



## COLLEGE OF MICRONESIA-FSM

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**FROM:** Rihter Hellan, Library Technician  
**SUBJECT:** Results of Pohnpei-LRC In-Library Survey \_Spring 2015  
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Below is the summary of Pohnpei-LRC In-Library Survey for Spring Semester conducted on April 21 – May 5, 2014. There were 227 student part take in this survey, 37 students from National Campus and 190 from Pohnpei Campus, and 6 students who attended both classes at National & Pohnpei Campus.

### SUMMARY OF RESULTS COM-FSM POHNPEI CAMPUS LIBRARY Spring 2015

**1. Please indicate your campus:**

- Pohnpei Campus 227 (total all respondents)

**2. Type of Visitor :**

- COM-FSM Student (227)

**3. Your purpose(s) of library visit this semester**

1. Asked staff for assistance	<b>50(22% of respondents)</b>
2. Looked for books, journals or other library resources	<b>126(56% of respondents)</b>
3. Used course reserves/reserved books	<b>28 (12% of respondents)</b>
4. Borrowed or returned material	<b>35(16% of respondents)</b>
5. Made photocopies	<b>25(11% of respondents)</b>
8. Studied individually or did own work	<b>170 (75% of respondents)</b>
9. Studied or worked in a group	<b>90(40% of respondents)</b>
11. Used a desktop computer with general application	<b>130 (57% of respondents)</b>
13. Printed from computer	<b>105(46%of respondents)</b>
14. Others: Facebook & downloading Aps	<b>12(05%of respondents)</b>

**4. How often do you visit this library?**

More than once per week: **114 (50%)** Weekly: **42 (19%)** Monthly: **11 (05%)**

Less Often: **47 (21%)** This is my first time here: **7 (03%)**

**5 Please rate the following areas of service:**

	Poor 1	Fair 2	Average 3	Good 4	Excellent 5	Not Applicable
Access to computers	28	25	30	88	44	10
Internet connection	48	28	45	60	36	10
Reference Desk	7	25	30	85	63	13
Circulation Desk	9	22	30	78	72	8
Place to work individually	20	9	18	70	92	12
Photocopying	19	15	25	56	55	48
Printing	5	13	10	53	123	21
Place to work in group	20	14	24	68	80	11
Quality of collections (current, useful, up-to-date, and available)	9	18	31	63	78	14
Quality of customer service	7	11	33	82	77	10
Inviting Environment	15	12	26	73	74	15
Hours open	9	17	19	65	105	15
Ease of finding collections and services	7	13	28	83	75	15
Using online periodicals/ E-journals ( EBSCO & World & I)	11	13	27	77	60	22
Finding books in the Library	3	11	20	69	108	6
Books availability	6	11	32	75	88	8
Library Staff (courteous & helpful)	3	5	9	58	137	8

**6. Mark all areas in which you would like to improve to better serve the needs of our growing community?**

- Book Selection: **79 students mark this option**
- Improved access from home computers : **73 students mark this option**
- Larger building **129 students mark this option**
- More computer/ Internet stations **168 students mark this option**
- More internet access: **157 students mark this option**
- More study carrel: **82 students mark this option**
- More study room: **158 students mark this option**
- More study tables: **152 students mark this option**
- Quiet reading space: **126 students mark this option**
- Space for laptop stations: **137 students mark this option**

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

General non-fiction	67	Western	48
Religion/Philosophy	82	Travel	66
History/Geography	142	Self Help	90
Science/ Technology	97	Biography	70
Health/Medical	103	Arts/Culture	101
General Fiction	67	Large Print	67
Mystery	81	Paperbacks	53
Science fiction	73	Government Documents	92
Romance	88	Pacific Collection	97
Children Books (Curriculum Resources Center)	72	Archives	51

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

Action / Adventure / Survival	151	Fashion	95
Animals / Animal stories	75	Friends, family/ School life	192
Art / Paintings/Design	77	Games	58
Book on Facts	139	Ghost stories/Supernatural	107
Cars	35	Health and Fitness	141
Comics/ Graphic novels	91	Joke books/ Humour/ Funny books	140
Computers	98	Magazines/Newspapers	146
Cooking/Cookbooks/Diets/ Nutrition	78	Movies	110
Crime/Detective/Mystery stories	97	Music	102
Dancing	79	Poetry/short stories/writing	136
Design	73	Romance/Relationship	135
Famous people/Biographies	137	Science fiction/ Aliens	73
Fantasy/Vampires	91	Sports stories/sport people	112

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

139 Yes      39 No      40 Partly

**If your answer is NO, why?**

**Reasons:**

(1) Sort of, but not exactly what I am searching for. (Library doesn't have the exact title of my topic searched)

**10. Do you usually find the books and other materials that you are looking for in the library?**

75 Always find      14 Rarely find

127 Sometimes find      5 Never find

**11. Mark all the items that describe the service you received**

182 Staff was helpful and pleasant

51 I did not ask for help

8 Staff was too busy to help me

4 Staff did not have the knowledge to help me

**12. Overall, how satisfied are you with library service?**

41 Very dissatisfied

7 Slightly dissatisfied

68 Satisfied

7 Dissatisfied

20 Slightly satisfied

72 Very Satisfied

**13. Suggestions / Comments to make this library better for you.**

**On Services...**

- + LRC hours of operation needs to extend like National Campus LRC
- + Make rule regarding students respecting others (2)
- + Make good role model
- + Good service; good/helpful staff (11)
- + Staff needs to smile everyday (LOL)
- + Impressive Library; helpful LRC (5)
- + Need more Librarian
- + Quietness shall be maintain at all times...(5)
- + Hate leaving my backpacks on the shelf reserved for packs ☹
- + Lower AC temperature

**On Collection...**

- + Need more books (2)
- + more magazines (5)
- + more or update Western books
- + more pacific materials
- + More romance books (2)

**On computers and usage...**

- + Need more computers and improve internet connectivity (high speed connection) (22)
- + Computers shouldn't have rules
- + Need space for laptop users

**On Physical Facilities/ Equipment...**

- + More space for individuals and more librarian (3)
- + Bigger space (Extend LRC building) (15)
- + Keep LRC clean at all times
- + More study tables & chairs (3)
- + Make study room just like National Campus LRC