




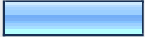


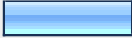


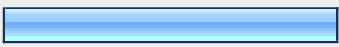
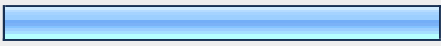
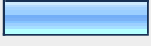
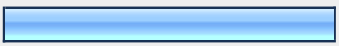
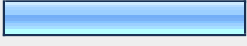
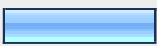

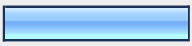

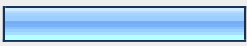
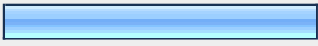
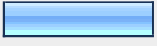
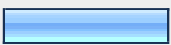


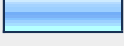
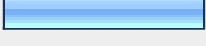
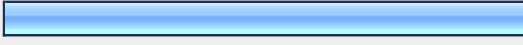
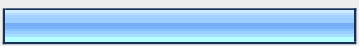
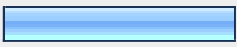
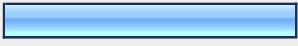



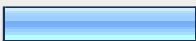

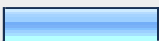
PVCC Library User Survey Fall 2007



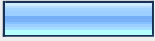
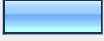


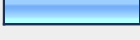
1. Which category best describes you:			Response Percent	Response Count
PVCC Student			90.8%	443
PVCC Faculty			1.8%	9
PVCC Staff			3.9%	19
Community Member			3.5%	17
			answered question	488
			skipped question	3

2. How often do you visit the PVCC Library in person?			Response Percent	Response Count
Two or more times per week			50.6%	248
Once a week			15.1%	74
Every few weeks			14.5%	71
Monthly			2.0%	10
A couple of times a semester			13.9%	68
Never			0.6%	3
If Never, please say why:			3.3%	16
			answered question	490
			skipped question	1


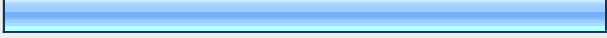
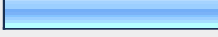
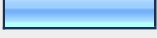


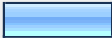

3. For what purpose(s) do you use the Library in person? (Check all that apply)

		Response Percent	Response Count
Check Library Online Catalog for sources to support your courses		36.5%	176
Access library databases (electronic articles)		48.1%	232
Access electronic books		15.6%	75
Borrow a book for a class assignment		36.3%	175
Borrow a book for pleasure reading		26.6%	128
Borrow DVDs/CDs/videotapes for a class assignment		16.4%	79
Borrow DVDs/CDs/videotapes for pleasure		9.3%	45
Use materials on reserve for a class		20.1%	97
Request materials not available at PVCC Library (Interlibrary Loan)		6.6%	32
Access wireless network		26.6%	128
Access Blackboard		34.4%	166
Print PowerPoint		16.2%	78
Get research assistance at the Information Desk		17.8%	86
Attend library instruction		9.8%	47
Checkout laptop for use in library		6.8%	33
Renew library materials		12.7%	61
Return library materials		21.8%	105
Use the Internet (Google, Yahoo, Myspace, Facebook, etc.)		57.3%	276
Socialize and/or relax		38.6%	186
Use group/individual study rooms		25.3%	122
Use the copy machine		32.2%	155

View a DVD or videotape		8.5%	41
Read a journal, magazine or newspaper (print collection) for a class assignment		21.0%	101
Read a journal, magazine or newspaper (print collection) for pleasure		19.7%	95
Other (please specify)		16.8%	81
		answered question	482
		skipped question	9




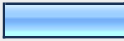
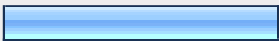


4. How often do you access the PVCC Library resources from OFF CAMPUS?			
		Response Percent	Response Count
Daily		3.7%	18
Two or more times a week		11.3%	55
Weekly		16.2%	79
Monthly		10.5%	51
A couple of times a semester		34.7%	169
Never		8.8%	43
If Never, please say why:		14.8%	72
		answered question	487
		skipped question	4

5. For what purpose(s) do you use the Library from off campus? (Check all that apply)

		Response Percent	Response Count
Check Library Online Catalog for sources to support your courses		46.0%	188
Access library databases (electronic articles)		66.5%	272
Access electronic books		23.5%	96
Renew library materials		16.4%	67
Request materials not available at PVCC Library (Interlibrary Loan)		8.1%	33
Call the library for information (database access, research assistance, etc.)		9.0%	37
Utilize Ask A Librarian (24/7 chat service)		11.7%	48
Other (please specify)		9.8%	40
		<i>answered question</i>	409
		<i>skipped question</i>	82

6. How satisfied are you with each of the following library resources?

	Very	Somewhat	Not at all	Can't rate	Rating Average	Response Count
Books (general collection)	51.5% (236)	31.4% (144)	2.8% (13)	14.2% (65)	1.43	458
Career and college resources	45.4% (205)	29.2% (132)	1.5% (7)	23.9% (108)	1.42	452
Children's library	18.6% (83)	15.4% (69)	4.9% (22)	61.1% (273)	1.65	447
Library Databases (electronic articles)	58.7% (264)	24.7% (111)	1.3% (6)	15.3% (69)	1.32	450
DVDs, CDs and videotapes	26.2% (117)	26.9% (120)	4.5% (20)	42.4% (189)	1.62	446
Electronic books	30.7% (138)	26.7% (120)	2.4% (11)	40.2% (181)	1.53	450
English as a Second Language (ESL) collection	17.9% (80)	11.2% (50)	3.6% (16)	67.3% (301)	1.56	447
Popular movies (Leisure Lounge)	26.7% (119)	18.7% (83)	5.8% (26)	48.8% (217)	1.59	445
Popular fiction (Leisure Lounge)	34.2% (153)	23.2% (104)	3.6% (16)	39.1% (175)	1.50	448
Print periodicals collection (Journals, Magazines, Newspapers)	51.0% (230)	24.2% (109)	2.2% (10)	22.6% (102)	1.37	451
Reference collection	52.5% (233)	19.1% (85)	2.9% (13)	25.5% (113)	1.34	444
Pro/Con Hot Topics	41.9% (189)	19.1% (86)	2.2% (10)	36.8% (166)	1.37	451
Microfilm collection	19.8% (88)	12.2% (54)	3.4% (15)	64.6% (287)	1.54	444
If you answered 'Not at all' to any of these, please say why:						63
answered question						460
skipped question						31

7. When you find that the library lacks the materials you need, what do you normally do?			
		Response Percent	Response Count
Ask for assistance		40.3%	185
Make a suggestion (library's suggestion box or online suggestion form)		2.4%	11
Make an Interlibrary Loan request		2.2%	10
Go to another library		13.1%	60
Use the Internet		30.1%	138
Find an acceptable alternative		7.8%	36
Other (please specify)		4.1%	19
<i>answered question</i>			459
<i>skipped question</i>			32

8. How satisfied are you with the following library facilities?						
	Very	Somewhat	Not at all	Can't rate	Rating Average	Response Count
Art Exhibits	56.8% (254)	24.6% (110)	0.9% (4)	17.7% (79)	1.32	447
Coffee/Tea cart	35.4% (156)	20.6% (91)	2.9% (13)	41.0% (181)	1.45	441
Computers	72.0% (317)	16.1% (71)	2.3% (10)	9.5% (42)	1.23	440
Computer Printers	69.1% (306)	16.3% (72)	0.9% (4)	13.8% (61)	1.21	443
Equipment for those with special needs	28.9% (126)	8.7% (38)	0.9% (4)	61.5% (268)	1.27	436
General condition and maintenance	76.7% (339)	16.1% (71)	1.1% (5)	6.1% (27)	1.20	442
Group/individual study rooms	59.1% (260)	15.0% (66)	1.4% (6)	24.5% (108)	1.23	440
Leisure Lounge (fiction and popular movies)	47.5% (208)	20.5% (90)	1.1% (5)	30.8% (135)	1.33	438
Library Hours	67.7% (300)	24.2% (107)	1.6% (7)	6.5% (29)	1.29	443
Lighting	80.1% (354)	15.2% (67)	0.9% (4)	3.8% (17)	1.18	442
Media listening and viewing	44.3% (195)	17.5% (77)	1.1% (5)	37.0% (163)	1.31	440

Equipment						
Microfilm reader/printer	27.0% (118)	10.8% (47)	1.1% (5)	61.1% (267)	1.34	437
New Books Display	49.2% (214)	23.0% (100)	1.8% (8)	26.0% (113)	1.36	435
Noise level	66.1% (292)	26.0% (115)	3.6% (16)	4.3% (19)	1.35	442
Personal safety in the library	81.9% (361)	11.3% (50)	0.7% (3)	6.1% (27)	1.14	441
Photocopiers	56.5% (249)	18.6% (82)	2.0% (9)	22.9% (101)	1.29	441
Presentation Area (SE corner)	47.6% (208)	16.7% (73)	0.9% (4)	34.8% (152)	1.28	437
Printers	67.9% (300)	17.0% (75)	1.4% (6)	13.8% (61)	1.23	442
Quiet Zone	63.3% (278)	17.5% (77)	2.5% (11)	16.6% (73)	1.27	439
Seating	66.4% (293)	25.9% (114)	3.6% (16)	4.1% (18)	1.35	441
Signage (informational and directional)	57.4% (249)	23.3% (101)	1.2% (5)	18.2% (79)	1.31	434
Study spaces	67.8% (299)	20.6% (91)	1.4% (6)	10.2% (45)	1.26	441
Temperature	70.0% (306)	23.8% (104)	2.5% (11)	3.7% (16)	1.30	437
If you answered 'Not at all' to any of these, please say why:						63
answered question						447
skipped question						44

9. How satisfied are you with the customer service you received at the Circulation/Reserves Desk?						
	Very	Somewhat	Not at all	Can't rate	Rating Average	Response Count
Approachability of staff	81.3% (353)	13.4% (58)	0.9% (4)	4.4% (19)	1.16	434
Promptness of service	74.7% (319)	16.6% (71)	1.4% (6)	7.3% (31)	1.21	427
Level of knowledge, competency, and courtesy of circulation staff	78.0% (337)	14.8% (64)	0.9% (4)	6.3% (27)	1.18	432
Willingness of circulation staff to provide individual attention	76.0% (326)	14.2% (61)	1.6% (7)	8.2% (35)	1.19	429
Overdue notices handled promptly and fairly	46.4% (200)	10.4% (45)	0.5% (2)	42.7% (184)	1.20	431
If you answered 'Not at all' to any of these, please say why:						19
answered question						435
skipped question						56


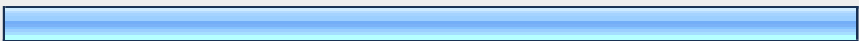
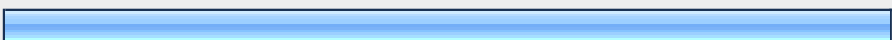
10. How satisfied are you with the following aspects of services you received at the Circulation/Reserves Desk?						
	Very	Somewhat	Not at all	Can't rate	Rating Average	Response Count
Borrowing course reserve materials	51.9% (222)	11.7% (50)	0.5% (2)	36.0% (154)	1.20	428
Checking out library materials	65.4% (282)	9.7% (42)	0.5% (2)	24.4% (105)	1.14	431
Checking out laptops	32.2% (137)	8.0% (34)	1.2% (5)	58.6% (249)	1.25	425
Checking out/purchasing headphones	41.9% (180)	9.3% (40)	0.5% (2)	48.4% (208)	1.20	430
Loan periods for books	53.6% (231)	13.0% (56)	0.7% (3)	32.7% (141)	1.21	431
Loan periods for reserve materials	40.5% (172)	13.2% (56)	0.9% (4)	45.4% (193)	1.28	425
Loan periods for DVDs, CDs and videotapes	42.1% (181)	12.3% (53)	0.9% (4)	44.7% (192)	1.26	430
Book Drop locations for returning materials	52.4% (225)	12.8% (55)	1.4% (6)	33.3% (143)	1.23	429
Requesting library materials from another library (Interlibrary Loan)	40.1% (171)	9.6% (41)	1.4% (6)	48.8% (208)	1.24	426
Renewing library materials	54.0% (231)	9.1% (39)	0.9% (4)	36.0% (154)	1.17	428

Assistance with problems using student IDs from off-campus	44.1% (189)	9.6% (41)	0.9% (4)	45.5% (195)	1.21	429
If you answered 'Not at all' to any of these, please say why:						26
<i>answered question</i>						434
<i>skipped question</i>						57

11. What would you like to see changed or added to the PVCC Library?	
	Response Count
	337
<i>answered question</i>	
	337
<i>skipped question</i>	
	154

12. If you would like to be entered into a drawing to win one of three prizes (\$100 gift certificate to Best Buy, \$50 gift certificate to PVCC Bookstore, or 10 free cups of coffee or tea at the library's coffee cart), please provide your name, phone number and e-mail address:			
		Response Percent	Response Count
NAME	<input type="text"/>	100.0%	410
PHONE	<input type="text"/>	98.0%	402
E-MAIL	<input type="text"/>	98.8%	405
<i>answered question</i>			410
<i>skipped question</i>			81

13. If you might be willing to participate in a one hour focus group about the library and its services, please provide your contact information:

		Response Percent	Response Count
NAME		100.0%	54
PHONE		94.4%	51
E-MAIL		98.1%	53
		<i>answered question</i>	54
		<i>skipped question</i>	437