

# **Miramar College library Survey**

## **Spring 2003**



**Office of Institutional Research and Planning**  
**San Diego Community College District**  
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## Table of Contents

Survey Summary .....	1
Introduction .....	1
Instrumentation .....	1
Survey Collection .....	1
Results .....	1
Satisfaction Questions .....	2
Demographic Questions.....	3
Open-Ended Questions.....	3
Appendix A-Survey Results .....	4
Appendix B-Survey Instrument .....	11

## **SURVEY SUMMARY**

### **Miramar College Library Survey Spring 2003**

#### **Introduction**

As part of the college's on-going effort to provide and maintain high quality service to students, Miramar College participated in an evaluation process aimed at assessing student satisfaction with library services. In addition, the timing of this effort was prompted by the upcoming college accreditation site visit scheduled for fall 2004. Therefore, in consultation with Miramar library faculty and staff, the Office of Institutional Research and Planning at the San Diego Community College District developed a short, two-page survey to evaluate student satisfaction with the Library during the spring 2003 semester.

#### **Instrumentation**

The survey instrument contained four parts: (1) *Satisfaction Questions* -14 Likert-type questions evaluating student satisfaction with the Library (2) *Demographic Questions* -- questions referring to age, gender, ethnic background, and (3) *Open-Ended Questions* - questions that asked students what they would change about the service, what they liked the best about the service, and if they would like someone to contact them for follow-up purpose. The Library faculty and staff at Miramar College reviewed the survey questions and provided feedback, which was then incorporated into the final survey instrument. A copy of the survey is provided in Appendix B.

#### **Survey Collection**

As students entered the Library, they were given a survey and asked to complete it before leaving the Library. In an effort to obtain honest responses, the surveys were completely anonymous. Completed surveys were dropped in a designated locked box located in the Library. Additionally, some faculty who held classes in the Library also surveyed their students.

Data collection period was from March 31 to June 2, 2003.

#### **Results**

A total of 243 surveys were returned from Miramar College. It should be noted that students were encouraged to complete a survey each time they visited the Library. Thus, the unit of analysis for this study was the survey response itself and not the individual respondent. Therefore, data may include duplicated records of individual students. Results will be summarized in the order of the questions.

Satisfaction Questions – see Table 1

The percents of “very satisfied” and “satisfied” responses to each of the 15 questions are listed and rank ordered by combined ratings of “very satisfied” and “satisfied” (see Table 1). As can be seen, the percent of “satisfied” responses (including “very satisfied” and “satisfied”) to the questions ranged from 66.1% to 98.3%.

Table 1: Satisfaction with the Library – Rank Ordered (n=243)

Survey Questions	# respondents	very satisfied	satisfied	dissatisfied	very dissatisfied	% Satisfied
I was treated with courtesy by the library staff.	230	59.6%	38.7%	1.7%		98.3%
The library interior lighting is adequate.	234	39.3%	57.3%	3.0%	0.4%	96.6%
The library staff was attentive to my needs.	228	51.8%	43.9%	3.9%	0.4%	95.6%
The library catalog for searching books is easy to use.	221	44.8%	48.9%	5.4%	0.9%	93.7%
The assistance I received from the library was useful and worthwhile.	225	49.3%	44.0%	4.9%	1.8%	93.3%
The library environment is conducive to learning.	233	37.3%	54.5%	6.9%	1.3%	91.8%
Overall, I am satisfied with the service I received from the college library.	232	42.7%	49.1%	7.3%	0.9%	91.8%
I can find books, periodicals, and other resources easily through the library website.	222	42.3%	48.6%	7.2%	1.8%	91.0%
The library room temperature is comfortable.	235	39.1%	51.1%	6.4%	3.4%	90.2%
The library computers are adequate and well maintained.	222	45.0%	44.6%	9.0%	1.4%	89.6%
The library has an up-to-date selection of books, periodicals, and other resources for my needs.	217	24.0%	55.3%	15.7%	5.1%	79.3%
The library hours are adequate to meet my needs.	230	33.0%	44.3%	16.1%	6.5%	77.4%
The library has enough study space for my needs.	229	30.6%	45.0%	16.6%	7.9%	75.5%
The library has an adequate selection of books, periodicals, and other resources for my needs.	224	20.5%	45.5%	25.0%	8.9%	66.1%
<b>Average Satisfaction</b>	227	40.0%	47.9%	9.2%	3.1%	87.9%

- Overall, students were satisfied with the Library services, as indicated by an average satisfaction rate of 88%.
- Questions addressing staff manners received the highest satisfaction ratings.
- Students also indicated very high satisfaction with the library interior lighting.
- Library catalog also received high satisfaction ratings.
- Adequacy of selection of books, periodicals, and other resources received the lowest satisfaction ratings.
- Students also rated library open hours and study space low.

Demographic Questions (see tables on page 5-6)

As indicated earlier, students were encouraged to complete a survey each time they visited the Library. Thus, the distribution of demographic characteristics described in this section may be distorted due to duplicated records; therefore, caution should be exercised in analyzing the data. Responses to the demographic questions were tabulated and comparisons were made with the general student population.

- Students between ages 18-20 were over-represented among the respondents, as compared to general student population. In contrast, students between 31-50 were under-represented.
- Gender distribution of the respondents was similar to student population.
- In terms of ethnic distribution, whites were slightly under-represented.

Open-Ended Questions (see student comments on page 8-10)

Students' responses to the open-ended questions were summarized and a content analysis was performed in order to identify common themes. The results are summarized below:

Question 1: If you could change one thing about this Library, what would it be?

Identified Themes	#
Expand the library and make it bigger	50
More selection of books	39
Bigger study space and more group study rooms	25
Extend the library open hours	22
More resources	16

Question 2: What did you like best about the service you received from the Library?

Identified Themes	#
Friendly, helpful, and knowledgeable staff	100
Internet resources and computers	23

# **Appendix A**

## **Survey Results**

**Miramar College Library Survey - Spring 2003 (n=243)**

Survey Questions	# respondents	Satisfaction Level			Total
		very satisfied	satisfied	dissatisfied	
1. I was treated with courtesy by the library staff.	230	59.6%	38.7%	1.7%	100.0%
2. The library staff was attentive to my needs.	228	51.8%	43.9%	3.9%	100.0%
3. The assistance I received from the library was useful and worthwhile.	225	49.3%	44.0%	4.9%	100.0%
4. The library hours are adequate to meet my needs.	230	33.0%	44.3%	16.1%	100.0%
5. The library has an adequate selection of books, periodicals, and other resources for my needs.	224	20.5%	45.5%	25.0%	100.0%
6. The library has an up-to-date selection of books, periodicals, and other resources for my needs.	217	24.0%	55.3%	15.7%	100.0%
7. The library catalog for searching books is easy to use.	221	44.8%	48.9%	5.4%	100.0%
8. The library computers are adequate and well maintained.	222	45.0%	44.6%	9.0%	100.0%
9. I can find books, periodicals, and other resources easily through the library website.	222	42.3%	48.6%	7.2%	100.0%
10. The library has enough study space for my needs.	229	30.6%	45.0%	16.6%	100.0%
11. The library interior lighting is adequate.	234	39.3%	57.3%	3.0%	100.0%
12. The library room temperature is comfortable.	235	39.1%	51.1%	6.4%	100.0%
13. The library environment is conducive to learning.	233	37.3%	54.5%	6.9%	100.0%
14. Overall, I am satisfied with the service I received from the college library.	232	42.7%	49.1%	7.3%	100.0%

**Demographics**

Age	Respondents		Student Population	
	#	%	#	%
Under 18	1	0.4%	241	2.1%
18-20	92	39.5%	2,153	19.0%
21-25	64	27.5%	2,714	24.0%
26-30	30	12.9%	1,731	15.3%
31-40	24	10.3%	2,364	20.9%
41-50	12	5.2%	1,478	13.1%
51-70	9	3.9%	620	5.5%
Over 70	1	0.4%	9	0.1%
Total	233	100.0%	11,310	100.0%

Gender	Respondents		Student Population	
	#	%	#	%
Male	93	38.3%	4,823	42.6%
Female	137	56.4%	6,473	57.2%
Unknown	13	5.3%	14	0.1%
Total	243	100.0%	11,310	100.0%

Ethnic background	Respondents		Student Population	
	#	%	#	%
American Indian/Alaskan Native	6	2.5%	128	1.1%
Asian/Pacific Islander	35	14.4%	1,517	13.4%
African American	4	1.6%	606	5.4%
White	100	41.2%	5,213	46.1%
Hispanic	28	11.5%	1,370	12.1%
Filipino	31	12.8%	1,164	10.3%
Other	23	9.5%	428	3.8%
No response	16	6.6%	884	7.8%
Total	243	100.0%	11,310	100.0%

	Average
How many semesters have you been enrolled in this college (including this one)?	3.4 semesters

**Open-Ended Questions**

1. If you could change one thing about this library, what would it be?

Identified Themes	#
Expand the library and make it bigger	50
More selection of books	39
Bigger study space and more group study rooms	25
Extend the library open hours	22
More resources	16

\* See Page 8 for student comments.

2. What did you like best about the service you received from the library?

Identified Themes	#
Friendly, helpful, and knowledgeable staff	100
Internet resources and computers	23

\* See Page 8 for student comments.

**Satisfaction with Miramar Library - Rank Ordered**

<b>Survey Questions</b>	<b># respondents</b>	<b>very satisfied</b>	<b>satisfied</b>	<b>% satisfied</b>
1. I was treated with courtesy by the library staff.	230	59.6%	38.7%	98.3%
11. The library interior lighting is adequate.	234	39.3%	57.3%	96.6%
2. The library staff was attentive to my needs.	228	51.8%	43.9%	95.6%
7. The library catalog for searching books is easy to use.	221	44.8%	48.9%	93.7%
3. The assistance I received from the library was useful and worthwhile.	225	49.3%	44.0%	93.3%
13. The library environment is conducive to learning.	233	37.3%	54.5%	91.8%
14. Overall, I am satisfied with the service I received from the college library.	232	42.7%	49.1%	91.8%
9. I can find books, periodicals, and other resources easily through the library website.	222	42.3%	48.6%	91.0%
12. The library room temperature is comfortable.	235	39.1%	51.1%	90.2%
8. The library computers are adequate and well maintained.	222	45.0%	44.6%	89.6%
6. The library has an up-to-date selection of books, periodicals, and other resources for my needs.	217	24.0%	55.3%	79.3%
4. The library hours are adequate to meet my needs.	230	33.0%	44.3%	77.4%
10. The library has enough study space for my needs.	229	30.6%	45.0%	75.5%
5. The library has an adequate selection of books, periodicals, and other resources for my needs.	224	20.5%	45.5%	66.1%
<b>Average Satisfaction</b>	<b>227</b>	<b>40.0%</b>	<b>47.9%</b>	<b>87.9%</b>

<b>Miramar College Library Survey Comments</b>
<b>Questions 1. If you could change one thing about this library, what would it be?</b>
Bigger. (n = 48)
More books, more variety, more up-to-date (n = 37)
More study space. (n = 25)
Hours - longer during week and Saturday. (n=22)
More computers. (n = 8)
More resources. (n = 8)
Add an old fashioned library card catalog.
Allowed to smoke inside.
Better copy machine.
Bigger & better chairs and tables.
Bigger. More selection of books. More comfortable seating. More resources or easier to use library catalog & search databases at home.
Carry class textbooks - maybe 1 day checkout.
Change furniture and computer facilities.
Charge less for copies.
Class presentations should be more detailed & energetic.
Computer system.
Cooler temperature, more seating.
Instructions on how to access catalog on computer.
Keep A/C on.
Longer checkout time for books or renewal; too hot & stuffy.
Main room temp cooler.
Make class presentations a little more lively.
More comfortable chairs.
More comfortable chairs.
More copy machines.
More couches for magazine section.
More couches, desks.
More equipment.
More research books.
More space for study.
More staff.
More tables & chairs.
More tables to study & read at.
More tables.
Need more assistants and more time.
Need more materials, on-hand selection is pathetic.
No comment.
No.
Nothing! (n=10)
Nothing. It serves my needs.
Nothing. It's fine.
Nothing. It is perfect.
Nothing. Don't go there.
OK as is.
One staff member was discourteous at front desk.

People's names were replaced with XXX

Reduce noise level.
Research class s/b taught more often.
Size & design of desks.
Some staff better trained in computers.
Temperature in silent study area too low.More periodicals.More area.
The hours to fit my schedule.
Train people who do class presentations better (databases & researching).
Xerox system.
Younger staff.
<b>Questions 2. What did you like best about the service you received from the library?</b>
Staff - friendly, helpful, courteous, knowledgeable, prompt, caring, patient. (n = 100)
Assistance on computers.
Book I needed was easy to find.
Boring.
Clear, explicit directions.
Comfortable environment.
Computer.
Computers always available.
Computers, online services & area where you read periodicals is nice.
Computers.
Convenient hours.
Depends on whose working. Ladies pretty nice.
Easy access to books.
Easy internet access.
Easy to use library catalog.
Easy.
Everything fine.
Everything.
Explained everything clearly.
Finding a book was easy.
Found out about some websites.
Good orientation.
Help available when needed.
Helpful options for researching material.
How thorough librarian was explaining use of various databases.
I can access databases from home.
Incredible help with research info and training.
Info about database.
Info was useful & easily understood.
Informative demonstration on use of computers in library.
Informed, efficient librarian on internet presentation.
Internet & sources of information.
Internet books.
Internet seminar was boring and did not contain information I needed.
Internet.
It was spectacular!
Learned where to locate everything.

People's names were replaced with XXX

Learning new ways to do research on computer (database) & internet.
Library catalog online.
Lots of computers available.
Lots of resources.
Nothing.
Once helped, it was easy.
Online catalog makes books easy to find.
Online database the best.
Online services/work area.
Overall, satisfied.
Paper with access names and passwords.
Presentation by XXX - educational and interesting.
Quick, easy, reliable copies.
Quiet study room
Replies to requests were quick & clear.
Software programs are the best.
Sources are easy to use.
Student courtesy for others.
The internet for checking my e-mail.
The magazines.
The tour given.
Useful databases.
Using a computer.
Very informative.
Watch videos, Computers, USA Today newspaper.
When they helped me with the computer.

People's names were replaced with XXX

# **Appendix B**

## **Survey Instrument**

## SAN DIEGO COMMUNITY COLLEGE DISTRICT

**Miramar College Library Survey - Spring 2003**

Thank you for visiting the college library. Please take a few minutes to answer some questions about our services. Your suggestions and opinions are important to us. Do not write your name or ID on the questionnaire. Please drop the completed surveys in the designated box in the Library. Thanks!

**Instructions:** 1. Use #2 pencil or blue/black pen 2. Fill in the bubble completely ●

Please rate your level of satisfaction with the following statements:

4-very satisfied; 3-satisfied; 2-dissatisfied; 1-very dissatisfied; 0-not applicable

	<i>very satisfied</i>	<i>satisfied</i>	<i>dissatisfied</i>	<i>very dissatisfied</i>	<i>N/A</i>
1. I was treated with courtesy by the library staff.	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 0
2. The library staff was attentive to my needs.	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 0
3. The assistance I received from the library was useful and worthwhile.	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 0
4. The library hours are adequate to meet my needs.	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 0
5. The library has an adequate selection of books, periodicals, and other resources for my needs.	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 0
6. The library has an up-to-date selection of books, periodicals, and other resources for my needs.	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 0
7. The library catalog for searching books is easy to use.	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 0
8. The library computers are adequate and well maintained.	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 0
9. I can find books, periodicals, and other resources easily through the library website.	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 0
10. The library has enough study space for my needs.	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 0
11. The library interior lighting is adequate.	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 0
12. The library room temperature is comfortable.	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 0
13. The library environment is conducive to learning.	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 0
14. Overall, I am satisfied with the service I received from the college library.	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1	<input type="radio"/> 0

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