College of Micronesia-FSM
Learning Resources Center

Library User Survey-Yap
Fall 2014
SURVEY RESULTS
(Students)

The library user survey for this Fall Semester was conducted on December 1-2, 5 & 8, 2014 to students of COM-FSM Yap Campus to evaluate library programs and make decisions on future development plans. Seventy-two (72) respondents or 38 % of the student population participated in the survey. Descriptive statistical analysis was used, i.e. 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; the Weighted Mean however was used to determine the level of performance of the areas of service. Presented below are the results:

1. **Yap Campus   : No. or Respondents   _72_**
2. **Type of Visitor**

COM-FSM student **_72___** Major:

Associate of Arts/Science		
Liberal Arts	–	15
HCOP	--	9
Micronesian Studies	--	1
Teacher Prep/Education	--	6
Business Ad	--	2
CIS	--	5
Certificate of Achievement		
Agriculture/Food Tech	--	14
Nursing Asst	--	4
Bookkeeping	--	1
EET	--	2
No declared Major	--	14

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

Rank	Frequency	Activity
1	57 (79%)	Looked for books, journals or other library resources
2	55 (76%)	Studied individually or did own work
3	50 (69%)	Used a computer for research
4	49 (68%)	Borrowed or returned material
5	46 (64%)	Printed from computer
6	44(61%)	Used a desktop computer with general application
7	39(54%)	Studied or worked in a group
8	33(46%)	Attended library orientation, instruction, training or consultation session
9	29(40%)	Asked staff for assistance
10	25 (35%)	Used a desktop computer for email
11	17 (24%)	Used my personal computer/laptop
12	16(22%)	Used course reserves/ reserved books
13	12(17%)	Made photocopies
13	12(17%)	Used the OPAC
14	2 (2.7%)	Others: meet friends, relax with AC

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

Rank	Frequency	Area
1	44 (61.1%)	Fiction/Paperbacks
2	42 (58.3%)	Reference
3	36 (50%)	Computer workstations
4	35 (48.6%)	Pacific
5	32 (44.4%)	Periodicals, magazines, newspapers
6	22 (30.6%)	Electronic Resources
7	19 (26.4%)	OPAC stations
8	18 (25%)	General Circulations
9	17(23.6%)	Curriculum Resources Center
10	15 (20.8%)	Juvenile
11.5	14 (19.4 %)	Government Documents
11.5	14(19.4%)	Archives
13	12 (16.7%)	Reserve
14	10 (13.9%)	Audio-Visual

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

39 (54.17%)	More than once per week
14 (19.44%)	Weekly
2 (2.78%)	Monthly
13 (18.06%)	Less Often
4 (5.56%)	This is my first time here

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

Subject Area	Frequency	Rank
Humour/ Joke books	49 (68.06%)	1
Friends, family / School life	48 (66.67%)	2
Crime / Detective / Mystery stories	46(63.89%)	3
Romance / Relationships	44 (61.1%)	4
Entertainment/Movies/Music/Dances	43 (59.72%)	5
Poetry / short stories / writing	43(59.73%)	5
Famous people / Biographies	42 (58.3%)	6
Ghost stories / Supernatural	41(56.94%)	7
Facts/ Curiosities/News	35 (48.6%)	8
Fantasy / Vampires	34 (47.2%)	9
Action / Adventure / Survival	33 (45.8%)	10
Sports/Games	31 (43.06%)	11
Comics / Graphic novels	29 (40.3%)	12
Inspirational	28 (38.89%)	13
Health and Fitness	27 (37.5%)	14
Art / Paintings/Design	24 (33.3%)	15
Computers and Technology	24 (33.3%)	15
Fashion / Accessories	24 (33.3%)	15
Science fiction / Aliens	23 (31.94%)	16
Hobbies	21 (29.17%)	17
Cooking / Cookbooks / Diet / Nutrition	17 (23.6%)	18
Animals / Animal stories	16 (22.2%)	19
Gardening	13(18.1%)	20

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

     70 (97.2%) Yes   **2 (2.78%)** No   _____Partly

     If your answer is NO, why? _____

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

Areas	Frequency	Rank
Pacific Collection	31	1
Journals/Magazines	29	2
Crime / Mystery	27	3
Romance / Relationships	25	4
General References	24	5
General Fiction	23	6
History/Geography	23	6
Arts/Music/Culture	22	7
Science/ Technology	22	7
Law	20	8
Languages/Literature	20	8
Mathematics / Statistics	19	9
Education	17	10
Health/Medical	17	10
Science Fiction	13	11
Audio-visual materials	13	11
Children Books	10	12
Sociology/Economics	8	13
Archives	7	14
Western /Action / Adventure	7	14
Religion/Philosophy	6	15

9. **Please rate the following areas of service:**

     Note: Numbers denote frequency (the number of times the data value occurs)

Areas of Service	Poor 1	Fair 2	Average 3	Good 4	Excellent 5	Not Applicable
Access to computers	6	1	13	22	30	
Internet connection	4	10	13	20	25	
Reference Desk/Help Desk			10	30	32	
Circulation Desk/ Borrowing-Returning	0	1	7	26	38	
Place to work individually	3	0	3	30	36	
Place to work in group	1	1	6	30	34	
Printing	1	5	9	24	33	
Photocopying	2	8	9	25	28	
Quality of collections (current, useful, up-to-date, and available)		3	15	26	28	

Areas of Service	Poor 1	Fair 2	Average 3	Good 4	Excellent 5	Not Applicable
Ease of finding collections and availability of services		2	14	26	30	
Quality of customer service			15	18	39	
Inviting and comfortable environment		2	2	22	39	
Hours of service			11	21	40	
Using online periodicals/ E-journals(EBSCO & World & I)	2	4	8	24	32	2
Interlibrary loan	2	7	10	19	24	10

Areas of Service	Average Weighted Mean	Descriptive Equivalent
Access to computers	3.96	Good
Internet connection	3.72	Good
Reference Desk/Help Desk	4.31	Excellent
Circulation Desk/Borrowing-Returning	4.40	Excellent
Place to work individually	4.33	Excellent
Place to work in group	4.32	Excellent
Printing	4.15	Excellent
Photocopying	3.96	Good
Quality of collections (current, useful, up-to-date, and available)	4.10	Excellent
Ease of finding collections and availability of services	4.17	Excellent
Quality of customer service	4.33	Excellent
Inviting and comfortable environment	4.36	Excellent
Hours of service	4.40	Excellent
Using online periodicals/ E-journals (EBSCO & World & I)	4.14	Excellent
Interlibrary loan	3.90	Good
General Average Weighted Mean	**4.17**	**Excellent**

Legend:

Scale	Descriptive Equivalent	Numerical Equivalent
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. (cited as written)**

- I like the library as it is.
- I think the connection to the internet sometimes is not strong, and I can guess why, other than that, the library was very helpful to me this semester.
- Thanx, job well done!! ☺
- Don't have any for now. But I will make sure to be known when I have one. Thank you ! ☺
- Make the internet connection faster.
- Internet connection more(sic) better
- She is doing great job.
- Need more books in general.
- The library is fine to me. There is nothing there that'll make me bored.
- Fair
- A place where we can study by ourself(sic) that we can focus on our work only individually or group work.
- So far so good.
- Expand the library and more books.
- Order more action/adventure books.
- I think we should make the room a little bit bigger.
- I like this library.
- It's ok. ☺
- The library here at Yap Campus is excellent. It contains all the needed resource such as books, computer, WiFi, printing, photocopy, and a good librarian that is really helpful.

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