

## Spring 2015 National Campus Library User Survey

Total Respondents: 267

### 1. Please indicate your campus:

<u>3</u>	<u>1%</u>	Chuuk
<u>1</u>	<u>0%</u>	FSM-FMI
<u>2</u>	<u>1%</u>	Kosrae
<u>248</u>	<u>93%</u>	National
<u>13</u>	<u>5%</u>	Pohnpei
<u>0</u>	<u>0%</u>	Yap

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

<u>264</u>	<u>99%</u>	COM-FSM student
<u>1</u>	<u>0%</u>	COM-FSM staff
<u>0</u>	<u>0%</u>	K-12 student
<u>0</u>	<u>0%</u>	Other: (Please specify)

### 3. Your purpose(s) of library visit this semester (Please check all that apply). Ranked by highest to lowest.

<u>238</u>	<u>89%</u>	h. Studied individually
<u>222</u>	<u>83%</u>	m. Printed from a computer
<u>214</u>	<u>80%</u>	l. Used a computer for research
<u>201</u>	<u>75%</u>	i. Studied/worked in a group
<u>190</u>	<u>71%</u>	j. Used a desktop for email
<u>176</u>	<u>66%</u>	b. Looked for books, journals or other resources
<u>126</u>	<u>47%</u>	k. Used a desktop for general application
<u>111</u>	<u>42%</u>	g. Used the OPAC
<u>98</u>	<u>37%</u>	a. Asked staff for assistance
<u>84</u>	<u>31%</u>	d. Borrowed/returned material
<u>82</u>	<u>31%</u>	c. Used course reserves/reserve books
<u>54</u>	<u>20%</u>	f. Attended library orientation, instruction, training session
<u>49</u>	<u>18%</u>	e. Made photocopies
<u>12</u>	<u>4%</u>	n. Other: Please specify

### 4. Areas of library you visited or utilized this semester (Please check all that apply). Ranked by highest to lowest.

<u>174</u>	<u>65%</u>	i. Computer workstations
<u>142</u>	<u>53%</u>	j. Electronic Resources
<u>106</u>	<u>40%</u>	k. OPAC stations
<u>103</u>	<u>39%</u>	a. Reference
<u>101</u>	<u>38%</u>	b. Pacific
<u>81</u>	<u>30%</u>	c. Fiction/Paperbacks
<u>64</u>	<u>24%</u>	d. Archives
<u>55</u>	<u>21%</u>	e. Audio-Visual
<u>55</u>	<u>21%</u>	f. Curriculum Resources Center
<u>55</u>	<u>21%</u>	g. Government Documents
<u>52</u>	<u>19%</u>	h. General Circulation
<u>35</u>	<u>13%</u>	l. Reserve
<u>34</u>	<u>13%</u>	m. Periodicals
<u>17</u>	<u>6%</u>	n. Juvenile
<u>4</u>	<u>1%</u>	o. Others:

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

<u>177</u>	<u>66%</u>	More than once per week
<u>58</u>	<u>22%</u>	Weekly
<u>11</u>	<u>4%</u>	Monthly
<u>4</u>	<u>1%</u>	Less often
<u>1</u>	<u>0%</u>	This is my first time here

6. Mark all subjects of books/magazines you like to read: Ranked by highest to lowest.

189	Friends, family / School life
152	Action / Adventure / Survival
136	Poetry / short stories / writing
134	Romance / Relationships
132	Famous people / Biographies
118	Health and Fitness
113	Crime / Detective / Mystery stories
112	Entertainment/Movies/Music/Dances
112	Facts/ Curiosities/News
108	Humour/ Joke books
107	Comics / Graphic novels
105	Sports/Games
98	Fashion / Accessories
98	Inspirational
93	Ghost stories / Supernatural
92	Art / Paintings/Design
88	Computers and Technology
80	Hobbies
78	Science fiction / Aliens
77	Cooking / Cookbooks / Diet / Nutrition
76	Animals / Animal stories
69	Fantasy / Vampires
54	Gardening
11	Other: Please specify _____

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

191	72%	Yes
3	1%	No
21	8%	Partly

If your answer is NO, why?

8. Please indicate your level of satisfaction with each type of Resource.

Descriptive Equivalent	Weighted Mean	Total	Very Satisfied 4	Satisfied 3	Somewhat Satisfied 2	Unsatisfied 1	
Very Satisfied	3.31	768	98	109	24	1	Archives
Very Satisfied	3.43	822	124	96	18	2	Audio-visual materials
Very Satisfied	3.41	805	118	97	21	0	Curriculum Resources Center (CRC)
Very Satisfied	3.47	836	126	103	11	1	General
Very Satisfied	3.29	760	107	95	18	11	Government Documents
Very Satisfied	3.35	777	107	105	14	6	Fiction/Paperback
Very Satisfied	3.49	848	142	79	21	1	Online resources (EBSCO, PERC, eBook Community Collection)
Very Satisfied	3.53	727	129	57	20	0	Pacific
Very Satisfied	3.46	834	131	91	18	1	Reference
Very Satisfied	3.46	809	124	94	15	1	Serials (Journals/Magazines)

Scale:

Descriptive	Numerative
0.1-1	Unsatisfied 1
1.1-2	Somewhat 2
2.1-3	Satisfied 3
3.1-4	Very satisfied 4

9. Please rate the following areas of Service:

Descriptive Equivalent	Weighted Mean	Total	Excellent 5	Good 4	Average 3	Fair 2	Poor 1	
Excellent	4.55	1161	171	65	12	3	4	Access to computers
Excellent	4.32	1080	129	84	28	6	3	Internet connection
Excellent	4.37	1089	135	82	24	6	2	Reference Desk
Excellent	4.35	1083	134	79	28	5	3	Circulation Desk
Excellent	4.33	1043	136	63	31	7	4	Place to work individually
Excellent	4.31	1061	145	57	28	8	8	Place to work in groups
Excellent	4.45	1086	147	66	25	6	0	Printing
Good	4.01	963	109	63	44	10	14	Photocopying
Excellent	4.20	1008	115	78	33	8	6	Quality of collections (current, useful, up-to-date, and available)
Excellent	4.23	1032	120	77	35	7	5	Ease of finding collections and availability of services
Excellent	4.20	1030	120	80	29	7	9	Quality of customer service
Excellent	4.33	1073	139	69	27	8	5	Inviting and comfortable environment
Excellent	4.45	1094	145	76	17	6	2	Hours of service
Excellent	4.43	1077	145	69	20	7	2	Using online periodicals/e-journals (EBSCO)
Excellent	4.10	939	105	74	29	10	11	Interlibrary loan

Scale:	Descriptive	Numerative
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.

I guess the library needs more books on law, politics, and other related fields. The librarians are so good and the accessibility to the computers are kind of good. Not really. We need more computers. thank you very much.

Its good better than nothing. Librarians are nice and very caring. the environment is clean.

this library need to allow students to watch videos in you tube because sometimes instructors assign students to watch videos for their class.

This library is interesting and i like it here.

i am satisfied with everything i see..thank you

No comment.

good as always

well to me, everything about this library is perfect.

Okay.

- 1) All Good
- 2) This library is very helpful
- 3) Keep up the good work
- 4) I like this library. They really do good work, and serves us well
- 5) Great, awesome
- 6) like it so far
- 7) It is good for me because everything I like is in here, (library)
- 8) I have never seen a nice library in this world, COMFSM library.
- 9) Better than before
- 10) Very Good