



College of Micronesia-FSM
Learning Resources Center

Library User Survey-Yap
Spring 2013
SURVEY RESULTS
(Students)

The library user survey for this Spring Semester was conducted on May 13-14, 2013 to students of COM-FSM Yap Campus to evaluate library programs and make decisions on future development plans. Using convenience sampling, seventy-seven (80) student respondents participated in the survey, which represents 43% 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; while the Weighted Mean was used to determine the level of performance of the areas of service. Presented below are the results:

1. Yap Campus : No. or Respondents 80
2. Type of Visitor

COM-FSM student 80 Major:

Liberal Arts	--	7
HCOP	--	6
Micronesian Studies	--	1
Teacher Prep/Education	--	20
Associate in Science		
Agriculture/Food Tech	--	7
Business	--	8
CIS	--	6
Voc. Ed. :EET	--	3
No declared Major	--	22

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

Rank	Frequency	Activity
1	<u>69 (86%)</u>	Used a computer for research
2	<u>67 (84%)</u>	Studied individually or did own work
3	<u>64 (80%)</u>	Printed from computer
4	<u>63 (79%)</u>	Looked for books, journals or other library resources
5	<u>52 (65%)</u>	Used a desktop computer for general application
6	<u>47(59%)</u>	Studied or worked in a group
7	<u>45 (56%)</u>	Used a desktop computer with email
8	<u>41 (51%)</u>	Borrowed or returned material
9	<u>35 (44%)</u>	Others: Used own laptop/iPad/Android
10	<u>30(38%)</u>	Asked staff for assistance
11	<u>22 (27.5%)</u>	Attended library orientation, instruction, training or consultation session
12	<u>21(26%)</u>	Used course reserves/ reserved books
13	<u>18(23%)</u>	Made photocopies
14	<u>13(16%)</u>	Used the OPAC

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

Rank	Frequency	Area
1	<u>44 (55%)</u>	Periodicals, magazines, newspapers
2	<u>43 (54%)</u>	Pacific
3	<u>41 (51%)</u>	Reference
4	<u>40 (50%)</u>	Computer workstations
5	<u>36 (45%)</u>	Fiction/Paperbacks
6	<u>27 (34%)</u>	Electronic Resources
7.5	<u>24(30%)</u>	General Circulations
7.5	<u>24 (30%)</u>	Juvenile
9.5	<u>17 (21%)</u>	Government Documents
9.5	<u>17 (21 %)</u>	Audio-Visual
11	<u>16 (20 %)</u>	Curriculum Resources Center
12	<u>14(18%)</u>	Reserve
13.5	<u>10(13%)</u>	Archives
13.5	<u>10(13%)</u>	OPAC stations

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

<u>55 (69%)</u>	More than once per week
<u>16 (20%)</u>	Weekly
<u>7 (8.8%)</u>	Monthly
<u>1 (1.3%)</u>	Less Often
<u>1 (1.3%)</u>	This is my first time here

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

Subject Area	Frequency	Percentage
Friends, family / School life	58	73
Poetry / short stories / writing	52	65
Crime / Detective / Mystery stories	49	61
Romance / Relationships	47	59
Famous people / Biographies	46	58
Action / Adventure / Survival	43	54
Entertainment/Movies/Music/Dances	43	54
Health and Fitness	42	53
Ghost stories / Supernatural	41	51
Sports/Games	40	50
Fantasy / Vampires	40	50
Cooking / Cookbooks / Diet / Nutrition	35	44
Animals / Animal stories	34	43
Facts/ Curiosities/News	34	43
Computers and Technology	32	40
Inspirational	32	40
Comics / Graphic novels	31	39
Art / Paintings/Design	30	38
Hobbies	28	35
Humour/ Joke books	28	35
Science fiction / Aliens	28	35
Fashion / Accessories	27	34
Gardening	24	30

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

71 (88.8%) Yes 2 (2.5%) No 7 (8.8%) 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	Percentage
Education	34	43
Romance / Relationships	34	43
Health/Medical	32	40
Journals/Magazines	32	40
History/Geography	28	35
General References	26	33
Languages/Literature	26	33
Science/ Technology	26	33
Crime / Mystery	26	33
Pacific Collection	24	30
Law	24	30
Arts/Music/Culture	24	30
General Fiction	23	29
Religion/Philosophy	22	28
Mathematics / Statistics	21	26
Sociology/Economics	19	24
Western /Action / Adventure	18	23
Archives	17	21
Children Books	16	20
Audio-visual materials	16	20
Science Fiction	15	19

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	2	7	17	20	33	1
Internet connection	3	8	14	33	22	
Reference Desk/Help Desk		7	11	25	37	
Circulation Desk/ Borrowing-Returning		4	8	34	34	
Place to work individually	3	2	14	23	38	
Place to work in group	1	4	23	22	40	
Printing		5	9	24	42	
Photocopying	2	4	12	27	33	2
Quality of collections (current, useful, up-to-date, and available)	1	3	14	35	27	

Areas of Service	Poor 1	Fair 2	Average 3	Good 4	Excellent 5	Not Applicable
Ease of finding collections and availability of services	1	3	10	29	37	
Quality of customer service	1	2	7	25	41	
Inviting and comfortable environment	2	2	11	22	42	
Hours of service	2	5	7	25	41	
Using online periodicals/ E-journals(EBSCO & World & I)		3	8	32	37	
Interlibrary loan		3	12	23	30	12

Note: Numbers denote frequency

Areas of Service	Average Weighted Mean	Descriptive Equivalent
Access to computers	3.9	Good
Internet connection	3.8	Good
Reference Desk/Help Desk	4.2	Excellent
Circulation Desk/Borrowing-Returning	4.2	Excellent
Place to work individually	4.1	Excellent
Place to work in group	4.2	Excellent
Printing	4.3	Excellent
Photocopying	4.1	Excellent
Quality of collections (current, useful, up-to-date, and available)	4.1	Excellent
Ease of finding collections and availability of services	4.2	Excellent
Quality of customer service	4.3	Excellent
Inviting and comfortable environment	4.3	Excellent
Hours of service	4.2	Excellent
Using online periodicals/ E-journals (EBSCO & World & I)	4.3	Excellent
Interlibrary loan	4.2	Excellent
General Average Weighted Mean	4.2	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)**

- **Library resources have been useful throughout my time here at COM**
- **More romance novels will be good and there should be weekly or every other month orientation for students to learn more about the library.**
- **Better service in this library and resources compared to the public library.**
- **Love love the library!!Lots of books to read ☺**
- **Need more space and references.**
- **Need improvement on individual working place and keep the LRC an inviting (place) with comfortable zone.**
- **Sometimes it's a little crowded.**
- **This library are [sic] better than the other library in Yap State.**
- **I am happy that we have a library a library so it can be easy for research or fixing work on the internet. Computer access to the internet is very helpful.**
- **The library is very useful because it is provide [sic] what the student needs. God bless ...**
- **I love Facebook.**
- **Thank you!!**
- **I need more magazine[sic] because I need to read about romance.**
- **We might need more computers for research. The books are ok though!!**
- **Just need more books in the library.**
- **The librarian is an excellent worker, however, it is the students who needs [sic] to show some respects [sic] to the policies.**
- **The library is excellent and the service as well. Thank you ☺**
- **I want more books from individual authors to complete what I read, from the romance area, and mythical books such as vampire, werewolf, and others.**



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