

Summary of Library Survey Results

May 2022

Library Section Intro

Your feedback about the COS Library will help us to evaluate and improve our services so that we can better support you. Thank you for taking the time to share your thoughts and ideas!

Responses

Q1. Please rate the following statement: Library collections are sufficient in quantity, currency, depth, and variety to support student research needs. (Consider things like books, reserve textbooks, ebooks & online article databases.)

Response options	Number of responses
Strongly agree	56
Agree	77
Neutral	32
Disagree	3
Strongly disagree	3
Not applicable / Don't know	17

Q2. Please rate the following statement: The library provides sufficient educational equipment to support student research and learning. (Consider things like computer workstations, printers, microfilm reader, photocopier & scanner)

Response options	Number of responses
Strongly agree	65
Agree	85
Neutral	13
Disagree	1
Strongly disagree	1
Not applicable / Don't know	23

Q3. Please rate the following statement: The library provides information and instruction for students to help them develop their research skills. (Consider things like librarian assistance, how-to videos and handouts on our web site or used in your Canvas classes, other library web site info, & in-class librarian visits/support.)

Response options	Number of responses
Strongly agree	76
Agree	67
Neutral	25
Disagree	4
Strongly disagree	0

Response options	Number of responses
Not applicable / Don't know	16

Q4. Please rate the following statement: The library provides adequate access to its services and collections. (Consider things like our hours, methods of contacting us, ease of database login)

Response options	Number of responses
Strongly agree	60
Agree	92
Disagree	14
Strongly disagree	2
Not applicable / Don't know	20

Note: The survey accidentally omitted a "Neutral" option for this question.

Q5. Please rate the following statement: The library provides a safe, clean and comfortable environment for students to study and do research.

Response options	Number of responses
Strongly agree	87
Agree	62
Neutral	12
Disagree	1
Strongly disagree	0
Not applicable / Don't know	26

Q6. Please rate the following statement: The library staff helped me learn how to find credible information in the library, on the Internet, or using other sources (can be in person or Zoom, by phone/text/email, library videos/handouts used in class, or through in-class librarian visits/support)

Response options	Number of responses
Strongly agree	61
Agree	63
Neutral	19
Disagree	2
Strongly disagree	0
Not applicable / Don't know	43

Q7. Please rate the following statement: Having used the COS Library’s resources, services, and help, I appreciate the value of libraries in supporting student success.

Response options	Number of responses
Strongly agree	95
Agree	65
Neutral	10
Disagree	0
Strongly disagree	0
Not applicable / Don’t know	18

Q8. The Library offers a variety of student support throughout the academic year. Which of the following have you used in Fall 2021, Winter 2022, or Spring 2022? (check all that apply)

Response options	Number of responses
Called the Library	56
Texted the Library	11
Emailed the Library	44
Attended drop-in Zoom times	25
Searched article databases	108
Used ebooks (textbooks/required class readings; research assignments)	88
Requested textbook scans	14
Used reserve textbooks in the Library	25
Checked a reserve textbook out of the Library	19
Used a free library ebook version of your textbook	63
Requested curbside pickup or free mailing service for physical books	5
Watched how-to videos and handouts on the Research Help page (library web site)	35
Attended a Library EdTALK or Library Micro-Course	36
None: I didn’t realize these services were available (please leave a comment about the services you wish you had used!)	11

Response options	Number of responses
None (I didn't need an of these services)	24

Q9. Please share any other feedback you may have about the COS Library, including how we can better support you during these challenging times.

Summary of responses: In general, students reported being satisfied with library services and found staff to be very helpful. Several students requested expanded hours, both for in-person library use and for remote research help, and several students mentioned that having free library e-textbooks was helpful.

- Some specific suggested improvements include: free color printing, private spaces for Zoom classes,* a 3D printer, more fiction, more current physical books, bean bag chairs,* Yreka textbook access, getting the carpets cleaned, and a suggestion box.*
- Some specific things students like about the Library include: free e-textbooks, free black & white printing, our comfortable space, and helpful staff.

*Note: The Library has two study rooms for private space, has recently purchased a few beanbag chairs, and has an in-person suggestion box (near the B&W printer).

Q10. Overall, how satisfied are you with COS Library Services?

Response options	Number of responses
1 star	0
2 stars	1
3 stars	14
4 stars	54
5 stars	119

Average star rating = 4.55 stars