
San Joaquin Delta College Goleman Library

Library Services Satisfaction Survey:

Fall 2007

Part I

Item Statistics:

	I am a	I am in the	I use the library	Q1: a	Q1: b
		library	for	Restrooms	Study Areas
Sample Size	237	249	242	246	237
Number Missing	37	25	32	28	37
Mean	-	1.80	-	2.31	2.11
Variance	-	0.78	-	1.42	0.68
Standard Deviation	-	0.88	-	1.19	0.83
Standard Error	-	0.06	-	0.08	0.05
Median	-	2.00	-	2.00	2.00
Range	-	3.00	-	4.00	4.00
Sum	-	447.00	-	568.00	500.00

	Q1: c	Q1: d	Q1: e	Q2: a	Q2: b
	Signage	Temperature	Noise level	Copy services	Listening stations
Sample Size	230	241	234	243	234
Number Missing	44	33	40	31	40
Mean	2.31	1.89	2.66	2.56	3.41
Variance	1.48	0.82	1.00	1.89	2.67
Standard Deviation	1.22	0.90	1.00	1.38	1.63
Standard Error	0.08	0.06	0.07	0.09	0.11
Median	2.00	2.00	3.00	2.00	3.00
Range	4.00	4.00	4.00	4.00	4.00
Sum	532.00	455.00	623.00	621.00	797.00

	Q2: c	Q3: a	Q3: b	Q3: c	Q4: a
	Viewing stations	Electronically	In person	By telephone	Useful information
Sample Size	235	240	240	237	232
Number Missing	39	34	34	37	42
Mean	3.40	2.80	1.82	3.58	2.22
Variance	2.60	2.57	1.09	2.58	1.73
Standard Deviation	1.61	1.60	1.04	1.60	1.32
Standard Error	0.11	0.10	0.07	0.10	0.09
Median	3.00	2.00	2.00	5.00	2.00
Range	4.00	4.00	4.00	4.00	4.00
Sum	798.00	671.00	438.00	848.00	515.00

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	Q4. b Ease of use	Q4. c Remote web access	Q5 a Books	Q5 b Magazines	Q5. c Audio recordings
Sample Size	236	235	242	238	237
Number Missing	38	39	32	36	37
Mean	2.45	2.71	1.99	2.79	3.59
Variance	1.87	2.30	1.45	2.61	2.61
Standard Deviation	1.37	1.52	1.20	1.62	1.61
Standard Error	0.09	0.10	0.08	0.10	0.10
Median	2.00	2.00	2.00	2.00	5.00
Range	4.00	4.00	4.00	4.00	4.00
Sum	578.00	638.00	481.00	665.00	850.00

	Q5. d Visual recordings	Q5. e Electronic resources	Q6 How satisfied were you finding information/materials in the library	Q7 How satisfied were you with the help from the reference desk?	Q8 If the library didn't have what you needed how satisfied were you with the options for getting materials from other sources?
Sample Size	233	232	246	243	241
Number Missing	41	42	28	31	33
Mean	3.61	2.99	2.22	2.04	3.08
Variance	2.69	2.71	1.14	1.46	1.94
Standard Deviation	1.64	1.65	1.07	1.21	1.39
Standard Error	0.11	0.11	0.07	0.08	0.09
Median	5.00	2.00	2.00	2.00	3.00
Range	4.00	4.00	4.00	4.00	4.00
Sum	841.00	694.00	545.00	495.00	743.00

	Q9 How satisfied were you with the help from the first floor service desk?	Q10 Were you satisfied with the courtesy and respect you received from the library staff?
Sample Size	248	239
Number Missing	26	35
Mean	2.12	1.81
Variance	1.46	0.99
Standard Deviation	1.21	0.99
Standard Error	0.08	0.06
Median	2.00	2.00
Range	4.00	4.00
Sum	525.00	433.00

Item Analysis - Survey: I am a

Label	Value	Frequency	Percent	Valid Percent
SJDC student	1	220	80.29	92.83
SJDC faculty	2	3	1.09	1.27
SJDC staff	3	3	1.09	1.27
SJDC alumni	4	2	0.73	0.84
High School student	5	8	2.92	3.38
Other college/university student	6	1	0.36	0.42
Primary/Secondary teacher	7	0	0.00	0.00
Community member	8	4	1.46	1.69
Total Valid		237	86.50	100.00
Total Missing	-1	37	13.50	
Total		274	100.00	

Item Analysis - Survey: I am in the library

Label	Value	Frequency	Percent	Valid Percent
Daily	1	111	40.51	44.58
Weekly	2	94	34.31	37.75
Monthly	3	28	10.22	11.24
Once	4	16	5.84	6.43
Never	5	0	0.00	0.00
Total Valid		249	90.88	100.00
Total Missing	-1	25	9.12	
Total		274	100.00	

Item Analysis - Survey: I use the library for

Label	Value	Frequency	Percent	Valid Percent
Research	1	77	28.10	31.82
Textbooks	2	69	25.18	28.51
Studying	3	147	53.65	60.74
Newspaper or Magazines	4	22	8.03	9.09
Library Class	5	4	1.46	1.65
Other	6	24	8.76	9.92
Total Valid		242	88.32	100.00
Total Missing	-1	32	11.68	
Total		274	100.00	

Item Analysis - Survey: Q1, a. Restrooms

Label	Value	Frequency	Percent	Valid Percent
Great	1	59	21.53	23.98
Good	2	115	41.97	46.75
Satisfactory	3	35	12.77	14.23
Poor	4	11	4.01	4.47
Not Used	5	26	9.49	10.57
Total Valid		246	89.78	100.00
Total Missing	-1	28	10.22	
Total		274	100.00	

Item Analysis - Survey: Q1, b. Study Areas

Label	Value	Frequency	Percent	Valid Percent
Great	1	51	18.61	21.52
Good	2	124	45.26	52.32
Satisfactory	3	50	18.25	21.10
Poor	4	9	3.28	3.80
Not Used	5	3	1.09	1.27
Total Valid		237	86.50	100.00
Total Missing	-1	37	13.50	
Total		274	100.00	

Item Analysis - Survey: Q1, c. Signage

Label	Value	Frequency	Percent	Valid Percent
Great	1	61	22.26	26.52
Good	2	93	33.94	40.43
Satisfactory	3	46	16.79	20.00
Poor	4	3	1.09	1.30
Not Used	5	27	9.85	11.74
Total Valid		230	83.94	100.00
Total Missing	-1	44	16.06	
Total		274	100.00	

Item Analysis - Survey: Q1, d. Temperature

Label	Value	Frequency	Percent	Valid Percent
Great	1	95	34.67	39.42
Good	2	94	34.31	39.00
Satisfactory	3	38	13.87	15.77
Poor	4	12	4.38	4.98
Not Used	5	2	0.73	0.83
Total Valid		241	87.96	100.00
Total Missing	-1	33	12.04	
Total		274	100.00	

Item Analysis - Survey: Q1, e. Noise level , ect.

Label	Value	Frequency	Percent	Valid Percent
Great	1	30	10.95	12.82
Good	2	76	27.74	32.48
Satisfactory	3	74	27.01	31.62
Poor	4	51	18.61	21.79
Not Used	5	3	1.09	1.28
Total Valid		234	85.40	100.00
Total Missing	-1	40	14.60	
Total		274	100.00	

Item Analysis - Survey: Q2, a. Copy services

Label	Value	Frequency	Percent	Valid Percent
Great	1	58	21.17	23.87
Good	2	89	32.48	36.63
Satisfactory	3	43	15.69	17.70
Poor	4	9	3.28	3.70
Not Used	5	44	16.06	18.11
Total Valid		243	88.69	100.00
Total Missing	-1	31	11.31	
Total		274	100.00	

Item Analysis - Survey: Q2, b. Listening stations

Label	Value	Frequency	Percent	Valid Percent
Great	1	41	14.96	17.52
Good	2	49	17.88	20.94
Satisfactory	3	29	10.58	12.39
Poor	4	4	1.46	1.71
Not Used	5	111	40.51	47.44
Total Valid		234	85.40	100.00
Total Missing	-1	40	14.60	
Total		274	100.00	

Item Analysis - Survey: Q2, c. Viewing stations

Label	Value	Frequency	Percent	Valid Percent
Great	1	36	13.14	15.32
Good	2	58	21.17	24.68
Satisfactory	3	28	10.22	11.91
Poor	4	3	1.09	1.28
Not Used	5	110	40.15	46.81
Total Valid		235	85.77	100.00
Total Missing	-1	39	14.23	
Total		274	100.00	

Item Analysis - Survey: Q3, a. Electronically

Label	Value	Frequency	Percent	Valid Percent
Great	1	66	24.09	27.50
Good	2	67	24.45	27.92
Satisfactory	3	29	10.58	12.08
Poor	4	6	2.19	2.50
Not Used	5	72	26.28	30.00
Total Valid		240	87.59	100.00
Total Missing	-1	34	12.41	
Total		274	100.00	

Item Analysis - Survey: Q3, b. In person

Label	Value	Frequency	Percent	Valid Percent
Great	1	112	40.88	46.67
Good	2	88	32.12	36.67
Satisfactory	3	23	8.39	9.58
Poor	4	4	1.46	1.67
Not Used	5	13	4.74	5.42
Total Valid		240	87.59	100.00
Total Missing	-1	34	12.41	
Total		274	100.00	

Item Analysis - Survey: Q3, c. By telephone

Label	Value	Frequency	Percent	Valid Percent
Great	1	37	13.50	15.61
Good	2	41	14.96	17.30
Satisfactory	3	30	10.95	12.66
Poor	4	6	2.19	2.53
Not Used	5	123	44.89	51.90
Total Valid		237	86.50	100.00
Total Missing	-1	37	13.50	
Total		274	100.00	

Item Analysis - Survey: Q4, a. Useful information

Label	Value	Frequency	Percent	Valid Percent
Great	1	79	28.83	34.05
Good	2	91	33.21	39.22
Satisfactory	3	27	9.85	11.64
Poor	4	2	0.73	0.86
Not Used	5	33	12.04	14.22
Total Valid		232	84.67	100.00
Total Missing	-1	42	15.33	
Total		274	100.00	

Item Analysis - Survey: Q4, b. Ease of use

Label	Value	Frequency	Percent	Valid Percent
Great	1	64	23.36	27.12
Good	2	89	32.48	37.71
Satisfactory	3	36	13.14	15.25
Poor	4	7	2.55	2.97
Not Used	5	40	14.60	16.95
Total Valid		236	86.13	100.00
Total Missing	-1	38	13.87	
Total		274	100.00	

Item Analysis - Survey: Q4, c. Remote web access

Label	Value	Frequency	Percent	Valid Percent
Great	1	60	21.90	25.53
Good	2	74	27.01	31.49
Satisfactory	3	32	11.68	13.62
Poor	4	11	4.01	4.68
Not Used	5	58	21.17	24.68
Total Valid		235	85.77	100.00
Total Missing	-1	39	14.23	
Total		274	100.00	

Item Analysis - Survey: Q5 a. Books

Label	Value	Frequency	Percent	Valid Percent
Great	1	104	37.96	42.98
Good	2	85	31.02	35.12
Satisfactory	3	29	10.58	11.98
Poor	4	0	0.00	0.00
Not Used	5	24	8.76	9.92
Total Valid		242	88.32	100.00
Total Missing	-1	32	11.68	
Total		274	100.00	

Item Analysis - Survey: Q5 b. Magazines

Label	Value	Frequency	Percent	Valid Percent
Great	1	66	24.09	27.73
Good	2	67	24.45	28.15
Satisfactory	3	29	10.58	12.18
Poor	4	2	0.73	0.84
Not Used	5	74	27.01	31.09
Total Valid		238	86.86	100.00
Total Missing	-1	36	13.14	
Total		274	100.00	

Item Analysis - Survey: Q5, c. Audio recordings

Label	Value	Frequency	Percent	Valid Percent
Great	1	38	13.87	16.03
Good	2	39	14.23	16.46
Satisfactory	3	32	11.68	13.50
Poor	4	2	0.73	0.84
Not Used	5	126	45.99	53.16
Total Valid		237	86.50	100.00
Total Missing	-1	37	13.50	
Total		274	100.00	

Item Analysis - Survey: Q5, d. Visual recordings

Label	Value	Frequency	Percent	Valid Percent
Great	1	38	13.87	16.31
Good	2	41	14.96	17.60
Satisfactory	3	24	8.76	10.30
Poor	4	1	0.36	0.43
Not Used	5	129	47.08	55.36
Total Valid		233	85.04	100.00
Total Missing	-1	41	14.96	
Total		274	100.00	

Item Analysis - Survey: Q5, e. Electronic resources

Label	Value	Frequency	Percent	Valid Percent
Great	1	56	20.44	24.14
Good	2	62	22.63	26.72
Satisfactory	3	26	9.49	11.21
Poor	4	4	1.46	1.72
Not Used	5	84	30.66	36.21
Total Valid		232	84.67	100.00
Total Missing	-1	42	15.33	
Total		274	100.00	

Item Analysis - Survey: Q6. How satisfied were you finding information/materials in the library

Label	Value	Frequency	Percent	Valid Percent
Extremely Satisfied	1	67	24.45	27.24
Very Satisfied	2	94	34.31	38.21
Satisfied	3	67	24.45	27.24
Not Satisfied	4	1	0.36	0.41
Not Used	5	17	6.20	6.91
Total Valid		246	89.78	100.00
Total Missing	-1	28	10.22	
Total		274	100.00	

Item Analysis - Survey: Q7. How satisfied were you with the help from the reference desk?

Label	Value	Frequency	Percent	Valid Percent
Extremely Satisfied	1	107	39.05	44.03
Very Satisfied	2	66	24.09	27.16
Satisfied	3	43	15.69	17.70
Not Satisfied	4	8	2.92	3.29
Not Used	5	19	6.93	7.82
Total Valid		243	88.69	100.00
Total Missing	-1	31	11.31	
Total		274	100.00	

Item Analysis - Survey: Q8. If the library didn't have what you needed how satisfied were you with the options for getting materials from other sources?

Label	Value	Frequency	Percent	Valid Percent
Extremely Satisfied	1	37	13.50	15.35
Very Satisfied	2	48	17.52	19.92
Satisfied	3	79	28.83	32.78
Not Satisfied	4	12	4.38	4.98
Not Used	5	65	23.72	26.97
Total Valid		241	87.96	100.00
Total Missing	-1	33	12.04	
Total		274	100.00	

Item Analysis - Survey: Q9. How satisfied were you with the help from the first floor service desk?

Label	Value	Frequency	Percent	Valid Percent
Extremely Satisfied	1	98	35.77	39.52
Very Satisfied	2	71	25.91	28.63
Satisfied	3	52	18.98	20.97
Not Satisfied	4	6	2.19	2.42
Not Used	5	21	7.66	8.47
Total Valid		248	90.51	100.00
Total Missing	-1	26	9.49	
Total		274	100.00	

Item Analysis - Survey: Q10. Were you satisfied with the courtesy and respect you recieved from the library staff?

Label	Value	Frequency	Percent	Valid Percent
Extremely Satisfied	1	119	43.43	49.79
Very Satisfied	2	64	23.36	26.78
Satisfied	3	45	16.42	18.83
Not Satisfied	4	4	1.46	1.67
Not Used	5	7	2.55	2.93
Total Valid		239	87.23	100.00
Total Missing	-1	35	12.77	
Total		274	100.00	