



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

**Library User Survey-Yap  
Fall 2015  
SURVEY RESULTS  
(Students)**

The library user survey for this Fall Semester was conducted on December 1-4, 2015 to students of COM-FSM Yap Campus. Sixty-one (61) students, representing 33 % of the student population participated in the survey. 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. Yap Campus : No. of Respondents 61
2. Type of Visitor

COM-FSM student Major:

Liberal Arts	--	8
HCOP	--	1
Micronesian Studies	--	1
Teacher Prep/Education	--	9
Associate in Science		
Agriculture/Food Tech	--	7
Business	--	2
CIS	--	2
HTM	--	1
Voc. Ed. :EET	--	5
No declared Major	--	24
Audit	--	1

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

Rank	Frequency	Activity
1	<u>53 (87%)</u>	Studied individually or did own work
1	<u>53 (87%)</u>	Used a computer for research
2	<u>48 (79%)</u>	Looked for books, journals or other library resources
3	<u>41 (67%)</u>	Printed from computer
4	<u>36 (59%)</u>	Studied or worked in a group
5	<u>34(56%)</u>	Attended library orientation, instruction, training or consultation session
6	<u>28(46%)</u>	Borrowed or returned material
6	<u>28(46%)</u>	Used a desktop computer for general application
7	<u>21(34.4%)</u>	Asked staff for assistance
8	<u>19(31%)</u>	Used a desktop computer with email
9	<u>11(18%)</u>	Used course reserves/ reserved books
11	<u>10 (16%)</u>	Used the OPAC
12	<u>9 (15%)</u>	Others: Used my personal computer/ laptop/tablet
13	<u>8 (13%)</u>	Made photocopies

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

Rank	Frequency	Area
1	<u>34 (56%)</u>	Reference
2	<u>28 (46%)</u>	Pacific
2	<u>28 (46%)</u>	Computer workstations
3	<u>25 (41%)</u>	Fiction/Paperbacks
4	<u>21 (34%)</u>	Electronic Resources
5	<u>20 (33%)</u>	Periodicals, magazines, newspapers
6	<u>13(21%)</u>	General Circulations
6	<u>13 (21%)</u>	Government Documents
7	<u>10 (16 %)</u>	Archives
8	<u>8 (13%)</u>	Juvenile
9	<u>6 (10%)</u>	Curriculum Resources Center
10	<u>5 (8 %)</u>	Audio-Visual
10	<u>5 (8%)</u>	Reserve
10	<u>5 (8%)</u>	OPAC stations

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

<u>36 (59%)</u>	More than once per week
<u>16 (26%)</u>	Weekly
<u>9 (15%)</u>	Less Often

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

Subject Area	Frequency	Percentage
Friends, family / School life	41	67
Action / Adventure / Survival	37	61
Humour/ Joke books	35	57
Poetry / short stories / writing	34	56
Romance / Relationships	33	54
Ghost stories / Supernatural	32	53
Famous people / Biographies	31	51
Crime / Detective / Mystery stories	30	49
Fantasy / Vampires	29	48
Health and Fitness	28	46
Sports/Games	28	46
Facts/ Curiosities/News	27	44
Entertainment/Movies/Music/Dances	27	44
Inspirational	27	44
Computers and Technology	25	40
Comics / Graphic novels	24	39
Science fiction / Aliens	23	38
Art / Paintings/Design	21	34
Animals / Animal stories	19	31
Cooking / Cookbooks / Diet / Nutrition	17	28
Fashion / Accessories	14	23
Hobbies	14	23
Gardening	9	15

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

55 (90%) Yes                      6(10%) 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	Percentage
General References	20	33
Pacific Collection	19	31
Education	19	31
Mathematics / Statistics	19	31
Science/ Technology	18	30
Journals/Magazines	17	28
History/Geography	17	28
Romance / Relationships	16	26
Languages/Literature	16	26
Arts/Music/Culture	15	25
General Fiction	14	23
Crime / Mystery	14	23
Health/Medical	13	21
Children Books	12	20
Religion/Philosophy	10	16
Law	10	16
Sociology/Economics	9	15
Science Fiction	8	13
Audio-visual materials	7	12
Western /Action / Adventure	5	8
Archives	5	8

9. Please rate the following areas of service:

Areas of Service	Poor 1	Fair 2	Average 3	Good 4	Excellent 5	Not Applicable
Access to computers		5	4	12	40	
Internet connection	4	3	6	20	28	
Reference Desk/Help Desk		5	8	14	34	
Circulation Desk/ Borrowing-Returning		4	6	8	43	
Place to work individually	1	1	6	8	45	
Place to work in group	1	1	7	12	40	
Printing		2	6	11	42	
Photocopying	2	5	5	12	36	
Quality of collections (current, useful, up-to-date, and available)		3	6	21	31	

Areas of Service	Poor 1	Fair 2	Average 3	Good 4	Excellent 5	Not Applicable
Ease of finding collections and availability of services		2	4	15	39	
Quality of customer service	1	4	2	12	42	
Inviting and comfortable environment		4	2	8	47	
Hours of service		4	2	14	41	
Using online periodicals/ E-journals( EBSCO & World & I)	1	4	5	10	40	1
Interlibrary loan	1	3	7	8	35	5

**Note: Numbers denote frequency**

<i>Areas of Service</i>	<i>Average Weighted Mean</i>	<i>Descriptive Equivalent</i>
<i>Access to computers</i>	<b>4.43</b>	<b>Excellent</b>
<i>Internet connection</i>	<b>4.07</b>	<b>Good</b>
<i>Reference Desk/Help Desk</i>	<b>4.26</b>	<b>Excellent</b>
<i>Circulation Desk/Borrowing-Returning</i>	<b>4.48</b>	<b>Excellent</b>
<i>Place to work individually</i>	<b>4.56</b>	<b>Excellent</b>
<i>Place to work in group</i>	<b>4.56</b>	<b>Excellent</b>
<i>Printing</i>	<b>4.52</b>	<b>Excellent</b>
<i>Photocopying</i>	<b>4.18</b>	<b>Excellent</b>
<i>Quality of collections (current, useful, up-to-date, and available)</i>	<b>4.31</b>	<b>Excellent</b>
<i>Ease of finding collections and availability of services</i>	<b>4.44</b>	<b>Excellent</b>
<i>Quality of customer service</i>	<b>4.48</b>	<b>Excellent</b>
<i>Inviting and comfortable environment</i>	<b>4.61</b>	<b>Excellent</b>
<i>Hours of service</i>	<b>4.51</b>	<b>Excellent</b>
<i>Using online periodicals/ E-journals (EBSCO &amp; World &amp; I)</i>	<b>4.33</b>	<b>Excellent</b>
<i>Interlibrary loan</i>	<b>3.85</b>	<b>Good</b>
<b>General Average Weighted Mean</b>	<b>4.37</b>	<b>Excellent</b>

**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)**

- Need more space for a place to work in group. Most of the time this place is crowded, a bigger place is better. If can't, then I commend that students should use the library for learning, studying and research purposes, no more chatting and nonsense business.
- I have no comment this time because everything were all well organized and appropriately suitable to our needs.

- Perfect the way it is. Easy to use.
- The air condition should be switched with full blast.
- None. Excellent services in library. Excellent librarian.
- We need more computers and also watch students watching movies or social chatting.
- Awesome, best place ever!
- Keep it up! ☺
- Maybe the use of air fresheners may further boost the experience of visiting the library.
- I love the library very much, I would love to stay there whole day but sometimes too cold!! He he
- Nothing needs to change. Except that if we only have enough space in the library. Everything is good except that we need more space for people...Example, for a group work.
- Keep it up.



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