
San Joaquin Delta College

Goleman Library

■ Library Services ■ Library Services Satisfaction Satisfaction

Survey: Survey:

Spring 2002

Fall 2007 ~

Part I

Part II

San Joaquin Delta College Goleman Library

**Library Services Satisfaction Survey:
Spring 2002**

Goleman Library Services Satisfaction Survey

Here is a snapshot look at the Spring 2002 Library survey results:

Total Responses tabulated = 1818

(Invalid or missing responses have been omitted so totals may not add up to 100 percent)

I am a:

	Responses	Percent
SJDC student	1592	87.57
SJDC faculty	30	1.65
SJDC staff	28	1.54
SJDC alumni	22	1.21
High School student	64	3.52
Other college/university student	47	2.59
Primary/Secondary teacher	8	0.44
Community member	42	2.31

I am in the library:

Daily	586	32.23
Weekly	768	42.24
Monthly	254	13.97
Once	80	4.40
Never	18	0.99

I use the library for:

Research	1066	58.64
Textbooks	448	24.64
Studying	1325	72.88
Newspapers or magazines	397	21.84
Library class	61	3.36
Other	308	16.94

Satisfaction ranking percent of respondents

1. Satisfaction with the library **physical facilities:**

	Great	Good	Satisfactory	Poor	Not Used
a. Restrooms	27.34	43.84	16.72	2.81	6.16
b. Study areas	26.24	46.2	17.22	2.26	1.6
c. Signage	15.07	42.13	20.41	1.82	8.42
d. Temperature	25.25	43.62	19.36	2.70	0.61
e. Noise level, etc.	16.5	33.50	29.04	12.16	0.77

2. Satisfaction with the following **equipment:**

	Great	Good	Satisfactory	Poor	Not Used
a. Copy services*	16.12	33.55	21.56	9.30	15.18
b. Listening stations	13.59	26.07	13.86	2.20	36.52
c. Viewing stations	14.47	25.52	14.30	1.65	36.36

*Copy card vending out of order March -April this semester – cards distributed at no charged

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3. Satisfaction with your **contact** with the library:

	Great	Good	Satisfactory	Poor	Not Used
a. Electronically	16.56	29.43	15.13	2.31	29.98
b. In person	31.19	40.65	14.96	1.71	6.33
c. By telephone	10.89	22.50	12.21	2.26	43.89

4. Rate the Library's **electronic resources**:

	Great	Good	Satisfactory	Poor	Not Used
a. Useful information	25.08	36.63	13.70	1.43	18.76
b. Ease of use	20.30	33.77	18.10	2.20	19.09
c. Remote web access	17.05	24.92	14.80	4.13	31.85

5. Rate **satisfaction** with the library's:

	Great	Good	Satisfactory	Poor	Not Used
a. Books	30.42	44.00	14.80	2.15	5.34
b. Magazines	26.62	35.31	15.13	2.48	14.69
c. Audio recordings	12.60	22.99	12.54	1.76	42.79
d. Visual recordings	13.64	23.93	11.33	1.76	41.97
e. Electronic resources	17.77	28.99	14.52	1.71	29.65

6. How satisfied were you **finding information/materials** in the library:

Satisfaction Level	Extremely Satisfied	Very Satisfied	Satisfied	Not Satisfied	Not Used
Number responding	266	705	664	62	79
Percent	14.63	38.78	36.52	3.41	4.35

7. How satisfied were you with the **help from the reference desk**?

Satisfaction Level	Extremely Satisfied	Very Satisfied	Satisfied	Not Satisfied	Not Used
Number responding	451	614	473	53	183
Percent	24.81	33.77	26.02	2.92	10.07

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8. If the library didn't have what you needed, how satisfied were you with the **options for getting materials from other sources?**

Satisfaction Level	Extremely Satisfied	Very Satisfied	Satisfied	Not Satisfied	Not Used
Number responding	194	378	601	187	387
Percent	10.67	20.79	33.06	10.29	21.29

9. How satisfied were you with the **help from the first floor service desk?**

Satisfaction Level	Extremely Satisfied	Very Satisfied	Satisfied	Not Satisfied	Not Used
Number responding	397	548	536	87	193
Percent	21.84	30.14	29.48	4.79	10.62

10. Were you satisfied with the **courtesy and respect you received from the library staff?**

Satisfaction Level	Extremely Satisfied	Very Satisfied	Satisfied	Not Satisfied	Not Used
Number responding	559	568	520	68	57
Percent	30.75	31.24	28.60	3.74	3.14

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General Comment Categories and a sample of suggestions

Facilities

Suggestions

Noise	Too Noisy—tell people to be quiet
Study areas	More room to work; More group areas; More quiet areas
Restrooms	Larger/Wider stalls; Move sanitary disposal cans
Signage	More, larger; help find the books
Temperature	Too cold; too hot
Furniture	Need more comfortable seating
Lighting	Too dark
Phone	Move the pay phone outside

Equipment

Suggestions

• Copy services	Cheaper; working cards,
• Clocks	More
• Computers	More internet, faster, word processing
• Viewing stations	Need pause feature

Collection/resources

Suggestions

• Books	More in subjects, more up-to-date
• Magazines	More music, more research journals, receive new issues sooner.
• Audio	More classical / avant garde
• Video	More feature films
• Textbooks	More copies; longer loan times

Hours/operations

Suggestions

• Evenings	Close too early
• Weekends	Stay open longer
• Fines/fees	Too high
• Loan periods	Longer time for texts & audios
• Cell phones	Do not allow in library
• Water/covered drinks	Allow water in bottles and covered drinks

Staff/Service

Suggestions

• Courtesy/respect	Smile more; listen
• Efficiency	Faster checkout/shorter lines; take us to books to find them
• Other	Tell people to be quiet; try to keep the library neater;

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Staff/Service	Positive	Negative	Suggestions
• 1 st Floor			
• 2 nd Floor			
• Courtesy/respect			
• Efficiency			Faster checkout/shorter lines
•			

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Sample Comments table

Category	Positive / Negative	Text
Collection	Neg	Many science books (genetics, biochemistry, nutrition) are old. Information changes so rapidly. I would love to w\see and endowment for new science books!
Collection	Neg	Need better variety of books
Collection	Pos	Useful and beneficial tours
Collection	Sug	Could use more professional journals
Collection	Sug	Get video <u>Stand and Deliver</u> to motivate students to excel
Collection	Sug	Larger selection of avant garde and classical CDs
Collection	Sug	Magazines are good but need to get new month magazine instead of waiting three months
Collection	Sug	More audio tapes
Collection	Sug	More music books
Collection	Sug	More music magazines. Billboard is not very good. Suggest magazines aimed at specific instruments like Keyboard, Guitar, Electronic music and Bass Player magazines.
Collection	Sug	More paperback fiction
Collection	Sug	More reference books
Collection	Sug	Update reference books
Computers	Neg	More internet access needed
Computers	Neg	Need more internet stations! Are always occupied
Computers	Neg	Need more website stations
Computers	Sug	Library needs more computers with internet access
Computers	Sug	More computers online
Computers	Sug	Need more computers
Copy services	Neg	Copying service is extremely bad. Stop ripping off the students. Copy services are not student or user friendly, should be more affordable
Copy services	Neg	Get the kinks worked out of the copy machines
Copy services	Neg	Need cheaper copy machines
Copy services	Neg	Need more copy machines
Copy services	Sug	I hope the cost for use of copy machines will go down... other than that the library is great
Copy services	Sug	Need more copy machines
Copy services	Sug	Need more machines
Electronic resources	Neg	Need more remote access
Electronic resources	Neg	No success accessing Newsbank via web
Equipment	Pos/Sug	Like the video viewers though only use facing away from room for privacy
Equipment	Sug	How about a manual typewriter
Equipment	Sug	Need video players with "pause" like the Math Lab
Facilities	Neg	Poor lighting -- need better
Facilities	Sug	Bigger signs
Furniture	Neg	Areas are dirty
Furniture	Neg	Inappropriate writing on study area desks
Furniture	Sug	More comfortable chairs

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Hours	Neg	Would appreciate if library didn't close 10-15 min earlier than posted.
Library	Neg	Sometimes hard to find books
Library	Pos	Everything in the library is great
Library	Pos	Everything is in order, staff is well organized
Library	Pos	Fun place to study
Library	Pos	Great place to relax and study, feel very safe
Library	Pos	I think it is the best
Library	Pos	Keep doing a great job
Library	Pos	Keep up the great work
Library	Pos	Nice library always open for study and more
Library	Pos	Overall this library is much nicer for studying than UOP
Library	Pos/sug	Nothing is perfect but you're getting there. Keep the library open on Saturdays
Library	Sug	More signs to help locate book. If you're not familiar with the layout of second floor it can be confusing
Library	Sug	Need more places to sleep
Library	Sug	Ok to bring drinks if have a lid
Loan periods	Sug	Borrowing textbook for longer time 2-5 hours or overnight
Noise	Neg	2 nd floor noise is usually excessive
Noise	Neg	Cell phones, loud conversations and radios make it hard to find a quiet place to study... enforce library policies more assertively
Noise	Neg	Just a slight concern over the noise on the first floor
Noise	Neg	Library staff does not pay enough attention to noise in order to stop it.
Noise	Neg	Make a quieter environment
Noise	Neg	Noise level is horrendous
Noise	Neg	Some students not good manners and right conduct
Noise	Neg	Sometimes there's too much talking
Noise	Neg	Sometimes too loud
Noise	Neg	Staff does not do enough to keep the noise down. Several times groups are laughing and talking near the magazines. I was forced to leave that area...the same goes for the second floor by the steps.
Noise	Neg	Students talk too much, making it hard to study sometimes, A big improvement over the noise levels of 2 years ago though
Noise	Neg	Talking at library is loud.. never seen librarian ask anyone to quiet down. Need to be more alert
Noise	Neg	Too loud
Noise	Neg	Too much noise in the quiet study areas
Noise	Neg	Visiting students should go to Cunningham or Danner. Library noise level should be at the lowest level.
Noise	Neg/sug	Some students ignore need for silence, there should be more emphasis on maintaining silence by putting up posters
Noise	Pos	Is usually a good quiet place to study
Noise	Pos	Nice place to study quiet and peaceful
Noise	Sug	More quiet zones
Noise cell phones	Neg	Have a no cell phone policy; they can be disturbing
Noise cell phones	Neg	Have people not use their cell phones
Noise cell phones	Neg	Lots of cell phone are very distracting
Noise cell phones	Neg	Usage of cell phones in the library is rude and becomes too much when people call each other in the library (to the other side of the library) just to talk!
Reference	Pos	Reference desk lady is always very helpful and super nice
Restrooms	Neg	Again them kotex boxes must be not hip placed, next to body for the larger

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		females
Restrooms	Neg	Men's stall doors need maintenance
Restrooms	Neg	Need to be cleaner
Restrooms	Pos	Some are better than others, Library restrooms are better than Shima
Service	Neg	1 st floor staff can come across as curt
Service	Neg	Need a public TDD access point
Service	Neg	Need more people at checkout... waited in line 20 minutes.
Service	Pos	Great job
Service	Pos	Greeters at door are nice
Service	Pos	I enjoy the service
Service	Pos	Librarian made calls and found book at local public library. I was really pleased...she really impacted my day
Service	Pos	Library service is good
Service	Pos	Very good service – keep up good work
Service	Pos	Very helpful people on 2 nd floor reference desk
Service	Sug	2 nd floor should show where books are when asked locations
Service	Sug	Ask each person if they found what they need, ask them don't wait for them to come to you. Be like a car dealer
Service	Sug	Ask if can renew anything when check out again
Service	Sug	Being able to check out audio books for 2-3 weeks
Service	Sug	Better if we can take the math or other information films home to watch
Service	Sug	Great if library could offer something other than workshops
Service	Sug	More help on second floor there is only one person and sometimes the wait for help can be VERY long
Service	Sug	More textbooks available and longer in library loan time
Service	Sug	Need more employees for extra help it would be grateful
Service	Sug	Should be open later and longer on weekends
Services	Neg	Fix stapler in copy room
Services	Neg	Too hevy fines for late materials, maybe a grace period
Services	Sug	Provide change for copy card machine
Signage	Sug	Make directions or publicize the library facilities on how to use the catalog, internet and the other things.
Staff	Neg	First floor desk gave out wrong exam
Staff	Neg	More respect for students and instructors
Staff	Neg	Need more courtesy and respect
Staff	Neg	Not satisfied with 1 st floor staff courtesy
Staff	Neg	Some of the staff reminds me of Nazi party
Staff	Neg	Sometimes librarians come off as rude
Staff	Neg	The staff seems rude... except for Jan who is always helpful
Staff	Pos	Besides the noise the staff is doing a great job they seem very friendly and eager to assist
Staff	Pos	Library staff is positive and helpful
Staff	Pos	Reference librarians on top floor are extra helpful. They cheerfully give information
Staff	Pos	Staff is excellent and willing to help
Staff	Pos	Well done!
Staff	Pos/neg	All are courteous except one downstairs who always seems "put out."
Staff	Sug	Staff is great when answering questions and giving help but they don't look happy sometimes
Staff	Sug	Staff, not the student workers, could be nicer
Study area	Neg	Make it bigger, spread people out more during studying sessions

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Study area	Neg	Student desks too exposed and less space available if all 4 chairs are occupied. Space invasion is likely unavoidable.
Study area	Pos	Love quiet study room
Study area	Sug	A few more private study rooms would be nice
Study areas	Neg	More group study
Study areas	Neg	More group study
Study areas	Neg	More quiet study
Study areas	Neg	Need place to talk loud
Study Areas	Neg	Needs more group study rooms too often people use the one to socialze and we can't use it to study
Study areas	Neg	Needs to be bigger for more people to fit
Study areas	Sug	Add more clocks
Study areas	Sug	Add more clocks
Study areas	Sug	Additional quiet study rooms or private rooms on second floor
Study areas	Sug	Improve areas, larger, quieter, make sections, have study rooms for groups
Study areas	Sug	More group rooms and areas
Study areas	Sug	More group study rooms
Study areas	Sug	More group study rooms
Study areas	Sug	More study areas wuld be nice
Study Areas	Sug	Need more group study rooms
Study areas	Sug	Need more with comfortable chairs
Study areas	Sug	Need some more comfortable chairs, the hard surface chairs cause great discomfort and bring about aches and pains. A good idea could be a mini lounge with sofas.
Study areas	Sug	Provide more resting areas since their isn't any quiet lounges or buildings around.
Temperature	Neg	Kinda warm
Temperature	Neg	Often very cold
Temperature	Neg	Too cold
Temperature	Neg	Too cold
Temperature	Neg	Too warm
Water	Sug	Allow water in library
Water	Sug	Allow water it doesn't stain