



College of Micronesia-FSM  
Learning Resources Center  
National Campus Library

Library User Survey  
Spring 2012  
SURVEY RESULTS

The library survey for this Spring semester was conducted from May 1-9, 2012 to students and staff of COM-FSM National Campus LRC to evaluate our programs and make decisions on future development plans. A total of four hundred twenty-four (424) respondents participated in the survey. Presented below are the results:

1. National Campus LRC: 424

415 (98%)	National Campus
9 (2%)	Pohnpei Campus
	Other:

2. Type of Visitor (Check one category that best applies to you.)

420 (99%)	COM-FSM Student
2 (.5%)	COM-FSM Staff (Department: _____)
	K-12 student
2 (.5%)	Other

Major:

Rank	Frequency	Major
1	121 (29%)	No answer
2	61 (14%)	Liberal Arts
3	43 (10%)	Elementary Education
4	35 (8%)	HCOP
5	35 (8%)	Teacher Prep
6	34 (8%)	Micronesian Studies
7	28 (6%)	Business Administration
8	16 (4%)	CIS
9	16 (4%)	Not specified
10	11 (3%)	Marine Science
11	8 (2%)	Electronics
12	6 (1%)	Agriculture
13	4 (1%)	Public Health
14	3 (0.7%)	Nursing
15	1 (0.2%)	Bookkeeping, HTM, Trial Counselor

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

Rank	Frequency	Activity
1	366 (87%)	Used a computer
2	335 (79%)	Looked for books, journals or other library resources
3	306 (73%)	Used a computer for research
4	293 (70%)	Studied individually or did own work
5	292 (69%)	Used the OPAC

6	265 (63%)	Studied or worked in a group.
7	195 (46%)	Asked for staff assistance
8	186 (44%)	Used a desktop computer
9	175 (42%)	Used a desktop computer for email
10	167 (40%)	Used course reserve/reserved books
11	164 (39%)	Borrowed or returned material
12	152 (36%)	Made photocopies
13	88 (21%)	Attended library orientation, instruction, training or consultation session
14	22 (5%)	Others: Meet friends, Facebook, Use telephone for taxi

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

Rank	Frequency	Areas of library you visited/utilized this semester
1	221 (52%)	OPAC station
2	213 (50%)	Reference
3	205 (48%)	Pacific
4	193 (46%)	Computer workstations
5	174 (41%)	Electronic resources
6	146 (34%)	Fiction/Paperbacks
7	136 (32%)	Curriculum Resources Center
8	128 (30%)	Archives
9	117 (28%)	General Circulations
10	108 (25%)	Government Documents
11	92 (22%)	Audio-Visual
12	72 (17%)	Periodicals
13	62 (15%)	Reserve
14	35 (8%)	Juvenile
15	15 (4%)	Other: Forgot my ID (1)

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

Rank	Freq.	How Often You Visit Library
1	242 (57%)	More than once per week
2	76 (18%)	Weekly
3	32 (8%)	Monthly
4	24 (6%)	Less often
5	3 (.7%)	This is my first time here

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

Rank	Frequency	Subject
1	260 (61%)	Friends, family / School life
2	221 (52%)	Famous people / Biographies
3	207 (49%)	Romance / Relationships
4	202 (48%)	Action / Adventure / Survival
5	195 (46%)	Poetry / short stories / writing
6	193 (45%)	Entertainment/Movies/Music/Dances
7	185 (44%)	Crime / Detective / Mystery stories
8	167 (39%)	Health and Fitness
9	162 (38%)	Cooking / Cookbooks / Diet / Nutrition
10	162 (38%)	Facts/ Curiosities/News
11	154 (36%)	Fantasy / Vampires
12	141 (33%)	Comics / Graphic novels

13	140 (33%)	Humour/ Joke books
14	140 (33%)	Sports/Games
15	132 (31%)	Ghost stories / Supernatural
16	128 (30%)	Animals / Animal stories
17	123 (29%)	Hobbies
18	120 (28%)	Fashion / Accessories
19	113 (27%)	Art / Paintings/Design
20	106 (25%)	Computers and Technology
21	102 (24%)	Science fiction / Aliens
22	72 (17%)	Gardening
23	71 (17%)	Inspirational
24	4 (.9%)	Other: Please specify _____

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

291 Yes      15 No      24 Partly      94 No Answer

If your answer is NO, why? It's not there.

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

Rank	Frequency	Collection
1	154 (36%)	Education
2	136 (32%)	Journals/Magazines
3	121 (28%)	General References
4	118 (28%)	Pacific Collection
5	108 (25%)	Religion/Philosophy
6	107 (25%)	Science/ Technology
7	107 (25%)	Arts/Music/Culture
8	107 (25%)	Mathematics / Statistics
9	100 (24%)	Languages/Literature
10	97 (23%)	Law
11	96 (22%)	History/Geography
12	96 (22%)	Health/Medical
13	95 (22%)	Children Books
14	91 (21%)	Romance / Relationships
15	87 (20%)	Crime / Mystery
16	76 (18%)	Archives
17	75 (18%)	Science Fiction
18	73 (17%)	Sociology/Economics
19	72 (17%)	General Fiction
20	70 (16%)	Audio-visual materials
21	58 (14%)	Western /Action / Adventure
22	24 (.06%)	Other : Please specify _____
		Textbooks for all courses; CRC

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

	Poor 1	Fair 2	Average 3	Good 4	Excellent 5	Not Applicable
Access to computers	14	22	32	108	159	2

	(3%)	(5%)	(8%)	(25%)	(37%)	(.5%)
Internet connection	15 (3.5%)	23 (5.4%)	47 (11%)	85 (20%)	161 (38%)	2 (.5%)
Reference Desk	8 (1.9%)	9 (2%)	27 (6.4%)	122 (28.8%)	145 (34.2%)	2 (.5%)
Circulation Desk	7 (1.6%)	11 (2.6%)	19 (4.5%)	127 (30%)	108 (25%)	5 (1%)
Place to work individually	25 (5.9%)	15 (3.5%)	78 (18%)	51 (12%)	137 (32%)	2 (.5%)
Place to work in group	14 (3.3%)	15 (3.5%)	78 (18%)	51 (12%)	137 (32%)	2 (.5%)
Printing	23 (5.4%)	27 (6.4%)	75 (17.7%)	76 (18%)	81 (19%)	2 (.5%)
Photocopying	31 (7.3%)	37 (8.7%)	66 (15.6%)	58 (13.4%)	96 (22.6%)	8 (1.9%)
Quality of collections (current, useful, up-to-date, and available)	8 (1.9%)	13 (3%)	82 (19.3%)	83 (19.6%)	93 (22%)	3 (.7%)
Ease of finding collections and availability of services	6 (1.4%)	9 (2%)	86 (20.3%)	88 (20.7%)	100 (23.6%)	5 (1%)
Quality of customer service	6 (1.4%)	12 (2.8%)	78 (18.4%)	91 (21.5%)	131 (31%)	8 (1.9%)
Inviting and comfortable environment	8 (1.9%)	21 (5%)	54 (12.7%)	101 (23.8%)	102 (24%)	5 (1%)
Hours of service	0 (0%)	9 (2%)	28 (6.6%)	85 (20%)	95 (22.4%)	3 (.7%)
Using online periodicals/ E-journals (EBSCO & World & I)	5 (1%)	13 (3%)	62 (14.6%)	55 (13%)	120 (28.3%)	8 (1.9%)
Interlibrary loan	15 (3.5%)	5 (1%)	59 (14%)	48 (11.3%)	97 (22.9%)	34 (8%)

	Rating Mean
Reference Desk	4.26
Hours of service	4.25
Circulation Desk	4.20
Interlibrary loan	4.2
Access to computers	4.13
Online resources	4.12
Internet connection	4.08
Customer service	4.08
Place to work in group	3.97
Inviting Environment	3.97
Ease of finding	3.96
Quality of collections	3.88
Place to work individually	3.86
Printing	3.60
Photocopying	3.59

Overall, library services and resources received an average rating of 4.01 that indicates a rating of “good”. Services on reference, hours, circulation, ILL, computers, online resources, Internet access and customer services all were rated “good” with the other services rated “average”.

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

### Collection

- Should have all textbook that is been using at COM

- Please, let us have more reference materials that are up to date. Thanks.
- Resources to be available at all times
- With more computers and novels the better
- Need more fiction books (2)

### **Computer & technology & etc.**

- We need more computers (24)
- First, we would work together with the noise
- The best area for doing everything for school
- Better internet access
- Make internet time a little bit longer (40 mins.) but enough better than 30 mins.
- This library is good, but don't have enough computers.
- I suggest that there must more computer for email and open station for study.
- The other thing is that we must make sure the students use the computers school stuff only.
- Separate the facebookers from the researchers, maybe to a different room!
- Everything is good, it's just that I'm really on to using computer and the internet is slow most of the time. Need improvement on w/ internet connection , please.
- Need more computers for student to work with
- New laptop building
- Needs more advance printers
- Need more xerox, printers, and more help at the circulation.

### **Customer service**

- Everything seems to be good just a piece of smile to make our day good.

### **Facilities**

- Provide 1 or 2 more printers (2)
- More working printers (2)
- Group working place; we need space too crowded in here IIII
- Just to make it bit bigger
- Fix the power outlet next to the reference shelves for the laptop users
- Need elevator for those cannot walk very well or had a foot problem
- Place for individual work
- Sometimes the library is just not big enough to accommodate all, usually in the mornings and afternoon. Other than that, I feel like most of my needs are met by the wonderful librarians.
- It is better to have more chairs in the library and more computers and also more space to study.
- Better had more equipment such as computers because sometime the computers is not enough for student to do their work
- They should make a larger place for group work.
- Don't allow group work in the library
- Individual study room

### **General Comments :**

- Keep more quiet than before. Good Luck!
- The library is too noisy
- I love this library I come here everyday
- It's good enough for me
- None for now (2)
- Just improve it on what you can think to improve the library
- No comments (6)

- magazine reading area is too noisy and distracting
- I don't know! Pwe now?
- Just need to be quiet downstairs
- This is a better place to do research
- Put a bigger sign in front of the library
- Thank you for the service though
- Need to keep the noise down
- Too noisy most of the time
- No suggestions and comments at all
- So far so good...It provides good learning environment.
- YouTube should be allowed because you can get information that you need from it.
- The Library is good and I like it.
- Improved the Library operation hours of the library opens
- The library is good because I always find what I'm I looking for
- I suggest that there must be more quiet in the library. Just like the second floor which is pretty quiet.
- No commands
- The noises from people in the library needs to be taken care of because it distracts my attention while I am doing my work.
- This library is the best.
- The students must keep the noise down all the time because it distract those who study.
- Quietness of the area to be maintain
- There is nothing to complain about. Everything is perfect
- So far so good
- The service of this learning center is good, but I recommend that this library should be quiet all the time because of individual works
- No comment as of now. Everything is perfectly, well organized in this library
- To enhance student sense of creativity, the library could in occasions, set an activity or provide an opportunity for students to create their own character or study department. In collaboration with this would help boost student's creative factors. Students that stood could have their pictures posted on library walls or a photo book. "With creativity, comes recognition."
- I'm very satisfied with the LRC. I come here every day to get my work done
- Tell students to talk quietly in the library so we can do our work in peace
- punish student who speak loud/make noise (6)
- all good and helpful
- library is better they serve the students really good, help the students when they need help
- Library is great, workers are nice, they talk to us, made us laugh. Best library
- Library is the best. Thank you
- every things are ok
- there is nothing to improve, I like everything, everything is fine
- Positive
- Be more strict with rules, especially making sure available computers are not being taken by students who don't sign in and also the loudness of the group

### **Hours of Operation**

- The schedule for closing must extended in order for students who want to complete their works to be done
- Open on weekend, not only Sunday

### **Staff/Personnel**

- The staff do not encourage some students to be quiet
- Some of the staff know how to help while others don't
- The librarians are doing good job.
- Keep up the good work and remember to smile at the customers.
- I recommended that they kept their good work, and improved the few weaknesses they had.
- Thank you for being so helpful
- Library workers should let students know that they are too noisy.
- Improve customer service
- Treat student fairly
- Librarian needs to make the library too comfortable, and quiet

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

