



College of Micronesia-FSM
Learning Resources Center

Library User Survey-Yap
Fall 2012
SURVEY RESULTS
(Students)

The library user survey for this Fall Semester was conducted on December 7, 2012 to students of COM-FSM Yap Campus to evaluate library programs and make decisions on future development plans. Using convenience sampling, seventy-seven (77) respondents participated in the survey, which represents 34 % 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. or Respondents 77

2. Type of Visitor

COM-FSM student 77 Major:

Liberal Arts	--	9
HCOP	--	2
Micronesian Studies	--	1
Teacher Prep/Education	--	12
Associate in Science		
Agriculture/Food Tech	--	4
Business	--	6
CIS	--	4
Nursing	--	5
HTM	--	1
Voc. Ed. :EET	--	9
Construction Elect.	--	1
No declared Major	--	23

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

Rank	Frequency	Activity
1	<u>73 (94.8%)</u>	Used a computer for research
2	<u>65 (84.4%)</u>	Looked for books, journals or other library resources
3	<u>63 (82%)</u>	Printed from computer
4	<u>72 (80.5%)</u>	Looked for books, journals or other library resources
5	<u>52 (67.53%)</u>	Used a desktop computer for email
6	<u>50(65.9%)</u>	Used a desktop computer with general application
7	<u>48 (62.34%)</u>	Studied or worked in a group
8	<u>40 (52.6%)</u>	Borrowed or returned material
9	<u>30(39%)</u>	Asked staff for assistance
10	<u>22 (28.6%)</u>	Attended library orientation, instruction, training or consultation session
11.5	<u>19(24.67%)</u>	Made photocopies
11.5	<u>19(24.67%)</u>	Used course reserves/ reserved books
13	<u>7(9.1%)</u>	Used the OPAC
14	<u>1 (1.3)</u>	Programmed music

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

Rank	Frequency	Area
1	<u>50 (65%)</u>	Reference
2.5	<u>45 (59%)</u>	Computer workstations
2.5	<u>45 (59%)</u>	Periodicals, magazines, newspapers
4	<u>37 (48.1%)</u>	Pacific
5.5	<u>41 (43%)</u>	Electronic Resources
5.5	<u>41 (43%)</u>	Fiction/Paperbacks
7	<u>18 (23.4%)</u>	General Circulations
8	<u>17 (22.1%)</u>	Juvenile
9.5	<u>14 (18.2%)</u>	Audio-Visual
9.5	<u>14 (18.2%)</u>	Government Documents
11	<u>13(17%)</u>	Curriculum Resources Center
12.5	<u>8(14.89%)</u>	Archives
12.5	<u>8 (14.89%)</u>	Reserve
14	<u>4 (13.83%)</u>	OPAC stations

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

<u>48 (62.3%)</u>	More than once per week
<u>19 (24.7%)</u>	Weekly
<u>8 (10.4%)</u>	Weekly
<u>2 (2.6%)</u>	Less Often

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

Subject Area	Frequency	Rank
Friends, family / School life	58 (75%)	1
Action / Adventure / Survival	52 (68%)	3
Poetry / short stories / writing	52 (68%)	3
Famous people / Biographies	52 (68%)	3
Sports/Games	49 (64%)	5
Romance / Relationships	46 (60%)	6
Humour/ Joke books	45 (58%)	7
Entertainment/Movies/Music/Dances	43 (56%)	8
Science fiction / Aliens	41 (53%)	9
Comics / Graphic novels	40 (52%)	10.5
Crime / Detective / Mystery stories	40 (52%)	10.5
Computers and Technology	39 (51%)	12
Health and Fitness	38 (49%)	13
Facts/ Curiosities/News	37 (48%)	14
Ghost stories / Supernatural	36(47%)	15
Art / Paintings/Design	35 (46%)	16
Fantasy / Vampires	33 (43%)	17.5
Inspirational	33 (43%)	17.5
Hobbies	32 (42%)	19
Fashion / Accessories	28 (37%)	20
Animals / Animal stories	26 (34%)	21
Cooking / Cookbooks / Diet / Nutrition	23 (30%)	22
Gardening	18(23.4%)	23

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

70 (90.9%) Yes

2 (3%) No

5 (7%) Partly

If your answer is NO, why? still finding the book

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

Areas	Frequency	Rank
Pacific Collection	30	1.5
Education	30	1.5
General References	27	3
Journals/Magazines	26	4.5
Science/ Technology	26	4.5
Mathematics / Statistics	25	6
History/Geography	24	7
Law	23	8
Languages/Literature	22	9
Health/Medical	21	10
Religion/Philosophy	20	12.5
Arts/Music/Culture	20	12.5
Science Fiction	20	12.5
General Fiction	20	12.5
Crime / Mystery	18	15.5
Romance / Relationships	18	15.5
Audio-visual materials	15	17.5
Sociology/Economics	15	17.5
Children Books	11	19
Western /Action / Adventure	10	20
Archives	9	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	1	6	14	31	25	
Internet connection	5	7	11	24	30	
Reference Desk/Help Desk	1	3	3	36	34	
Circulation Desk/ Borrowing-Returning	0	3	9	26	39	
Place to work individually	1	2	6	32	36	
Place to work in group	2	4	11	32	28	
Printing	1	1	8	27	40	
Photocopying	1	8	16	32	21	1
Quality of collections (current, useful, up-to-date, and available)	1	6	12	27	29	2

Areas of Service	Poor 1	Fair 2	Average 3	Good 4	Excellent 5	Not Applicable
Ease of finding collections and availability of services	1	1	12	34	29	
Quality of customer service	1	3	7	30	36	
Inviting and comfortable environment		3	5	27	41	1
Hours of service	1	5	5	29	37	
Using online periodicals/ E-journals(EBSCO & World & I)	1	4	4	35	28	5
Interlibrary loan		2	9	29	15	22

Note: Numbers denote frequency

Areas of Service	Average Weighted Mean	Descriptive Equivalent
Access to computers	3.95	Good
Internet connection	3.87	Good
Reference Desk/Help Desk	4.29	Excellent
Circulation Desk/Borrowing-Returning	4.31	Excellent
Place to work individually	4.30	Excellent
Place to work in group	4.04	Good
Printing	4.35	Excellent
Photocopying	3.84	Good
Quality of collections (current, useful, up-to-date, and available)	4.03	Good
Ease of finding collections and availability of services	4.16	Excellent
Quality of customer service	4.23	Excellent
Inviting and comfortable environment	4.40	Excellent
Hours of service	4.25	Excellent
Using online periodicals/ E-journals (EBSCO & World & I)	4.18	Excellent
Interlibrary loan	4.04	Good
General Average Weighted Mean	4.14	Excellent

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. (cited as written)

- **This library is one of the very best library on the island...**
- **Library is perfect!**
- **Nothing more.**
- **Watch students not to play on the computers while others have work to do on the computers.**
- **No comment!**
- **Thank you for keeping this library in this way. It is very useful. Just that you need to upgrade our books for finding reference and make all the computers access to the internet. Thank you. It is very nice and useful.**
- **Expand the closing time.**
- **Nothing. Everything is good.**
- **More advanced computers and it really have to get better server.**
- **Continue implement the library rules and policy.**
- **Bigger**
- **No comments.**



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