-campus) (N=89).

- 38% of students use the Library's resources monthly.
- 35% of students use the Library's resources weekly.
- 16% of students use the Library's resources daily.
- 11% of students never use the Library's resources.

Of the 88 students who responded, 92% shared that they are able to access the library during its normal operating hours. While 8% of respondents said they could not access the library during its normal operating hours. Students who answered not being able to access the library during the normal operating hours were asked to share reasons why the library's hours of operation did not work for them.

- Students shared having to work full time, so it would be nice if the library had late hours to help those students who are full time and work full time have a place to study late at night.
- Students mentioned having evening classes that do not get out until 9:30 p.m., and the library is closed by that time.
- Students also mentioned only having availability in late evening or on the weekends, but those are days and times when the Library is not open.

Students were asked to identify the ideal hours of operation for the library.

- 25% of students indicated having opening hours be at 7:00 a.m.
- 22% of students shared that the current hours of operations work for them.

- 17% of students indicated keeping the 8 am opening but extending the closing time to 9:00 pm, 10:00 pm, 11:00 pm or 12:00am.

Students were asked to rate the overall environment in the Library:

- 43.2% of students rate the overall environment in the Library as excellent.
- 37.5% of students rate the overall environment in the Library as very good.
- 15.9% of students rate the overall environment in the Library as good.
- 2.3% of students rate the overall environment in the Library as poor.
- 1.1% of students rate the overall environment in the Library as very poor.

Students were asked to identify all reasons why they visit the Library.

Table 1. Reasons Students visit the Library (N=88)

	N	%
Study alone	65	73.9%
Use computers in the library	61	69.3%
Use the printer/photocopier in the library	51	58.0%
Group study	43	48.9%
Access databases	35	39.8%
Personal/recreational	34	38.6%
Get help with assignment	28	31.8%
For class instruction	24	27.3%
Find a book or a magazine	23	26.1%
Use the textbook reserve collection	17	19.3%
Find a video	4	4.6%
Other (please specify):		
Computers and printing	1	1.1%
Microsoft word assignments	1	1.1%
Tutoring	1	1.1%
I love going to library	1	1.1%
To use the automatic 3-hole puncher	1	1.1%
The seats when it was raining	1	1.1%

Students identified their response to being able to locate books and articles for their school projects.

Table 2. Finding books and articles for school projects

	Always	Sometimes	Never	Not Applicable	N
I can find the books that I need to support my project/assignment.	42.05%	20.45%	2.27%	35.23%	88
I can find articles for my papers in the Library's magazine and journal online databases.	42.05%	23.86%	2.27%	31.82%	88

When using a book for research, students were asked if they prefer to use a physical book or an electronic book, ebook (N=88).

- 57% of students prefer to use a physical book.
- 43% of students prefer to use an electronic book.

Online Resources

Students were asked to identify if they had ever used the Library's online resources while being off-campus and if they had not utilized online resources while being off campus to share reasons they had not (N=89).

- 66.3% of students have utilized Library online resources while being off campus.
- 33.7% of students shared not utilizing Library online resources while being off campus.

Reasons for not utilizing Library online resources off campus:

- 11 students shared not being aware that they could access Library online resources while being off campus, or not knowing how to access the online resources.
- 7 students said they have not had a need to use the Library's online resources while being off campus.
- 3 students shared that they prefer to access the resources in person.
- 2 students shared having difficulties accessing the Library's online resources while being off campus.

Instant Messaging

Students were asked to identify if they had ever used the Library's Instant Messaging (Chat) Reference service, and if they had not utilized the Instant Messaging to share reasons they had not utilized it (N=87).

- 12.5% of students shared that they have utilized the Library's Instant Messaging (Chat) Reference service.
- 86.4% of students shared that they had not utilized the Library's Instant Messaging (Chat) Reference service.

Reasons for not utilizing Library's Instant Messaging (Chat) Reference service:

- 33 students shared being unaware of what the Library's Instant Messaging (Chat) Reference service was.
- 26 students responded not having a need to use the Library's Instant Messaging (Chat) Reference service.
- 1 student shared that they work late, and the Library's Instant Messaging (Chat) Reference service is not available after work when they are doing schoolwork.
- 1 student shared that they prefer to see a Librarian in person when they need help.
- 1 student share preferring text messaging as a way of communication instead of a chat.

Preferred Method of Receiving Library Assistance

Students were asked to identify their preferred method of receiving assistance in the Library (N=89).

- 85.4% of students prefer in-person Library assistance.
- 6.7% of students prefer online chat.
- 4.5% of students prefer phone library assistance.
- 2.3% of students prefer receiving Library assistance over e-mail.
- 1.1% of students prefer receiving Library assistance over text messaging.

Students were asked to indicate their level of satisfaction from very satisfied to very unsatisfied with various resources and technology offered in the Library.

Table 3. Student level of satisfaction with Library resources and technology

	Very Satisfied	Satisfied	Neutral	Unsatisfied	Very Unsatisfied
Number of computers	50.0%	38.6%	8.0%	3.4%	0.0%
Number of printers	33.0%	43.2%	18.2%	4.6%	1.1%
Number of copiers	33.0%	40.9%	22.7%	2.3%	1.1%
Internet Speed	36.4%	38.6%	13.6%	10.2%	1.1%
Wireless access	33.0%	28.4%	17.1%	18.2%	3.4%
Group Study Room Reservation Software	38.6%	37.5%	20.5%	1.1%	2.3%

Reserve Collection

Students were asked to identify if the textbooks for their classes were available in the Reserve Collection (N=89).

- 55.1% of students responded "not applicable".
- 42.7% of students indicated that the textbooks for their classes were available in the Reserve Collection.
- 2.3% of students indicated that the textbooks for their classes were not available in the Reserve Collection.

Librarian Assistance

Participants were asked to indicate if they had ever asked a Librarian at the Reference Desk for assistance with finding information (N=88).

- 56.8% of students said that they had asked a librarian for help.
- 43.2% of students said they had not asked a librarian for help.

Students were then asked to rate their level of satisfaction with the support and services provided by the Librarians.

- 79.4% of students were either very satisfied of satisfied with the support and services provided by the Librarians.

At the end of the survey, students had the opportunity to identify any new services, materials, equipment, or improvements they would like to see at the Library. Student responses varied widely, so only a few response have been included below. Please see Appendix A for detailed responses.

- Longer hours of operation
- More tables, and comfortable chairs
- More printers

Students were asked to identify what it is that they like most about the GWC Library. Student responses varied widely, so only a few response have been included below. Please see Appendix B for detailed responses.

- Clean and safe learning environment
- Study rooms
- Useful resources

Students were also asked to indicate what the GWC Library can do to provide them with better service. Student responses varied widely, so only a few response have been included below. Please see Appendix C for detailed responses.

- Longer hours
- Friendlier staff
- Comfier furniture

General Library Feedback

Lastly, students were given the opportunity to provide any feedback they wanted to share with the Library, but may not have been asked in previous questions.

- Thank you for everything!
- Please have longer hours
- The staff should not be eating at the check in area. It is unprofessional and the food smells up the library. If they work for the school it is against CA labor law for them to take their lunch in their work space.
- Just to share my appreciation - my success in writing research papers was mostly due to the librarian that helped me.
- I hope you all have an amazing break and a Merry Christmas
- I just want to thank everyone who works there for their great service. The times I've been able to go in there is someone always helpful and smiling which is nice after a long day.
- there should be extended hours during finals week to 10/11pm
- Library is fun, but I keep forgetting about overdue books my fault.
- Friendlier staff.
- Amazing job by staff and student government during finals week.
- Thank you :)
- Providing longer hours of operation is very important
- Have a Coke machine in front of the computer lab
- Love the library! Thank you for providing it. It makes a big difference.
- Maybe monitor group study rooms. Pretty annoying when someone doesn't want to leave even though I had the confirmation for the booking. Or when they say yah we are almost done. It cuts into my study time.