COLLEGE OF MICRONESIA-FSM

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FROM: Susan M. Guarin, Librarian
SUBJECT: Results of Yap-LRC In-Library Survey _Spring 2011

No. of Respondents : 63 respondents (COM-FSM students - **57 (90.47 %) ;**
COM-FSM faculty or staff **- 6 (9.52%)**

Which Library areas did you visit or use this semester?

AREAS	Visited/Used by:
a. Book collections	**54 (85.71% of respondents)**
b. Computer for email	**45 (71.43% of respondents)**
c. Computer with general applications	**45 (71.43% of respondents)**
d. Computer for reference	**48 (76.19% of respondents)**
e. Periodicals/Magazines	**43 (68.25% of respondents)**
f. Pacific Collection	**22 (34.92% of respondents)**
g. Others: AV Room	**4 (6.34% of respondents)**

What did you do in this library this semester? (Please check all that apply)

a. Asked staff for assistance	**39 (61.90 % of respondents)**
b. Looked for books, journals or other library items	**54 (85.71% of respondents)**
c. Used course reserves	**18 (28.57% of respondents)**
d. Borrowed or returned material	**46 (73.02% of respondents)**
e. Made photocopies	**24 (38.09% of respondents)**
f. Attended instruction, training or consultation session	**19 (30.16% of respondents)**
g. Studied individually or did own work	**52 (82.54% of respondents)**
h. Studied or worked in a group	**37 (58.73% of respondents**
i. Used a desktop computer	**42 (66.67% of respondents)**
j. Printed from computer	**50(79.37% of respondents)**
k. Used AV Room/Watched Videos	**12 (19.05% of respondents)**
l. Others: Rest/Relax/Cool off/Meet new people	**1 (1.59% of respondents)**

How often do you visit this library?

 More than once per week **43 (88.25)** Weekly **18 (28.57)** Monthly **1 (1.59)**   Less Often **2 (3.17%)**

How important are the following services to you in this library?

All services of the library are perceived to be **VERY IMPORTANT**, ranked as follows:

1	Access to computers	**(4.84) Very Important**
2	Printing	**(4.79) Very Important**
3	Place to work individually	**(4.76) Very Important**
4	Computers with application software (e.g Word, Excel)	**(4.66) Very Important**
5	Access to on-site collections	**(4.65) Very Important**
6	Assistance from staff	**(4.55) Very Important**
7	Access to online library resources	**(4. 5) Very Important**
8	Place to work in groups	**(4.42) Very Important**
9	Photocopying	**(4.09) Very Important**

Legend:

Scale	Descriptive Equivalent	Numerative Equivalent
0.1-1	Not Important	1
1.1-2		2
2.1-3		3
3.1-4		4
4.1-5	Very Important	5

4. How would you rate this library on the following?

Access to computers	**4.5 (Excellent)**
Place where I can work	**4.64 (Excellent)**
Quality of collections	**4.48 (Excellent)**
Quality of customer service	**4.65 (Excellent)**
Inviting environment	**4.60 (Excellent)**
Hours open	**4.57 (Excellent)**
Ease of finding collections and services	**4.65 (Excellent)**
Gen. Average	**4.58 (Excellent**

Legend:

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

List things we can do to make this library better for you. Include any other comments here or on back. (*Comments are listed as written*)

General Comments:
- If I have free time, I come to study in here ; we need to be quiet and respect other people who want to study.
- I enjoy visiting the library because it is the only quiet place where I can work and do research or study. I think the library is fine the way it is now.
- Keep up the good job!
- Appreciate all the help. Thank you!
- So far, the library has a good surrounding that suits me.
- Excellent, keep it that way, keep it in silent moment.
- I like the library as it is. It serves my students' needs in EN 120B and other writing classes.
- None, I can think of

On Policies (Circulation/Discipline/etc.):
- Let the students rent out videos to help with work, sometimes we do not have enough time to complete the movie in class – 1
- Allow to sign out dictionaries - 2
- Use ID at all times - 1
- Enforce the library rules to maintain silence at all times - 1
- Before enter the library stop making noise - 1
- Be seriously quiet at all times - 1
- Impose the roles (sic) - 1
- Extended opening hours - 1
- No chewing gum or betel nut or eating candies - 1

On Library Space/Furniture:
- More space inside - 11
- Enough space for studying area – 2
- Have more space, sometimes the library is too full – 2
- A partition to isolate the tables where people study and the computers - 1
- The library is getting more crowded by materials, less space for students to fit in the room. Get a bigger room for everyone and the needs of the library. - 1
- Make the room bigger so students can come in and study- 1
- More room for books/more stacks - 1
- A computer/study section/Reading section –(Noise issue) - 1
- More tables and chairs for people to do work – 2
- More tables for students and supplies for project such as markers, pens, etc. - 1
- Have bean bags to sit on - 1

On Library Collection
- More library resources, books, novels – 9
- Update magazines/more magazines – 3
- More books on law as well as Spanish, Latin & French - 1

On Computers and Usage:
- All computers should be working for others to use - 1
- Need more computers for researching and others – 20
- No social network - 1
- More observant with students doing work or need to do work on computers, meaning keep an eye on students checking e-mail instead of doing work when others need the computers for school work – 2
- Make the internet available at all times - 1
- Get laptops for use only in the library - 1
- Get some laptops for use only in library if all computers are being used - 1

- Students should conduct less nonsense in the library and with computers such as Facebook and other social networking sites - 1
- Install more computers and make sure that all have internet connection – 2
- More computers for email and Facebook - 1
- Need more computers to be available during midterms and finals - 1
- Students can check-out email & do their work, not to surf on the net - 1
- Stop play on computer - 1

Others:
- Access to computer catalog - 1
- Have clean paper available here in the library for printing and copying, instead of going back and forth from library to office, it's time consuming-2
- Big shelf for students' belongings that shouldn't be taking inside – 2
- More air freshener - 1
- No bothering of others - 1
- No sleeping - 1
- Clean every morning - 1