



Shasta College
Office of Research and
Institutional Effectiveness

Shasta College Library Survey: Key Findings



Fall 2016

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Fall 2016 Shasta College Library Survey:

Key Findings

Background

The Shasta College Library Survey is administered to all Shasta College students every two years to assess the effectiveness and overall sense of satisfaction with the library's services. Students are asked about their frequency of use of the library and specific library services. Additionally, items focusing on student opinions of library instruction and other library-delivered services are collected. Student responses to the survey are presented in this report.

Methodology

Procedure

The survey was administered online using the online survey software, Survey Monkey. Shasta College Library staff provided the Office of Research and Institutional Effectiveness with a list of e-mail addresses of 9,055 active Shasta College students, to whom the survey was distributed on October 11, 2016. The survey was open for students to complete for approximately three weeks. The survey instrument and analyses are discussed below.

Survey Instrument

Respondents were asked to answer 36 items across 13 areas focusing on library services, with the possibility of 6 additional items if a student indicated that they had participated in library instruction. Students were asked to respond using a 4-point Likert scale, ranging from strongly agree to strongly disagree, with two sections asking for open-ended comments. Some items include a "not applicable" response option for students who had not used particular services. There are also 6 demographic items at the conclusion of the survey, asking respondents to report their age, sex, zip code of residence, employment status, race/ethnicity, and the primary location at which they take courses.

Analysis

The overall level of agreement is calculated for each item by summing the responses of "agree" and "strongly agree" for each item, and dividing that number by the total number of students responding to that item. Some students did not respond to every item/question on the survey. Qualitative comments are summarized in tables and overall themes are reported.

Participants

Student Age and Gender

There was an overall response rate of 4.8% (437 responses of 9,055 e-mails sent). However, of the 437 responses, 28 (6.4%) were under the age of 18 and therefore excluded from analyses. Of the remaining 409 students (4.5% adjusted response rate), 265 reported an overall mean age of 32.7 ($SD = 13.67$) years. Student ages ranged from 18 to 71, with the most common age as 19. See Table 1 for student age characteristics disaggregated by student gender. Overall, 68.9% of the sample was female, with 28.9% male and 2.2% identifying as other or undeclared.

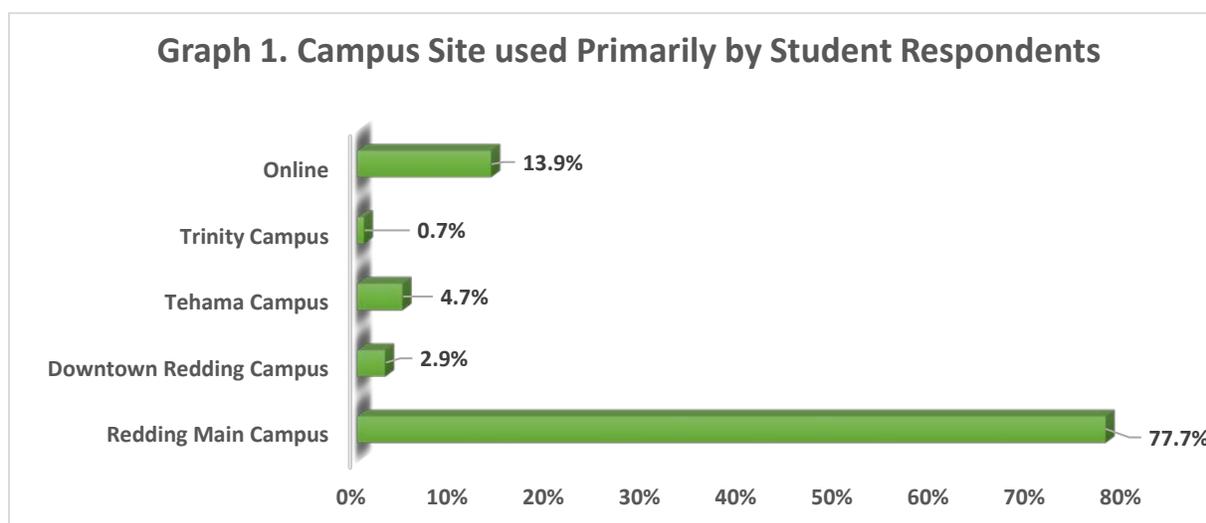
Table 1. Student Age Characteristics by Gender

<i>Student Gender</i>	<i>N</i>	<i>Mean</i>	<i>SD</i>	<i>Minimum Age</i>	<i>Maximum Age</i>
Female	182	32.95	13.69	18	71
Male	77	32.49	13.96	18	71
Undeclared	6	27.83	9.79	18	45
Total	265	32.70	13.67	18	71

NOTE. 144 students did not indicate their age: 2 male and 6 female, resulting in a total of 68.9% females, 28.9% males, and 2.2% undeclared. Overall mode = 19; median = 29.

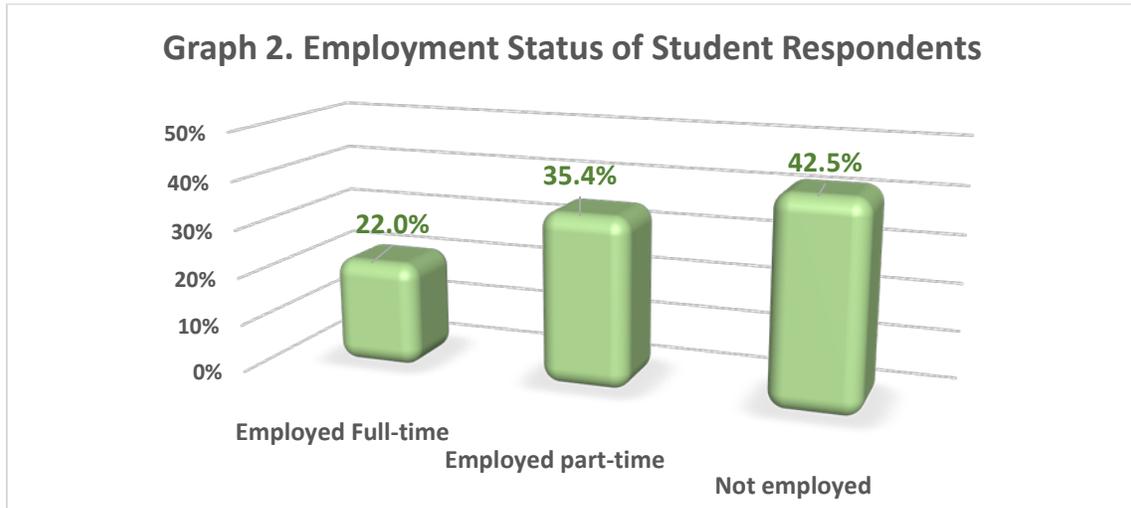
Primary Campus Site used by Student Respondents

Of the 409 students included in the analyses, 274 reported the primary campus site where they took the majority of their courses (135 students skipped this question). Of these responses, 13.9% took most of their courses online, with the overwhelming majority of 77.7% primarily taking courses at the Shasta College main campus. Nearly 3% reported taking the majority of their courses at the Redding Downtown Campus, with 4.7% primarily at the Tehama Campus, and 0.7% at the Trinity Campus. See Graph 1 below.



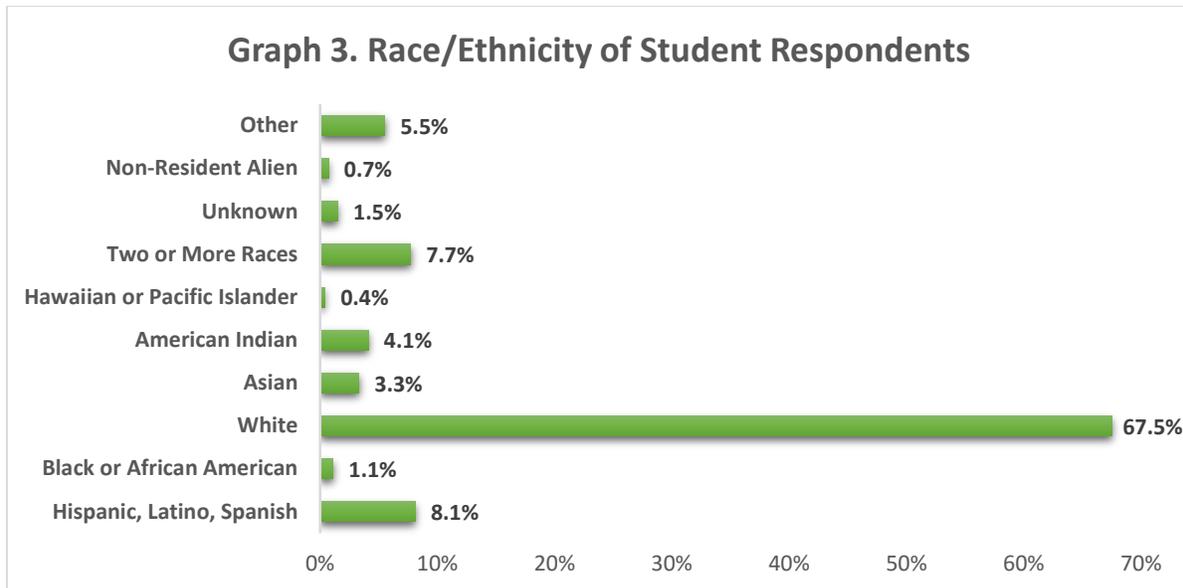
Student Employment Status

The majority of the 268 students who responded to the question asking about employment status indicated that they were not employed (42.5%), with 35.4% indicating they were employed part-time and 22% employed full-time. See Graph 2 below.



Race/Ethnicity of Student Respondents

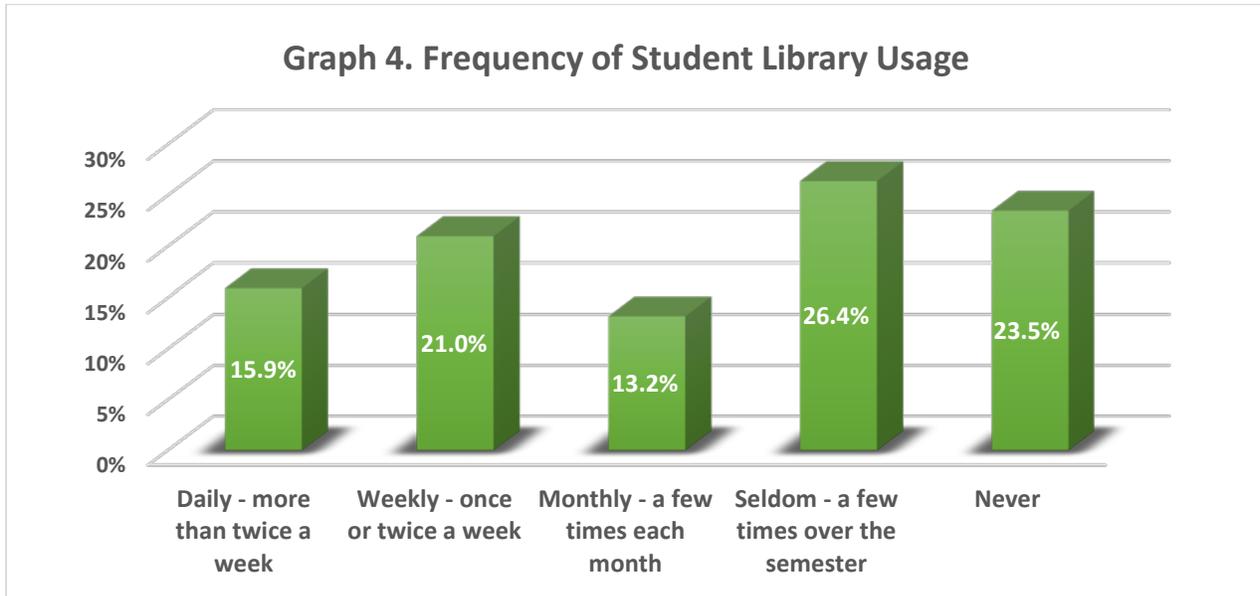
Graph 3 below displays the race/ethnicity of the 271 students that responded to this question. Students identifying as White made up 67.5% of the sample, with Hispanic/Latino/Spanish students the next largest group at 8.1%, followed closely by students identifying with two or more races at 7.7%.



Results

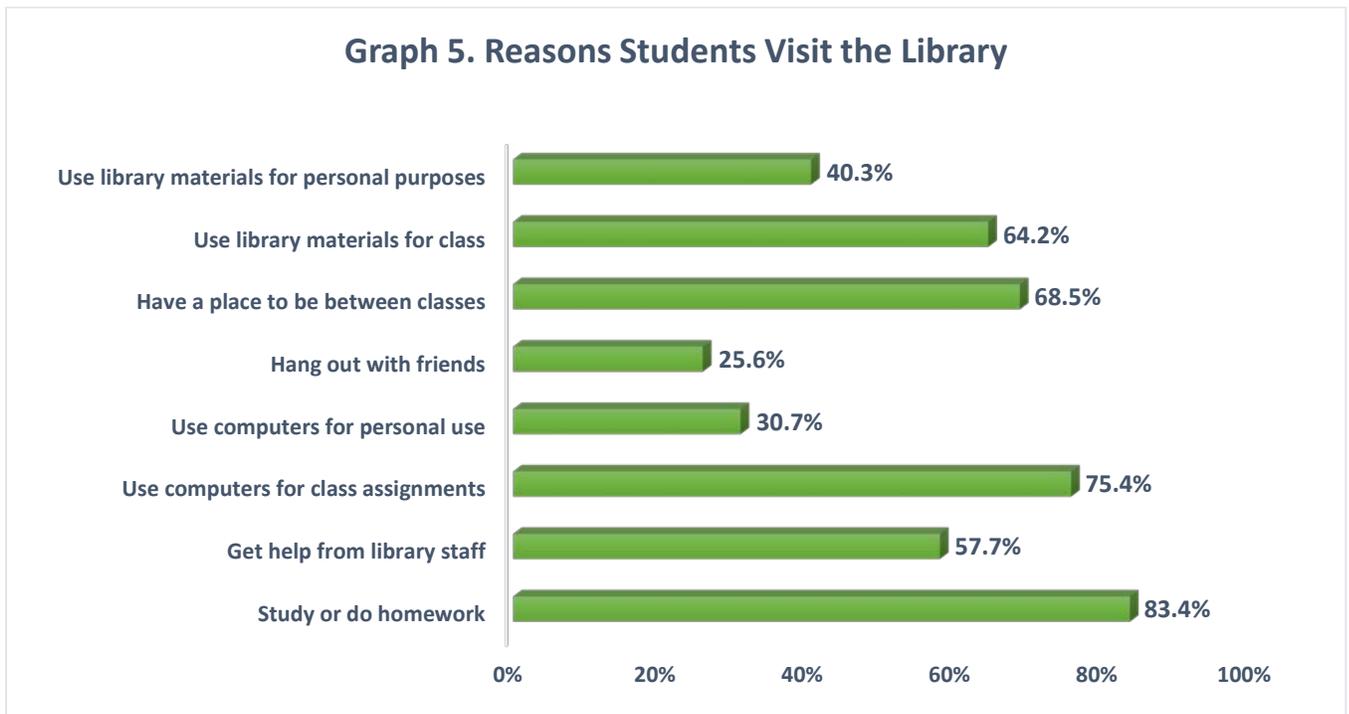
Student Library Usage

Of the 409 student respondents, 96, or 23.5%, indicated that they never visit the library. In contrast, 21.0% of students reported visiting the library once or twice per week, with 15.9% of students visiting the library daily (more than twice per week). See Graph 4 below for additional percentages of student library usage.



Reasons Students Visit the Library

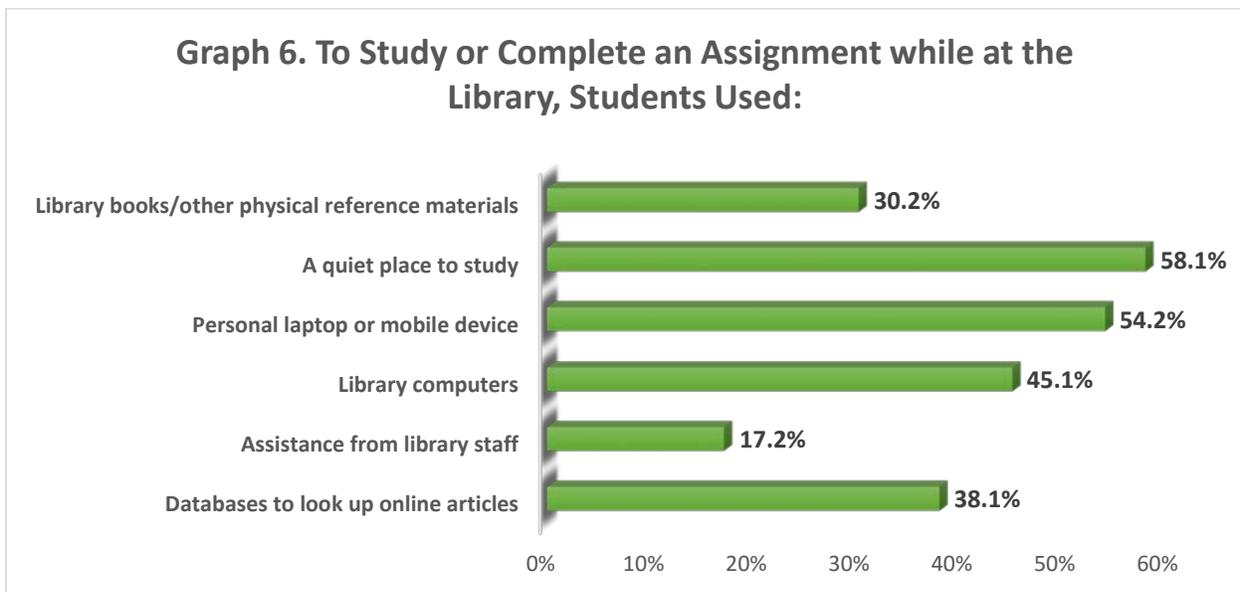
Graph 5 below presents student agreement with reasons that were presented for visiting the library. Of the responses presented, the most common reason students indicated they visited the library was to study or do homework (83.4%). The use of computers for class assignments was the next most common use of the library, with 75.4% of students agreeing or strongly agreeing that they used the library for this reason. Additionally, 68.5% of respondents indicated that they visited the library to have a place to be between classes. See Graph 5 below for all reasons students indicated they visited the library.



NOTE. Percentages are calculated by combining the total number of student responses of “strongly agree” and “agree” for each item and dividing that number by the total number of respondents to that item.

Use of the Library and Library Materials for Studying

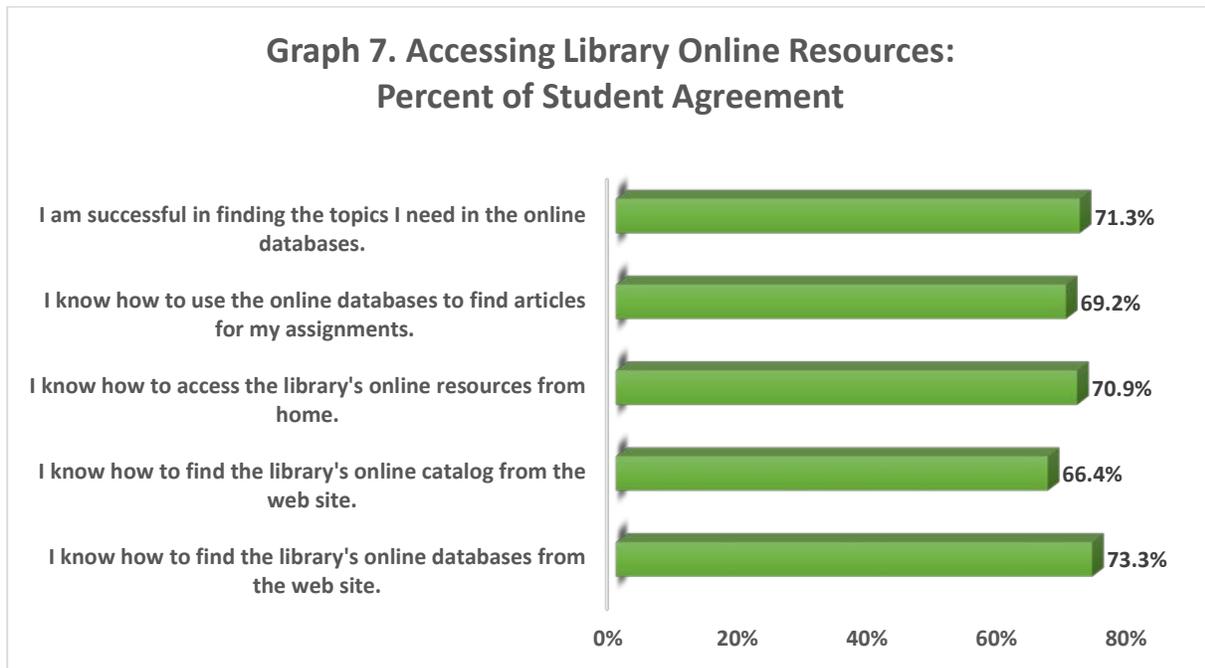
Students were asked to report the frequency (i.e., always, often, sometimes, rarely, not at all) that they used specific library materials and/or library space for studying or completing an assignment while at the library. The most common reason students frequent the library was for a quiet place to study, with 58.1% of students indicating that they used the library “often” or “always” for this reason to complete an assignment or study. Next, 54.2% of students indicated that they “often” or “always” used a personal laptop or mobile device while in the library to study or complete an assignment, with 45.1% of students using library computers to study or complete an assignment. Only about 17% of student respondents indicated that they used assistance from the library staff for studying or completing assignments “often” or “always.” See Graph 6 for additional reasons students used the library for studying or completing an assignment.



NOTE. Percentages combine student responses of “often” and “always” and divide that number by the total number of respondents to that question.

Access and Use of Library Online Resources

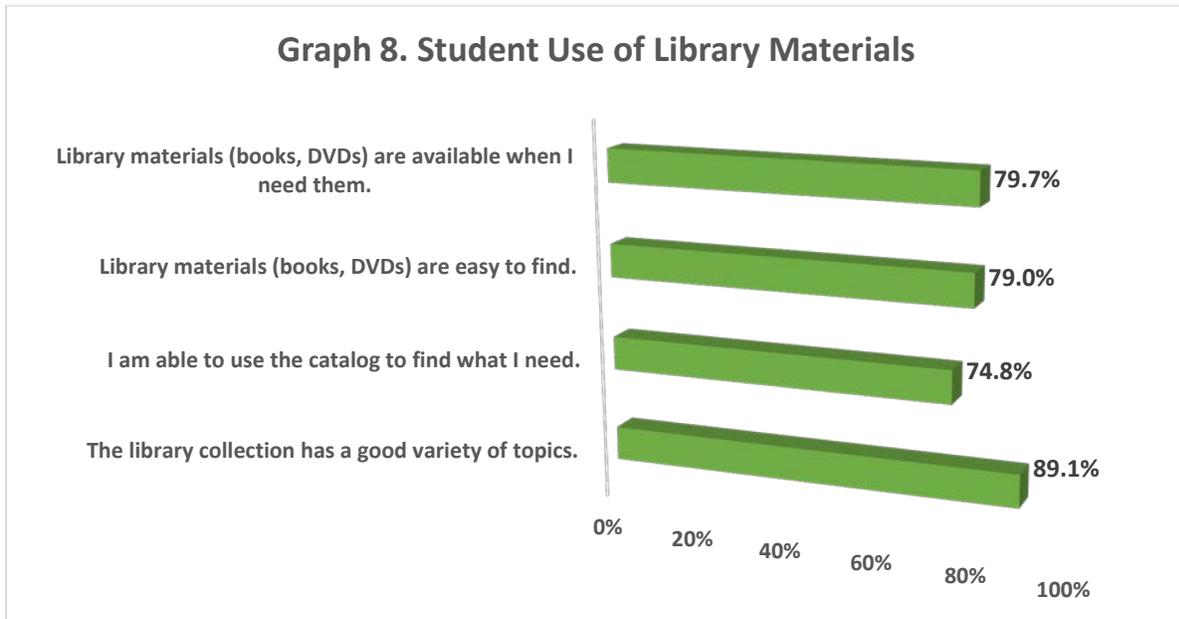
Students were asked to indicate their level of agreement to statements regarding their knowledge and ability to access and utilize the library website and online resources. The majority of student respondents were in agreement with statements focusing on their access and use of the library's online databases, including use of the website. Over 73% of students agreed or strongly agreed that they knew how to find the library's online databases from the website. Additionally, 70.9% of students were in agreement that they knew how to access the library's online resources from home, with 71.3% agreeing that they were successful in finding the topics they needed in the databases. See Graph 7 for all student percentages of agreement to statements focusing on access and use of library online resources.



NOTE. Percentages combine student responses of “often” and “always” and divide that number by the total number of respondents to that question.

Library Materials

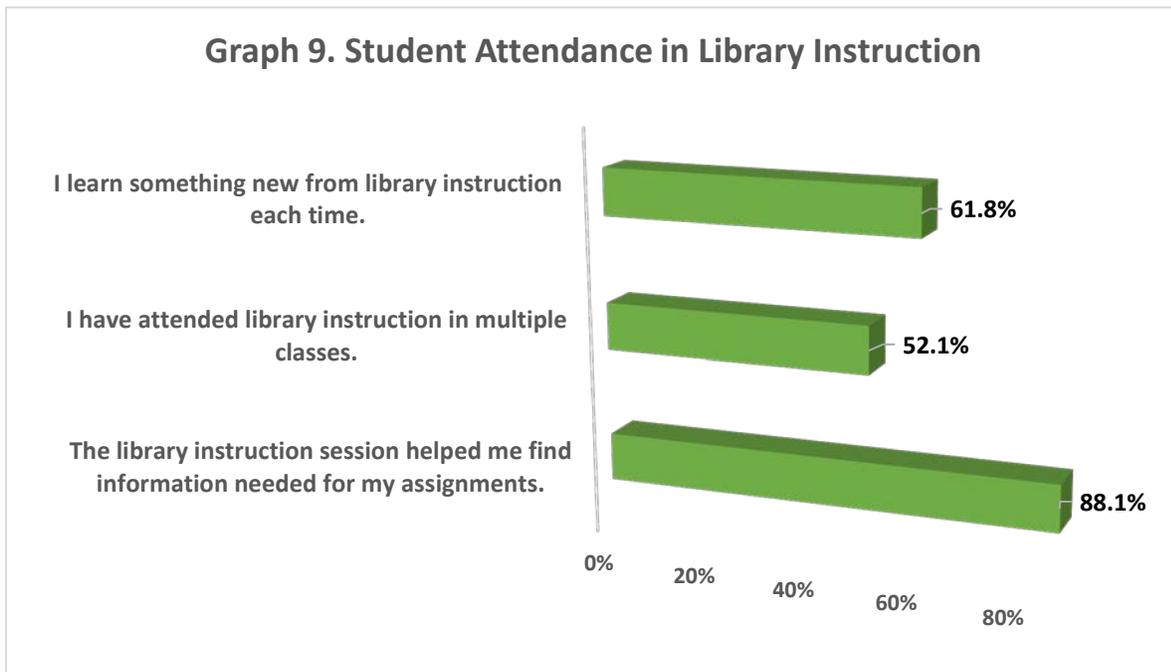
Students were asked to rate their level of agreement with statements focusing on the availability, access, ease of use, and variety of library materials. Of the students responding to the statement ($n = 312$), 89.1% ($n = 278$) agreed that the library collection has a good variety of topics. Additionally, 79.7% agreed that library materials are available when needed, and 79% agreed that library materials are easy to find. Finally, 74.8% of students indicated that they are able to use the library catalog to find what they need. See Graph 8 below for student levels of agreement to each statement surrounding the use of various library materials.



NOTE. Percentages are calculated by combining the total number of student responses of “strongly agree” and “agree” for each item and dividing that number by the total number of respondents to that item.

Library Instruction

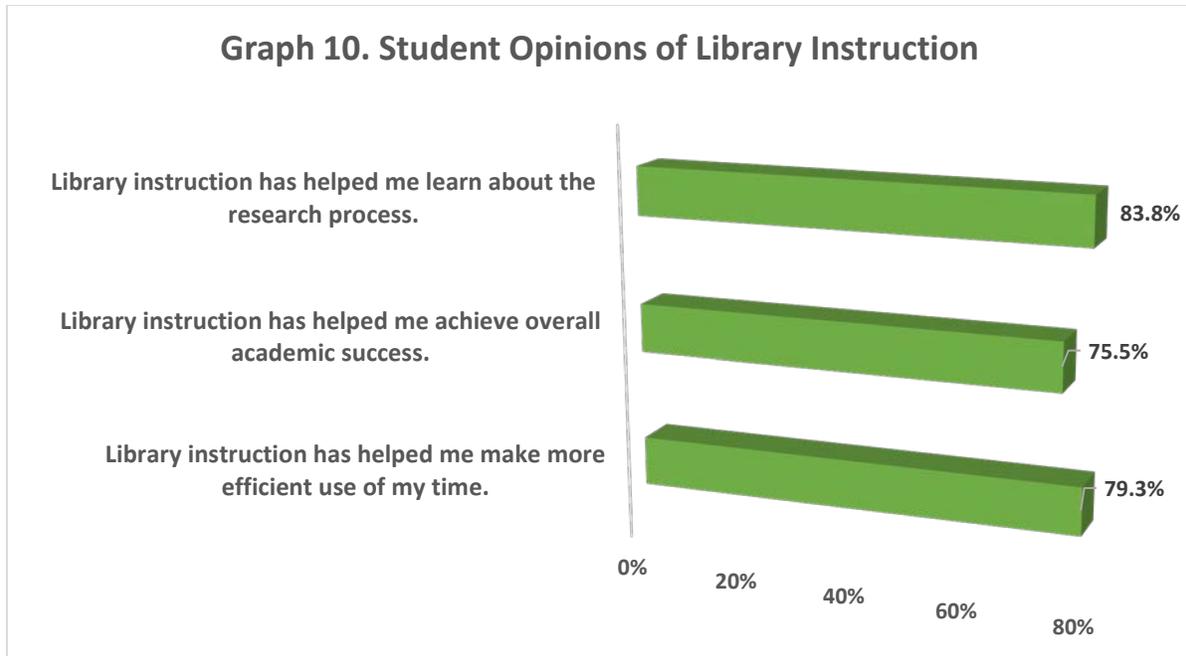
Of the 409 total respondents, 335 responded to the question asking about attendance at a library instruction session. Of these respondents, 28.9% ($n = 118$) indicated that they had attended a library instruction session. A little over 52% of these students who had previously attended a library instruction session indicated that they had attended library instruction in multiple classes. Additionally, 61.8% of students who had attended library instruction reported having learned something new from library instruction each time, and a little over 88% of these students also indicated that library instruction sessions have helped them find information needed for course assignments. See Graph 9 below.



NOTE. Percentages represent the total number of respondents who answered “yes” to that item divided by the total number of students who responded to that item.

Student Opinion of Library Instruction

Some students also provided additional information in the form of opinions regarding their experiences with library instruction. A little over 79% of students who had attended library instruction indicated that attending a library instruction session has helped them make more efficient use of their time. Additionally, 75.5% reported that library instruction has helped them achieve overall academic success. Finally, 83.8% of students who attended library instruction indicated that library instruction informed them about the research process. See Graph 10 below for visual representation of the results.



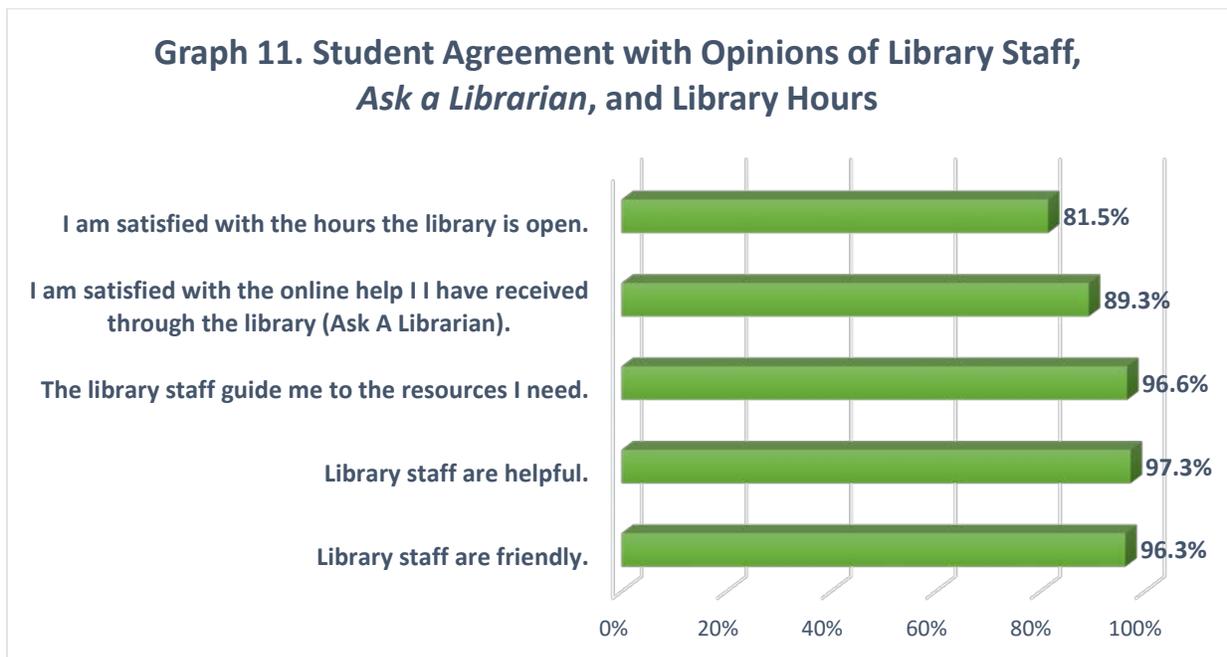
NOTE. Percentages are calculated by combining the total number of student responses of “strongly agree” and “agree” for each item and dividing that number by the total number of respondents to that item.

Student Opinion of Library Staff and Help

Of the 312 students responding to the statement regarding satisfaction with online help received through the Library’s online help program, *Ask A Librarian*, 49% ($n = 153$) responded with “N/A” or “not applicable.” Out of the remaining 159 students responding to this statement, 89.3% ($n = 142$) agreed that they were satisfied with help they had received from *Ask A Librarian*.

Overall, students were in agreement that library staff are friendly (96.3%), helpful (97.3%), and can help guide them to resources needed (96.6%). The response option of “not applicable” was included for these statements due to the possibility that some students may not have had experience with some or all of the identified interactions; however, these responses were excluded from the above percentages in order to gain an accurate representation of student agreement.

A total of 309 students responded to the item regarding satisfaction with the hours the library is open. Of these students, 19.4% responded “not applicable,” leaving a total of 249 student respondents. Overall, 81.5% of these students agreed that they were satisfied with the library’s hours. See Graph 11 below.

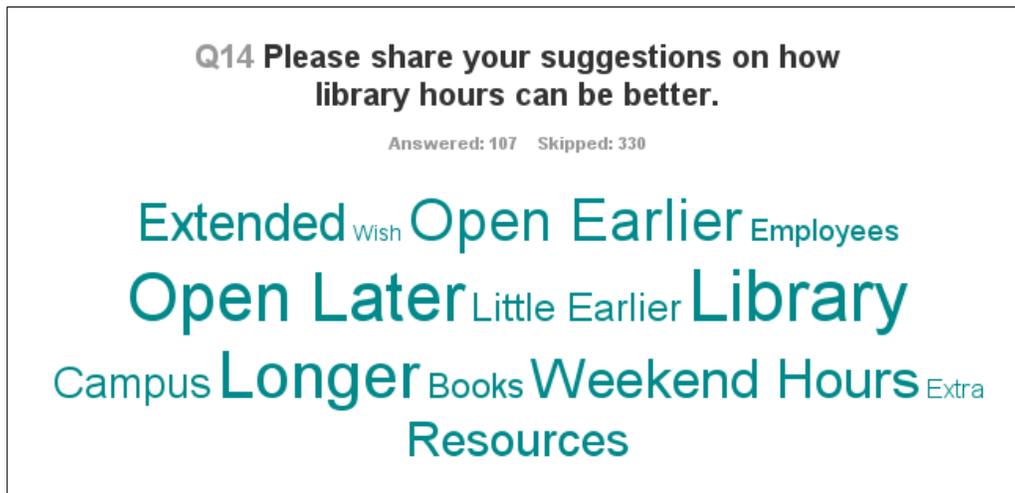


NOTE. Percentages are calculated by combining the total number of student responses of “strongly agree” and “agree” for each item and dividing that number by the total number of respondents to that item.

Suggestions for Improving Library Hours

Students were asked to share their suggestions on how library hours could be better. Of the 409 student respondents, 107 ($n = 26.2\%$) provided comments for improvements to library hours (see Appendix A for all comments). Figure 1 below presents primary themes occurring from the student responses. When examined more closely, “Open Later” was mentioned 16 times, with “Open Earlier” the next most commonly mentioned theme at 8 times. There were 5 responses suggesting “weekend hours” would be beneficial. See Appendix A for all comments.

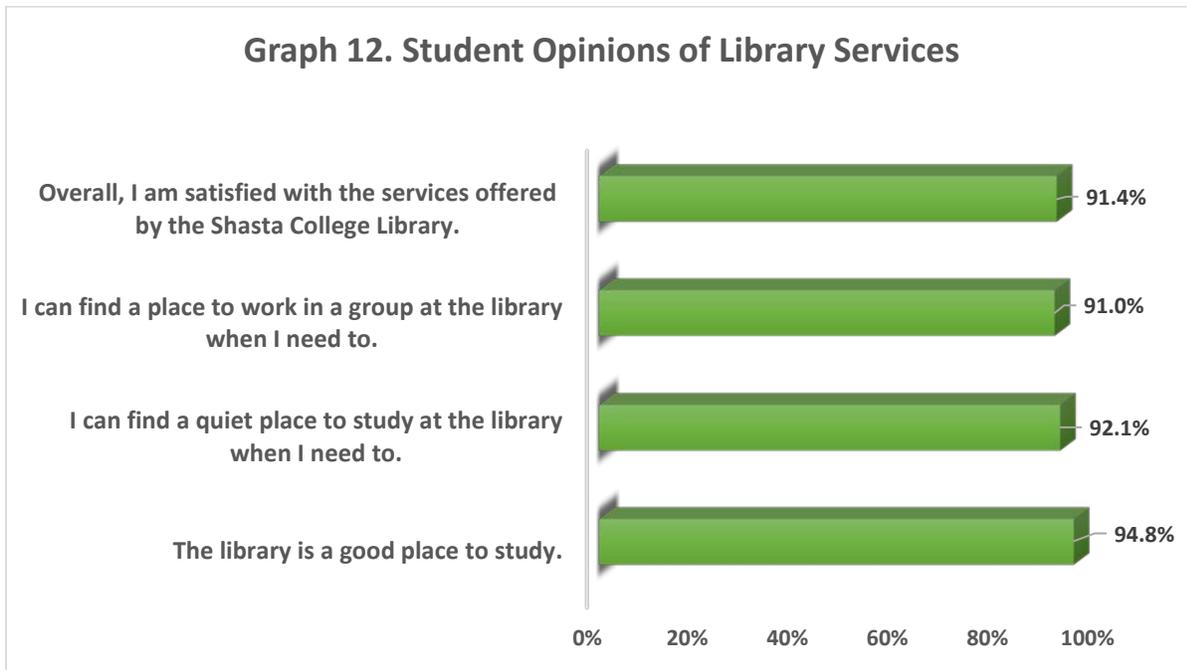
Figure 1. Primary Themes from Student Suggestions for Improving Library Hours



Student Opinion of Library Services

Students were asked to indicate their level of agreement to various statements regarding overall library services. The number of students responding to each statement varied. Additionally, students had the opportunity to choose “not applicable” as a response, and these students are omitted from the percentages presented below.

Over 91% ($n = 256$) of students indicated that they were satisfied with the services offered by the Shasta College library, with 94.8% of students agreeing that the library was a good place to study. Additionally, 92.1% of students agreed that they were able to find a quiet place to study at the library when necessary, and 91% agreed they could find a place to do group work at the library when they needed. See Graph 12 below for all student levels of agreement to statements about library opinions.



NOTE. Percentages are calculated by combining the total number of student responses of “strongly agree” and “agree” for each item and dividing that number by the total number of respondents to that item.

Suggestions for Improving Library Services

Of the students responding to the survey, 83 provided suggestions for improvements to library services. The most commonly mentioned suggestion for improvement to library services focused on “longer hours,” with this theme mentioned 8 times throughout the comments (presented in their entirety in Appendix B), with “weekend” hours mentioned separately 5 times. The next most commonly mentioned theme was “study,” mentioned 7 times. Specifically, students suggested more study rooms ($n = 2$) and additional or more comfortable tables and lounge areas for studying ($n = 2$). Two of the responses mentioned the library was too noisy at times.

The theme of “book” was mentioned 6 times, with a few different student suggestions about expanding the book selection and making it easier to locate physical books. One student indicated it was difficult to find books in the library, with another mentioning that it would be helpful to have signs to help locate books. Another student simply stated that more books would be beneficial, with another student suggesting “more books covering wider topics and genres.” One student suggested lowering book charges, and another student encouraged more consistent locating of e-books in the online library.

“Services” was mentioned as a theme 4 times by students, with one student suggesting the services were working well. Another student described having difficulty finding articles on a specific topic but was generally thankful for the online databases offered by the library. Finally, another student reported being unaware of the library’s services and consequently suggested making the library services more public. The need for additional tables was mentioned twice by students. See Figure 2 for a photo of all themes identified in this question.

Figure 2. Themes from Student Comments regarding Improvements to Library Services



Conclusions

The Library Survey is conducted every two years to assess students' perceptions of services and programs offered by the library, and to encourage students to provide feedback on potential improvements and changes they would like to see in these programs and services. The results are shared College-wide, and are taken into account in the planning of service and program area outcomes.

Overall, the survey had a low response rate (4.5%, $n = 409$). There were more females (68.9%) responding to the survey than males (28.9%), and students were older on average ($M_{age} = 32.7$) than typical Shasta College students (42.06% of Fall 2016 students were 19 years old or under; CCCCCO DataMart). Despite these factors, the results of this survey are considered to be valid.

Nearly 16% of students indicated that they visited the library more than twice a week, with 21% visiting the library once or twice every week. Students indicated that they primarily use the library for studying or doing homework (83.4%) and for the use of computers for class assignments (75.4%). Over half of the student respondents indicated that they used the library as a quiet place to study to complete an assignment (58.1%). The majority of students agreed that they were aware of how to access and use online databases and the library website for class assignments and research purposes. Additional questions about library instruction, student opinion of library instruction, student opinion of library staff and help, and open-ended questions on student suggestions for improving library hours and services were also summarized in the above report.

Appendix A

Responses to Item Asking for Suggestions on Library Hours

Responses to Item: <i>Please share suggestions on how the library hours could be better.</i>
1. It can be open a little longer.
2. I utilize the learning center more then the library
3. it would be nice if available later on Fridays and maybe Saturdays
4. I wish it was open longer
5. Not closing so early.
6. 24 hours
7. would like weekend hours.
8. on Fridays it closes to early.
9. I don't even know where the library is.
10. The library hours are good. If they were earlier I would be happy with it, but it's no big deal.
11. not sure
12. Open earlier around 6:00
13. Earlier. Loke around 6 or 530 would be great
14. I think that maybe the library should be open on a Saturday so that students who live out of town have a chance to be able to get to reding to study or look up materials they might need.
15. They need to be longer on Fridays. I know that not many people have classes, but there are some students who can only do their stuff at the library and Fridays it closes early which makes it hard for other students.
16. It would be nice if it were open on weekends. Many students meet on the weekend to study, It would be nice it they could meet at the library. If some things were closed, (the computers, the balcony) it could cut back on the staff needed to run it on the weekends.
17. I would prefer if the library opened a bit earlier like at 7.
18. Last semester I had to drop a class. It only allowed resources used at the library. Between work and my other classes, I had no time for the library. I tried with the online resources from home and was unsuccessful in finding things available.
19. they could have some hours on the weekend for students that need the lab.
20. Don't use it
21. It would be really nice if the Library was open later, like 2 or 3 hours later. It would accommodate longer studying hours, mesh better with late class schedules, and provide a larger range of hours to better harbor the most amount of students.
22. 7am-9pm at least.
23. There needs to be longer hours available
24. they are fine the way they are :)
25. Needs more updated books and more books in general. Could use more diverse selections. Needs to add more poetry and have that whole section reorganized.
26. close at 8
27. 7:00 am to 8:00 pm?
28. The hours could be increased, so that the library may stay open past 6. I have classes that go till 9pm.
29. Good if the library will be open from 8 am to 6 pm.
30. I get out of classes late on a weekly basis, remaining open an extra hour can be helpful.
31. I think that the library hours should be open from when the first class starts in the morning until the last class at night
32. They are as good as can be

33. Have the library stay open a bit later
34. There are students who may need to access materials before or after night classes. Students who live on campus may need quiet places to study where library resources are available in the evenings.
35. N/A
36. Open later
37. Single mother with-out assistance for care. never use the library for that reason. So we use the Redding Library.
38. Open later. I have night classes
39. I've never had an issue with the library being closed when I needed it.
40. Open at 7:00 am
41. It would be nice if the library opened a little earlier and stayed opened a little later, but this is my last year so it is ok. Also, I think they should enforce the quiet areas even more!
42. The morning hours are very accomodating, however it seems that when I need the library in the afternoon, it seems to be closed. Other than that, the library is exceedingly resourceful!
43. Open earlier, put in a coffee shop, and a room full of puppies.
44. The library needs to open earlier before the semester starts.
45. It's good.
46. N/A
47. The classes teaching us how to use online resources are always rushed!!!! I have been to a few. Rush rush rush! Rarely leave with helpful information that I can use to be successful
48. N/A
49. Do not use the Library.
50. Open until at least 5 every day
51. No suggestions
52. Keep certain areas open for students still on campus during later hours
53. I feel like the hours of the library should be open later in the day. Maybe 8 or 9pm?
54. Nyet
55. I don't have much experience.
56. I've never been to the library
57. N/A
58. Need library on sat even half day
59. Have extended times and more days
60. Some students would like to stay late with study groups because they have night classes and Saturdays too
61. 24/7
62. Some days I wish the library was open until 6:00 pm, because I don't get out of class until 5:00 pm when they're closed.
63. I have not had the opportunity to visit the library
64. Till later 12pm
65. Extend into the evening to 10 PM.
66. Night and weekend hours
67. Cheaper printing prices please!
68. It would be nice if the library stayed open later for night class students.
69. NA
70. There are classes that are there late and some people work until their class and need extra time at the library
71. Closes too early on Fridays.
72. Weekends!!

73. Keeping the library open longer would definitely help a lot of students. It would even be very appreciated if the library was open for a few hours on the weekend.
74. Have the cyber cafe stay open later
75. It may be worth a try at extending hours on Friday to same as Mon-Thu.
76. It would be appreciated if there were some way for students in study groups to meet with each other on either Saturday or Sunday in the library.
77. I think it should be open earlier for he people who might need to print something before an 8am class
78. The library hours are good
79. Open earlier
80. It would be helpful if library hours are extended during finals week.
81. Gives you more time to work on your homework. Maybe open library on the weekend.
82. Better and more helpful employees.
83. Would appreciate longer hours on Fridays and some access on Saturdays.
84. Weekend hours would be a great improvement. I have no where to study on the weekends and that's when I have the most available time to study. I have tried the county library and coffee shops, but the school library is a much better setup for students. I don't get to go in there as often as I used to because I either have class or work on weekdays.
85. Don't Know
86. Its a great library.
87. Later, even if it's only the front section where you sit and the rest is blocked off and there are no employees.
88. There pretty accommodating
89. N/A
90. Computers could use a better cleaning. The computers at Tehama campus are dirty they aren't cleaned well.
91. Would like if they were open until 7:30 or later to accommodate late classes. I carpool from red bluff and my last class ends at 7:20. Until then the person I carpool with waits in the car until in done because the library is closed.
92. The library should be open a little bit later, some people get off at 6 and the library is closed by then.
93. It would be nice if the library was open longer on Fridays.
94. None
95. They were closed for a long time over the holidays and summer. I guess its for the budget. Too bad, I can sometimes find books there for my book clubs that I cannot find at the public library.
96. A little earlier would be nice
97. I think the library should be open sooner and later in the day before the semester starts so we can acquire the items without having to stress on time restraints.
98. Stay open later
99. Earlier, when the buses arrive
100. Extended hours...
101. A library can always be open longer.
102. Keep it open a little later for students that need to get things done.
103. Open later
104. Library should extend their hours, to fit the needs of students that don't have time during normal operating hours
105. Open hours later in the evening! (8PM)
106. My first class is at 8, if the library opened at 7 I would be better able to visit the library before my first course.
107. Open earlier and stay open more late .

NOTE. Comments are presented exactly as typed by respondents.

Appendix B

Responses to Statement Asking for Suggestions to Improving the Library's Services

Responses to Statement: "What suggestions do you have for improving the library's services?"

1. Its not really quiet at all in the areas that are designated for studying. The librarians could do a better job policing the noise levels and there could be signs posted about the rules, especially in respect to people having loud conversations on their phones, playing music, or talking loudly to each other. I'm sitting in the library right now and there are multiple conversations going on and a person playing music, even in the quiet area. Other then that, I think the librarians are nice and do their jobs well.
2. Saturdays
3. Better hours.
4. Food court or coffee stand
5. Make the service more publicly accessible, that is to say, I personally have never known anything about the school's library.
6. weekend hours are needed.
7. None
8. You guys are chill. No complaints to be honest.
9. Longer hours
10. Nada they work just fine for my uses
11. Maybe be open on a Saturday, hire a second assistant, for when there are several students at a time who need help. Ive waited for over 30 minutes waiting for help.
12. Keep the same hours Monday-Friday
13. More study rooms would be nice to allow more groups to study. A "loud room" would also be nice, somewhere where students listen to music or watch videos without needing headphones.
14. N/A
15. could have more study rooms.
16. None, I haven't been in the library for several years.
17. Nope, besides the hours. Good Job!!!!
18. I don't have any
19. none.
20. More books.
21. N/a
22. I've only used online services and it is a bit challenging at times to find articles that go alongside my topic however and I am thankful that the library offers the databases as a resource for students.
23. Maybe offer tutoring in the library as well as the math and writing center.

I would much rather be tutored in the library, its closer to my other classes and is a better working environment
24. NA
25. Keep the good services the one you already have now.
26. Tell those high school kids to stop messing around in to the library
27. I wish the library were more quiet. If there was an area where it was completely quiet I would be able to do my work better
28. Vending Machines ?
29. Longer hours

Dispersed desks

30. Besides Student Orientations, workshops on how to access the resources in the library. There are times I have been in the library and there was not anyone sitting at the Reference Desk and had to ask questions from the main desk on how to copy things from the computer.
31. N/A
32. Longer hours. More staff.
33. If someone is sleeping, politely ask them to leave and sleep somewhere else. It is very distracting to my learning.
34. I dislike when others have music playing on heads phones loudly and when phones are nonstop vibrating on the table while I'm trying study. The library and those who work in it are awesome it's just those who sometimes vacant it thatbare disruptive I.
35. N/A
36. Maybe if there were more tables for students to use, that would be a slight improvement. Whenever I go in there to study, every table seems to be taken. The recent addition of the new chairs is great, but there are few areas for which to write.
37. Again, a room full of puppies would help me a lot. Also, someone to make people stop talking because it gets way too loud in there. Also maybe convenient flyers or posters that give me some gauge idea of how the library is organized book wise, I get lost a lot. Desks with roolly chairs? Fix the over sensitive scanners we walk through, they get really annoying. Put in a hydration station. Fix the bathroom stall doors, there's only one in the girls bathroom that actually stays closed. Maybe switch to sinks with handles so I don't waste so much water.
38. N/A
39. Quit sending us straight to a website anytime we have a question.
40. Maybe a little more friendly
41. Teach people how to use the Library. With most classes online, google becomes my Library.
42. Longer hours for the library to remain open.
43. Would be nice if we could have the rooms for more than two hours.
44. N/A
45. It isn't always easy to find the physical books the electronic portion is very user friendly so I guess improve signage also having more comfortable places to sit and meet with study groups like there are at the front of the library would likely increase its use
46. I do not have any suggestions.
47. None
48. Make the UI more navigate-able
49. Will be great to have library open on saturdays
50. More seating.
51. The online system is glliche and burdensome. It has information to meet your needs but is hard to find. It also very slow and takes forever. Time matters!
52. Open weekends. The CSU system has library's open on weekends
53. Make it a little quieter
54. I would improve the online library, because sometimes when I search for a book, e-book, or article, I find it. But then when I need to find it again, it's not there.
55. Finding a computer to do research on is difficult. Too many teens having conversations and monopolizing the computers.
56. More movie selection
57. Longer hours
58. More friendly staff longer hours
59. Want one at the Tehama Campus
60. Longer hours of operation and more days of the week
61. Have more seating/soft chairs/couches inside the library

62. Lower library book charges
63. Really very happy as is.
64. The services we have currently seem to work efficiently.
65. Hard to find quieter spots to work at in the library. Quiet spots are popular and usually taken. Only available spots are always up front by the computer area where there is much business taking place and people moving around (distractions).
66. Have the library open on the weekend.
67. More tables and more helpful employees.
68. Not sure
69. Available hours, longer weekday hours and some weekend hours
70. I think the people who work there should walk around more to check and see if noisy people are disrupting people, I have that problem quite often especially with people leaving their rude children in the library while they go to class.
71. Better computers & monitors
72. N/A
73. Cleaner computers
74. Let the public know what is available
75. None
76. This is the noisiest library I've ever been in. People use the study rooms to hang out and watch Youtube. I can hear them in there laughing and carrying on while I'm trying to study. You've gotta do something about the noise.
77. No suggestions, everything is good.
78. Those who take evening classes don't have access to it because it closes so early, maybe adding a few day where it's opened later in the evening would help those out like myself.
79. More books covering wider topics and genres.
80. This survey should have a neutral answer option. The only answer I could give was disagree even though I've not used the services
81. Paint the wall, it so old looking.
82. Please Let people Renew DVDS !!!!!
83. None really

NOTE. Comments are presented exactly as typed by respondents.

Data Source: Internal survey data.

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