



**College of Micronesia-FSM
Learning Resources Center**

**Library User Survey
Fall 2012**

The library survey for this Fall semester was conducted from November 26 –December 5, 2012 to COM-FSM students enrolled at the Kosrae State Campus to evaluate the LRC’s services. A total of forty three (43) respondents participated in the survey. Presented below are the results:

1. Kosrae Campus LRC: 43

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

43 (100%)	COM-FSM Student
0	COM-FSM Staff (Department: _____)
0	K-12 Student
0	Other

Major:

1	Marine Science
1	Micronesian Studies
6	Public Health
4	Business Administration
3	Elementary Education
3	Agriculture and Food Technology
5	Liberal Arts
3	Electronics and Telecommunications
17	Not Specified

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

a. 9	Asked staff for assistance	h. 31	Studied individually or did own work
b. 27	Looked for books, journals or other library resources	i. 18	Studied or worked in a group
c. 9	Used course reserves / reserved books	j. 21	Used a desktop computer for email
d. 15	Borrowed or returned material	k. 9	Used a desktop computer with general application
e. 5	Made photocopies	l. 38	Used a computer for research
f. 7	Attend library orientation, instruction, training or consultation session	m. 8	Printed from computer
g. 4	Used the OPAC	n. 6	Other (Please specify) <u>No Answer</u>

Rank	Frequency	Activity
1	38 (88%)	Used a computer for research
2	31 (72%)	Studied individually or did own work
3	27 (63%)	Looked for books, journals or other library resources

4	21 (49%)	Used desktop computer for email
5	18 (42%)	Studied or worked in a group
6	15 (35%)	Borrowed or returned material
7	9 (21%)	Used desktop computer with general application
8	9 (21%)	Asked library staff for assistance
9	9 (21%)	Used course reserves / reserved books
10	8 (19%)	Printed from computer
11	7 (16%)	Attended library orientation, instruction, training or consultation session
12	6 (14%)	Other s: <i>No Answer</i>
13	5 (12%)	Made photo copies
14	4 (.09%)	Used the OPAC

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

a. 6	Archives	i. 16	Electronic Resources
b. 8	Audio-Visual	j. 4	Reserve
c. 7	Curriculum Resources	k. 3	Juvenile
d. 7	General Circulations	l. 5	Periodicals
e. 8	Government Documents	m. 1	OPAC Stations
f. 19	Fiction / Paperbacks	n. 11	Computer workstations
g. 17	Pacific	o. 3	Other: <i>Study Area</i>
h. 14	Reference		

Rank	Frequency	Areas of library you visited / utilized this semester
1	19	Fiction / Paperbacks
2	17	Pacific
3	16	Electronic Resources
4	14	Reference
5	11	Computer workstations
6	8	Audio – Visual
7	8	Government Documents
8	7	Curriculum Resources Center
9	7	General Circulations
10	6	Archives
11	5	Periodicals
12	4	Reserve
13	3	Juvenile
14	3	Other: <i>Study Area</i>
15	1	OPAC Stations

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

24	More than once per week	3	Monthly	0	This is my first time here
12	Weekly	4	Less Often		

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

Action / Adventure / Survival	21	Friends, family / School life	38
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Animals / Animal stories	12	Gardening	16
Art / Paintings / Design	15	Ghost stories / Supernatural	14
Comics / Graphic novels	11	Health and Fitness	24
Computers and Technology	14	Hobbies	14
Cooking / Cookbooks / Diet / Nutrition	17	Humor / Joke books	13
Crime / Detective / Mystery stories	27	Inspirational	16
Entertainment / Movies / Music / Dances	28	Poetry / short stories / writing	24
Facts / Curiosities / News	27	Romance / Relationships	22
Famous People / Biographies	28	Science Fiction / Aliens	12
Fashion / Accessories	15	Sports / Games	21
Fantasy / Vampires	12	Other: <i>Not Specified</i>	2

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

31 Yes 1 No 2 Partly 9 No Answer

If you answer in NO, why?

- *Few Resources*
- *Not enough books to do research*

8. Mark all categories/subject area in which you would like to see the collection improved?

General References	13	General Fiction	15
Religion / Philosophy	22	Crime / Mystery	14
History / Geography	25	Science Fiction	13
Science / Technology	15	Romance / Relationships	9
Health / Medical	22	Western / Action / Adventure	7
Education	21	Children Books	9
Languages / Literature	19	Pacific Collection	17
Law	15	Archives	5
Arts / Music / Culture	20	Journals / Magazines	15
Sociology / Economics	16	Audio – Visual materials	11
Mathematics / Statistics	16	Other: <i>Not Specified</i>	2

9. Please rate the following areas of service:

	Poor 1	Fair 2	Average 3	Good 4	Excellent 5	Not Applicable
Access to computers	-	2	2	15	25	-
Internet connection	4	3	6	20	13	-
Reference Desk	2	-	7	15	18	-
Circulation Desk	-	1	5	16	17	1
Place to work individually	1	2	2	12	23	-
Place to work group	2	1	3	9	25	1
Printing	7	4	3	8	14	2
Photocopying	4	8	9	8	13	5
Quality of collections (current, useful, up-to-date, and available)	1	2	8	10	9	4

Ease of finding collections and availability of services	2	2	6	16	11	3
Quality of customer service	1	1	8	10	19	2
Inviting and comfortable environment	-	1	5	18	24	2
Hours of service	-	1	3	14	21	1
Using online periodicals/E-journals (EBSCO & World & I)	-	2	3	17	17	3
Interlibrary loan	1	2	7	11	11	6

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

- *No comments at all. Thanks to this library for helping me through the whole semester.*
- *The Library serves the students well because they always there in the library for us to help us. They also know how to budget electric.*
- *The library looks better better because of to searching the documents and researching the information that is needed for the power point presentation as to be needed immediately or ASAP.*
- *I think the studying site area for this area is a lot bigger than the computer.*
- *Thanks for asking but I just wanna say that I love this Library but the only thing that bothers me is that we don't have rules in this library for the doors, so every time people can walk out walk in or even chewing betel nut.*
- *No comments, everything is fine and perfect for both students and staff.*
- *Everything fits perfectly to me.*
- *We need faster internet connections, more books, and more space to do our work but other than that, it's great!*
- *Very important to all student because that the place for student to read or studying, so quiet.*
- *I suggest that the library should have a printer in place, so that it would be accessible to use instead of printing any work or document at the KCLAB or in the office.*
- *Well it's better for me to visit this library because it is so important for every student or it also the place for studying.*

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

