



College of Micronesia-FSM
Learning Resources Center – National Campus
Library User Survey
Spring 2015
SURVEY RESULTS
(Students)

The National Campus LRC administered its annual library usage survey to **267** library users, namely students, in April 2015 to evaluate the LRC's programs and services and make decisions on future improvements.

The 267 respondents represented **31%** of the student population for the spring semester (**847**) of the National Campus. 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. Please indicate your campus.

(Ranked highest to lowest)

National	248
Pohnpei	13
Chuuk	3
Kosrae	2
FSM-FMI	1
Yap	0

2. Type of visitor

(Ranked highest to lowest)

COM-FSM student	264
COM-FSM staff	1
K-12 student	0
Other: (Please specify)	0

3. Your purpose of visiting this semester

(Ranked highest to lowest)

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

4. Areas of library you visited or utilized this semester

(Ranked highest to lowest)

i. Computer workstations	174
j. Electronic Resources	142
k. OPAC stations	106

a. Reference	103
b. Pacific	101
c. Fiction/Paperbacks	81
d. Archives	64
e. Audio-Visual	55
f. Curriculum Resources Center	55
g. Government Documents	55
h. General Circulation	52
i. Reserve	35
m. Periodicals	34
n. Juvenile	17
o. Others:	4

5. How often do you visit this library? (Ranked highest to lowest)

More than once per week	177
Weekly	58
Monthly	11
Less Often	4
This is my first time here	1

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

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

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

Yes	191
No	3
Partly	21
If No Why?	

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

	Very Satisfied	Satisfied	Somewhat Satisfied	Unsatisfied	TOTAL	Weighted Mean	Descriptive Equivalent
Pacific	129	57	20	0	727	3.53	Very Satisfied
Online Resource	142	79	21	1	848	3.49	Very Satisfied
General	126	103	11	1	836	3.47	Very Satisfied
Reference	131	91	18	1	834	3.46	Very Satisfied
Serials/Periodicals	124	94	15	1	809	3.46	Very Satisfied
Audio-Visual MITC	124	96	18	2	822	3.43	Very Satisfied
CRC	118	97	21	0	805	3.41	Very Satisfied
Fiction/Paperback	107	105	14	6	777	3.35	Very Satisfied
Archives	98	109	24	1	768	3.31	Very Satisfied
Government Docs	107	95	18	11	760	3.29	Very Satisfied

Legend:

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

9. Please rate the following areas of Services.

	Excellent (5)	Good (4)	Average (3)	Fair (2)	Poor (1)	Weighted Mean	Descriptive Equivalent
Access to computers	171	65	12	3	4	4.55	Excellent
Printing	147	66	25	6	0	4.45	Excellent
Hours of service	145	76	17	6	2	4.45	Excellent
Using online periodicals/ E-journals (EBSCO & WORLD & I)	145	69	20	7	2	4.43	Excellent
Reference Desk	135	82	24	6	2	4.37	Excellent
Circulation Desk	134	79	28	5	3	4.35	Excellent
Place to work individually	136	63	31	7	4	4.33	Excellent
Inviting and comfortable environment	139	69	27	8	5	4.33	Excellent
Internet connection	129	84	28	6	3	4.32	Excellent
Place to work in group	145	57	28	8	8	4.31	Excellent
Ease of finding collections and availability of services	120	77	35	7	5	4.23	Excellent

Quality of collections (current, useful, up-to-date, and available)	115	78	33	8	6	4.20	Excellent
Quality of customer service	120	80	29	7	9	4.20	Excellent
Interlibrary loan	105	74	29	10	11	4.10	Excellent
Photocopying	109	63	44	10	14	4.01	Good

Legend:

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

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

COLLECTIONS/RESOURCES:

1. 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.
2. Update books
3. Need more computers and books for student
4. Update the library.
5. You guys need more update and more library section.

COMPUTERS:

1. This library need to allow students to watch videos in you tube because sometimes instructors assign students to watch videos for their class.
2. Get the OPAC to work again, sometimes it won't work.
3. Well, I think the computers and printers will be increase because sometimes some student need to be use the computers but it's full, also the printer.
4. Need more computers for students.
5. Need more computers.
6. Need more computers.
7. Need more computers and books for student
8. We need more computers.
9. Increase computers, printers
10. Please STOP Wattpad. Student stay longer in the lab just to read on the Wattpad site that either slow down net, or not
11. enough available computers for research.
12. Wattpad should be block from the lab.
13. Wattpad shouldn't be allowed in the lab. In my opinion, it's not exactly an education site, not an adequate resource.

14. Users on the site waste computer time, making it hard for those who actually need to do research.

PRINTING/XEROXING:

1. Why not free Xerox student's paper.
2. Well service except photocopying because us students don't allow to print color photo. In education major we need color photos to show the students each color.
3. I want the printer to have ink so I can print paper that colors.

ENVIRONMENT/SPACE:

1. A big library would be a better one for private study.
2. I suggest if we can have a study room for one person that other will not bother.
3. Students with laptops also occupy study places for individual study.
4. Place to study no noise keep up the good work!
5. Should have specific places/area for individual and group work!
6. An area for resting.
7. Need more room for studying that is separated from those who like to watch videos on laptops/tablets, etc. Need very quiet room for studying only.
8. Fall semester, the library does not have enough space. Enlarge the library.
9. Please kick out students that make so much noise sitting at the laptop area. Every day they sit there and make so much noise that we can't study there too. And sometimes, that is the place they hide and watch their porn movies.
10. Students sitting in the aisle blocking other students. Access to all the books available too noisy. Plug in computer station always occupied by students using Facebook.
11. To keep the COM students from distractions.

CUSTOMER SERVICE/STAFF:

1. They really need to work hard. Also need to check around the library more not just sitting and do nothing.
2. Why do librarians give their kids or students of same race a pass to do what they want while others are ignored.
3. Librarians should be more friendly.
4. It's better for the staff to guide the student politely without any rude comment or so. Though the student know that they made mistakes, the staffs don't have to guide them in a more rude way or behavior.
5. The librarian is strict. They should be kind and friendly to students.
6. I really like every service happen in the library, but the only thing I need the staff to improve is welcome all student fair and also help everybody when they need help.

7. Respect the student, in returned the student will respect the librarian and no further conflict occur, both personal and socially.
8. Look more friendly and smile more!
9. Some of the workers need to be nice to students like Amito.
10. Some need to be nice to students

HOURS OF OPERATION:

1. I check the hours of service Good (4), because I want the library to open from 8:00am - 9:00pm. Even on the weekends so that I could have more time to prepare my work/presentation using the library during the weekend.
2. Make it 24/7 to satisfy me 24 hours and 7 days a week?
3. Sometimes I wish this library close later than the closing time. Overall satisfied

GENERAL COMMENTS:

1. Thank you very much.
2. Its good better than nothing. Librarians are nice and very caring. The environment is clean.
3. This library is interesting and I like it here.
4. I am satisfied with everything I see. Thank you
5. No comment.
6. Good as always
7. Well to me, everything about this library is perfect.
8. Okay.
9. All Good
10. This library is very helpful
11. Keep up the good work
12. I like this library. They really do good work, and serves us well
13. Great, awesome
14. Like it so far
15. It is good for me because everything I like is in here, (library)
16. I have never seen a nice library in this world, COMFSM library.
17. Better than before
18. Very Good
19. The library provides every need a student could have needed.
20. No comments. Everyday I'm in the library doing my work or just relaxing waiting for my next class if there is no work to do and everything I need to complete my work; I find it in the library.
21. Environment is very controlled.
22. Everything's good.
23. This is a very nice place for students to work or stay to use the materials like books, computers, etc.
24. Everything was organized well and good services.
25. Good!
26. Job well done
27. The library was useful for me because it is where I go and study, research, etc.
28. The library is better enough for me to be feel comfortable using computers, read books that can help me to be successful in my field of study here.
29. No comment, like it the way it is.

30. As usual, it is better as when I enrolled until now. Thank you for your services.
31. No comments.... Everything is perfect.
32. I hope it will continue to improve/satisfy the unsatisfied learner.
33. Using anything in the library involves too much of hassle.
34. Everything is fine.
35. Keep clean and healthy environment.
36. I like pie.
37. This library provides a lot of useful resources.
38. Keep up the good work.
39. All good.
40. Mwahu.
41. Everything was perfect and good.
42. I really love this library
43. Time accessing the library.
44. The library is so cool, I like all the workers and all he arrangement, and especially the Internet is running good. I have no hard
45. Best as always.
46. All good
47. As a student, I strongly suggest that the library of COM-FSM continue to enhance the quality service it provides daily.