



**College of Micronesia-FSM**  
**Learning Resources Center – National Campus**  
**Library User Survey**  
**Spring 2016**  
**SURVEY RESULTS**  
**(Students)**

The National Campus LRC administered its annual library usage survey to 401 library users, namely students, in April 2016 to evaluate the LRC's programs and services and make decisions on future improvements. A total of four hundred twenty-four (**401**) respondents participated in the survey.

The 401 students represented **46%** of the student population for the spring semester enrollment (**868**) for 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 Campus	<b>368</b>
Pohnpei Campus	<b>22</b>
Yap Campus	<b>4</b>
FSM-FMI Campus	<b>2</b>
Kosrae Campus	<b>2</b>
Chuuk Campus	<b>1</b>

**2. Type of visitor**

*(Ranked highest to lowest)*

COM-FSM student	<b>399</b>
Staff	<b>2</b>

**3. Your purpose of visiting this semester**

*(Ranked highest to lowest)*

a. Used a computer for research	<b>371</b>
b. Printed from computer	<b>369</b>
c. Studied individually or did own work	<b>367</b>
d. Studied or worked in a group	<b>329</b>
e. Used a desktop computer for email	<b>310</b>
f. Looked for books, journals or other	<b>270</b>
g. Used desktop computer with general application	<b>213</b>
h. Asked staff for assistance	<b>151</b>
i. Used OPAC	<b>128</b>
j. Borrowed or returned material	<b>122</b>
k. Used course reserve/reserved books	<b>116</b>
l. Attended library orientation, instruction, training/consultation session	<b>74</b>
m. Made photocopies	<b>65</b>
n. Other	<b>12</b>

**4. Areas of library you visited or utilized this semester**

*(Ranked highest to lowest)*

a. Computer Workstations	<b>277</b>
b. Reference	<b>192</b>
c. Electronic Resources	<b>191</b>

d. Pacific Collection	131
e. Fiction / Paperbacks	130
f. OPAC Stations	122
g. Archives	93
h. Curriculum Resources Center	93
i. Audio-visual	85
j. Government Documents	82
k. General Circulations	76
l. Periodicals	58
m. Reserve	47
n. Juvenile	32
o. Others	8

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

More than once per week	265
Weekly	78
Monthly	19
Less Often	19
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	288
Action / Adventure / Survival	260
Poetry / short stories / writing	222
Romance / Relationships	210
Famous people / Biographies	209
Health and Fitness	201
Entertainment/Movies/Music/Dances	199
Inspirational	183
Sports/Games	182
Facts/ Curiosities/News	180
Crime / Detective / Mystery stories	173
Ghost stories / Supernatural	165
Humor/ Joke books	157
Fantasy / Vampires	150
Animals / Animal stories	143
Science fiction / Aliens	138
Comics / Graphic novels	136
Computers and Technology	132
Art / Paintings/Design	131
Fashion / Accessories	126
Hobbies	124
Cooking / Cookbooks / Diet / Nutrition	108
Gardening	78
Other: Please specify _____	9

**7. On your last visit, did you find what you were looking for? (Ranked highest to lowest)**

Yes	317
Partly	37
No	12
If No Why?	

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

	<b>Very Satisfied (4)</b>	<b>Satisfied (3)</b>	<b>Somewhat Satisfied (2)</b>	<b>Unsatisfied (1)</b>	<b>TOTAL</b>	<b>Weighted Mean</b>	<b>Descriptive Equivalent</b>
Online Resource	<b>210 (840)</b>	<b>140 (420)</b>	<b>34 (68)</b>	<b>5 (5)</b>	<b>1333/389</b>	<b>3.42</b>	<b>Very Satisfied</b>
Reference	<b>181 (724)</b>	<b>157 (471)</b>	<b>38 (76)</b>	<b>4 (4)</b>	<b>1275/380</b>	<b>3.35</b>	<b>Very Satisfied</b>
General	<b>172 (688)</b>	<b>165 (495)</b>	<b>38 (76)</b>	<b>3 (3)</b>	<b>1262/378</b>	<b>3.34</b>	<b>Very Satisfied</b>
Audio-Visual MITC	<b>168 (672)</b>	<b>169 (507)</b>	<b>39 (78)</b>	<b>5 (5)</b>	<b>1262/381</b>	<b>3.31</b>	<b>Very Satisfied</b>
Serials/Periodicals	<b>176 (704)</b>	<b>144 (432)</b>	<b>39 (78)</b>	<b>10 (10)</b>	<b>1224/369</b>	<b>3.31</b>	<b>Very Satisfied</b>
Pacific	<b>166 (664)</b>	<b>167 (501)</b>	<b>45 (90)</b>	<b>3 (3)</b>	<b>1258/381</b>	<b>3.30</b>	<b>Very Satisfied</b>
Archives	<b>153 (612)</b>	<b>172 (516)</b>	<b>43 (86)</b>	<b>8 (8)</b>	<b>1222/376</b>	<b>3.25</b>	<b>Very Satisfied</b>
CRC	<b>162 (648)</b>	<b>166 (498)</b>	<b>46 (92)</b>	<b>5 (5)</b>	<b>1243/382</b>	<b>3.25</b>	<b>Very Satisfied</b>
Fiction/Paperback	<b>161 (644)</b>	<b>156 (468)</b>	<b>53 (106)</b>	<b>9 (9)</b>	<b>1227/379</b>	<b>3.23</b>	<b>Very Satisfied</b>
Government Docs	<b>152 (608)</b>	<b>166 (498)</b>	<b>53 (106)</b>	<b>8 (8)</b>	<b>1220/379</b>	<b>3.21</b>	<b>Very Satisfied</b>

Legend:

<b>Scale:</b>	<b>Numerative</b>	<b>Descriptive</b>
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.**

	<b>Excellent (5)</b>	<b>Good (4)</b>	<b>Average (3)</b>	<b>Fair (2)</b>	<b>Poor (1)</b>	<b>Weighted Mean</b>	<b>Descriptive Equivalent</b>
Access to computers	<b>257</b>	<b>97</b>	<b>30</b>	<b>3</b>	<b>5</b>	<b>4.53</b>	<b>Excellent</b>
Place to work individually	<b>234</b>	<b>105</b>	<b>34</b>	<b>12</b>	<b>7</b>	<b>4.40</b>	<b>Excellent</b>
Place to work in group	<b>226</b>	<b>115</b>	<b>27</b>	<b>12</b>	<b>9</b>	<b>4.38</b>	<b>Excellent</b>
Printing	<b>230</b>	<b>103</b>	<b>32</b>	<b>12</b>	<b>12</b>	<b>4.35</b>	<b>Excellent</b>
Circulation Desk	<b>196</b>	<b>135</b>	<b>40</b>	<b>8</b>	<b>4</b>	<b>4.33</b>	<b>Excellent</b>
Reference Desk	<b>195</b>	<b>139</b>	<b>36</b>	<b>11</b>	<b>4</b>	<b>4.32</b>	<b>Excellent</b>
Using online periodicals/ E-journals (EBSCO & WORLD & I)	<b>194</b>	<b>130</b>	<b>41</b>	<b>15</b>	<b>4</b>	<b>4.29</b>	<b>Excellent</b>
Internet connection	<b>200</b>	<b>127</b>	<b>44</b>	<b>11</b>	<b>8</b>	<b>4.28</b>	<b>Excellent</b>
Inviting and comfortable environment	<b>194</b>	<b>125</b>	<b>49</b>	<b>11</b>	<b>7</b>	<b>4.26</b>	<b>Excellent</b>
Hours of service	<b>201</b>	<b>123</b>	<b>37</b>	<b>9</b>	<b>15</b>	<b>4.26</b>	<b>Excellent</b>
Quality of collections (current, useful, up-to- date, and available)	<b>167</b>	<b>149</b>	<b>48</b>	<b>10</b>	<b>6</b>	<b>4.21</b>	<b>Excellent</b>
Ease of finding collections and availability of services	<b>177</b>	<b>139</b>	<b>52</b>	<b>13</b>	<b>6</b>	<b>4.21</b>	<b>Excellent</b>

Quality of customer service	179	137	41	15	9	4.21	Excellent
Photocopying	148	122	63	24	21	3.93	Good
Interlibrary loan	141	116	56	31	22	3.88	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. How to find the books in a section is kind of confusing, the guides makes things confusing and complicated.
2. Not satisfy with available fiction because it lacks on favorite authors.
3. Please order the novel collection titled "I am number four."
4. The use of Internet sources are block from some useful articles that are online. Therefore, the library needs to expand its resources of the web.

**COMPUTERS/TECHNOLOGY:**

1. Access Facebook
2. Add more computers
3. Block the use of Wattpad in the computer lab.  
User on such sites takes away the opportunity for legitimate research for others.
4. It would be better if more computers will be provided
5. Let everyone use Facebook in the computer lab.  
Students pay to use the Internet, not the staff.
6. LRC need more computers in the labs in case of finals and research.
7. Need printers that can print w/color because some of my courses need colored pictures for teaching
8. Need to fix the printers, specially which kinds of books are here and please provide blank papers for printing.
9. No more Watt Pads and time limits for students at the computer lab. So a lot of student can use them/ take turns!!
10. Provide more computer and more place to work. However, it was a nice and helpful place in this campus.
11. Provide more computers for students
12. Provide more computers in the study area. Too noisy when I study
13. Slow connection for individual devices, but so far so good... (Wi-Fi)
14. Sometimes Internet connection is weak, hope that next time it will be always strong
15. This is a great library but need to have more computers for research and for assignments
16. We need more computers.

17. Well, I suggest that we should have more

computers in the computer lab.

#### **CUSTOMER SERVICE:**

1. Always smile and make people feel welcome.  
No matter what, students come first.
2. Customer services are too poor. Too mean, too strict
3. Customer services are very poor, they are very mean and strict to students, especially the janitor ladies. Customer service - poor, poor, poor
4. Dislike the woman with white hair
5. I think the lady on second floor should think about smiling.
6. Keep up the good work & commitment.....  
Smile
7. Need to improve customer service.

8. No to improve everything that we need!! The staffs didn't do their jobs.
9. Staff should smile more often Start the day with a smile.
10. Staff need some kind of enthusiasm.
11. Staffs should smile more
12. Well, the thing is when I print it came out bad. (No ink) and the workers didn't do anything.
13. You Jen!! You need to make sure that your staff know that the students are the reliable asset to this college.
14. Your service is so poor where I am not satisfy with it.

#### **ENVIRONMENT/SPACE:**

1. I strongly recommend that this library should offer more place to study for students.
2. Library should provide a big space in the computer lab and more computers are needed.
3. Make the library much big than this now.
4. More computers and sitting tables. :-)
5. More quiet needed! Lessen the use of personal technologies in the library like cellphones so there will be space for others to study in the library . Thank you
6. Need more areas, since we've seen that our campus was full of students around in the library, some

7. Needs a room for group study so the library can be quiet.
8. Separate rooms for group so library can be quiet. I need more help in this library depends of the materials I need.
9. Still needs a better place for doing their school work and also study.
10. The library should also provide more spaces where students can do their group work/project. Thank you.
11. Too noisy

#### **HOURS OF OPERATION:**

1. At Sunday, I ask if can extend library closing hour from 8:00 to 9:00.

2. Don't like the night time, should extend it to 10:00 instead of 8:00. Should keep library quiet at all times.
3. Increase service hours.
4. Library should extend its time of service to 9:30. Thank you.
5. Please open the library until 9 or 10. 7:30 is not enough time.
6. The internet connection break off at time and I stay back almost 9:00 pm before to do works but now it closes early I cannot finish my works please stay open longer.

**GENERAL COMMENTS:**

- |   |   |
|---|---|
| <ol style="list-style-type: none"> <li>1. All Good (2)</li> <li>2. All is well so far! (2)</li> <li>3. Everything is good so far! (2)</li> <li>4. Expand the desk to be more comfortable when doing paper work plus researching.</li> <li>5. For me, everything is excellent.</li> <li>6. Good</li> <li>7. Good but can be better</li> <li>8. Good service</li> <li>9. I have no suggestions/comments to make. As of now, I am satisfy with whatever I have seen and have helped me.</li> <li>10. I like it</li> <li>11. I strongly believe that this library is well organized, and it is already better.</li> <li>12. I thank you and nothing much to say just thank you too. I like the library.</li> <li>13. Internet is useful and staff are helpful in all needs.</li> <li>14. It's the best place for real students. Great hospitality</li> <li>15. Just give your work remains the same or little improve.</li> <li>16. Just please enforce the rite that said to be quiet at all the time... thank you</li> <li>17. Keep it up. Best library ever and the workers are nice too.</li> </ol> | <ol style="list-style-type: none"> <li>18. Keep up the good work (4)</li> <li>19. Library is a place that very comfortable because that where I can do my work. This the only that can make me do my work.</li> <li>20. My suggestion is that the library workers should keep up the good work harder to meet the students' needs. I salute you and congratulations to you all.</li> <li>21. N/A. I'm satisfied with everything.</li> <li>22. Need more sofas hehehe... don't really need to check ID's if they already know the student. Or if once a week checking is fine</li> <li>23. Nothing, so far so good</li> <li>24. Please allow water or people to drink water! Thank you, too.</li> <li>25. Thank you</li> <li>26. Thank you for providing students the sources, in other words, thank you.</li> <li>27. Thank you for your assistance</li> <li>28. Thank you for your cooperation!!</li> <li>29. The COM-FSM library is well organized and easier for students to do their work with it.</li> <li>30. The library is good because it's very quiet and neat.</li> <li>31. The staffs are doing a great job by assist students with their needs.</li> <li>32. This library doing better for me so far.</li> </ol> |
|---|---|

33. This library is a better place for learning
34. This library is good provide things in alphabetical like the books and also it's a good service for the students.
35. This library is way better for me because it provides all the information that I needed.

36. This library was very good and enough to study, find our needs and clean.
37. To tell the truth 2<sup>nd</sup> floor is more quiet than downstairs.
38. Useful.....Need more developed.
39. Very helpful to student