



College of Micronesia-FSM  
Learning Resources Center  
Yap Campus Library

Library User Survey  
Spring 2012  
**SURVEY RESULTS**

The library user survey for this Spring Semester was conducted from May 1-3, 2012 to students and staff of COM-FSM Yap Campus to evaluate our programs and make decisions on future development plans. Using the convenience sampling, ninety-four (94) respondents participated in the survey, that is, one staff and 93 students, which represents 42% of the student population. Descriptive statistical analysis was used, namely : frequency count and percentage to treat the data on purposes of library visit, areas visited, frequency of library use, subject reading preferences, and areas to be improved; the Weighted Mean however was used to determine the level of performance of the areas of service. Presented below are the results:

1. Yap Campus : No. of Respondents 94

2. Type of Visitor

COM-FSM Staff 1 Department Security

COM-FSM student <u>93</u>	Major:	Associate in Arts	--	1
		Liberal Arts	--	23
		HCOP	--	4
		Micronesian Studies	--	1
		Teacher Prep/Education	--	13
		Associate in Science	--	1
		Agriculture	--	2
		Business Ad	--	12
		CIS	--	4
		Nursing	--	2
		Electronics	--	1
		No declared Major	--	29

3. Your purpose(s) of library visit this semester (Please check all that apply)

Rank	Frequency	Activity
1	<u>85 (90.43%)</u>	Used a computer for research
2	<u>77 (81.91%)</u>	Studied individually or did own work
3.5	<u>76 (80.85%)</u>	Printed from computer
3.5	<u>76 (80.85%)</u>	Looked for books, journals or other library resources
5	<u>64 (68.09%)</u>	Used a desktop computer for email
6	<u>62 (65.95%)</u>	Studied or worked in a group
7	<u>60 (63.83%)</u>	Used a desktop computer with general application
8	<u>50 (53.19%)</u>	Borrowed or returned material
9	<u>41 (43.6%)</u>	Asked staff for assistance
10	<u>34 (36.17%)</u>	Attended library orientation, instruction, training or consultation session
11	<u>25 (26.60%)</u>	Made photocopies
12	<u>24 (25.53%)</u>	Used course reserves/ reserved books
13	<u>12 (12.77%)</u>	Used the OPAC

4. Areas of library you visited or utilized this semester (Please check all that apply)

Rank	Frequency	Area
1.5	<u>60 (63.83%)</u>	Reference
1.5	<u>60(63.83%)</u>	Computer workstations
3	<u>50 (53.19%)</u>	Fiction/Paperbacks
4	<u>47 (50%)</u>	Pacific
5	<u>41 (43.62%)</u>	Electronic Resources
6.5	<u>32 (34.04%)</u>	General Circulations
6.5	<u>32 (34.07%)</u>	Periodicals/Magazines/Newspapers
8	<u>27 (28.72%)</u>	Juvenile
9	<u>20 (21.28 %)</u>	Government Documents
10	<u>15(15.96%)</u>	Curriculum Resources Center
11.5	<u>14(14.89%)</u>	Audio-Visual
11.5	<u>14 (14.89%)</u>	Reserve
13	<u>13 (13.83%)</u>	Archives

5. How often do you visit this library? (Please check the most appropriate category)

<u>57 (60.64%)</u>	More than once per week
<u>30 (31.91%)</u>	Weekly
<u>7 (7.45%)</u>	Less Often

6. Mark all subjects of books/magazines you like to read:

Subject Area	Frequency	Rank
Action / Adventure / Survival	<u>62 (65.96%)</u>	<u>1</u>
Friends, family / School life	<u>61(64.89%)</u>	<u>2</u>
Crime / Detective / Mystery stories	<u>58(61.70%)</u>	<u>3</u>
Famous people / Biographies	<u>56(59.57%)</u>	<u>4.5</u>
Poetry / short stories / writing	<u>56(59.57%)</u>	<u>4.5</u>
Entertainment/Movies/Music/Dances	<u>52(55.32%)</u>	<u>6</u>
Romance / Relationships	<u>51(54.26%)</u>	<u>7</u>
Sports/Games	<u>51(54.26%)</u>	<u>8</u>
Humour/ Joke books	<u>50(53.19%)</u>	<u>9</u>
Comics / Graphic novels	<u>45(47.87%)</u>	<u>10</u>
Health and Fitness	<u>43(45.74%)</u>	<u>11</u>
Computers and Technology	<u>42(44.68%)</u>	<u>12.5</u>
Ghost stories / Supernatural	<u>42(44.68%)</u>	<u>12.5</u>
Facts/ Curiosities/News	<u>39(41.49%)</u>	<u>14</u>
Inspirational	<u>3739.36%</u>	<u>15</u>
Hobbies	<u>32(34.04%)</u>	<u>16</u>
Fantasy / Vampires	<u>34(36.17%)</u>	<u>17</u>
Art / Paintings/Design	<u>30 (31.91%)</u>	<u>18.5</u>
Fashion / Accessories	<u>30(31.91%)</u>	<u>18.5</u>
Science fiction / Aliens	<u>27(28.72%)</u>	<u>20</u>
Animals / Animal stories	<u>24 (25.53%)</u>	<u>21.5</u>
Cooking / Cookbooks / Diet / Nutrition	<u>24 (25.53%)</u>	<u>21.5</u>
Gardening	<u>22(23.40%)</u>	<u>23</u>

**7. On your last visit did you find what you were looking for?**

87 (92.55%) Yes                      (3.19%) No                      4 (4.26%) Partly

If your answer is NO, why? \_\_\_\_\_

**8. Mark all categories/subject areas in which you would like to see the collection improved?**

Areas	Frequency	Rank
General References	39 (41.49%)	1.5
Journals/Magazines	39(41.49%)	1.5
Education	35(37.23%)	3.5
Arts/Music/Culture	35(37.23%)	3.5
Pacific Collection	34(36.17%)	5.5
Crime / Mystery	34(36.17%)	5.5
General Fiction	32 (34.04%)	7.5
Health/Medical	32(34.04%)	7.5
History/Geography	31(32.98%)	9.5
Science/ Technology	31(32.98%)	9.5
Mathematics / Statistics	30(31.91%)	11.5
Romance / Relationships	30(31.91%)	11.5
Sociology/Economics	29(30.85%)	13
Western /Action / Adventure	26(27.66%)	14.5
Religion/Philosophy	26(27.66%)	14.5
Law	25(26.60%)	16.5
Science Fiction	25(26.60%)	16.5
Archives	24(25.53%)	19
Audio-visual materials	24(25.53%)	19
Languages/Literature	24(25.53%)	19
Children Books	20(21.28%)	21

**9. Please rate the following areas of service:**

Areas of Service	Poor 1	Fair 2	Average 3	Good 4	Excellent 5	Not Applicable
Access to computers		9 (18)	12(36)	38(152)	35(175)	
Internet connection	3(3)	8(160)	10(30)	42(1680)	31 (155)	
Reference Desk/Help Desk		5(10)	12(36)	36(44)	41(205)	
Circulation Desk/ Borrowing-Returning	1(1)	5(10)	12(36)	35(140)	41(205)	
Place to work individually	2 (2)	7(14)	8(24)	25(100)	52 (260)	
Place to work in group	2 (2)	6(12)	14(42)	25(100)	47 (235)	
Printing		3(6)	6 (18)	32(188)	53(265)	
Photocopying		12(24)	15(45)	34(136)	29(145)	4
Quality of collections (current, useful, up-to-date, and available)		2(4)	15(45)	42(168)	42(210)	

Areas of Service	Poor 1	Fair 2	Average 3	Good 4	Excellent 5	Not Applicable
Ease of finding collections and availability of services		4(8)	6 (180)	42 (168)	35(175)	
Quality of customer service		1(2)	8(24)	31(124)	54(270)	
Inviting and comfortable environment	1(1)	1(2)	10(30)	24(96)	58(290)	
Hours of service			12 (36)	28(112)	54(270)	
Using online periodicals/ E-journals( EBSCO & World & I)		2(4)	18(54)	32 (128)	40(200)	2
Interlibrary loan	1(1)	1(1)	14(42)	28(112)	24(120)	26

Areas of Service	Average Weighted Mean	Descriptive Equivalent
Access to computers	4.053	Good
Internet connection	3.96	Good
Reference Desk/Help Desk	4.20	Excellent
Circulation Desk/Borrowing-Returning	4.17	Excellent
Place to work individually	4.26	Excellent
Place to work in group	4.16	Excellent
Printing	4.44	Excellent
Photocopying	3.88	Good
Quality of collections (current, useful, up-to-date, and available)	4.17	Excellent
Ease of finding collections and availability of services	4.30	Excellent
Quality of customer service	4.45	Excellent
Inviting and comfortable environment	4.46	Excellent
Hours of service	4.45	Excellent
Using online periodicals/ E-journals ( EBSCO & World & I)	4.20	Excellent
Interlibrary loan	4.06	Good
<b>General Average Weighted Mean</b>	<b>4.21</b>	<b>Excellent</b>

**Legend:**

Scale:	Descriptive Equivalent	Numerative Equivalent
0.1-1	Poor	1
1.1-2	Fair	2
2.1-3	Average	3
3.1-4	Good	4
4.1-5	Excellent	5

**10. Suggestions / Comments to make this library better for you.**

- The library is better for me because I learn some more information in. Thank you.
- More book
- Separate study zone only for one student and the instructor

- **I enjoy coming to the library because it is a quiet place that I can work in and I have everything I need here**
- **I would like to thank all of you for your help very appreciated!!**
- **No comment. Everything is excellent and the library here is a very welcoming environment for study.**
- **No comments. I love the library it's a really clean & neat place for studying & doing other things as desired**
- **All is good!**
- **Sometimes the space does not accomodate the students going to the library.**
- **The library is great! It just needs more computers & bigger space in order to accomadate the students!**
- **Improve internet connection!**
- **Have more references books and more computers.**
- **Awesome!! 😊**
- **Yap Campus library is small. We need a big library with more computers!**
- **Let us use FB in the morning!**
- **Need more space and put more comic books...**
- **More computers and connected to the internet.**
- **Great job!**
- **More computer**



*Thank you for taking the time to complete this survey.  
We appreciate your input to help us improve our services.*