



VENTURA COLLEGE
Office of Student Learning

SPRING 2009

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SURVEY OF LIBRARY USE

BY

VENTURA COLLEGE STUDENTS

Presented to

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Professor of English and Speech

Chair of The Library Committee

♦ ♦ ♦

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■ **BACKGROUND**

The **Spring 2009 – Survey of Library Use by VC Students** was conducted in **March** and **April 2009**. Ventura College teaching faculty, who desired to participate in the survey process, administered surveys to the students in one or more of the classes that they are teaching. The **survey instrument** is a one-page form consisting of **19** items – **four** of which are demographic descriptors. This survey was designed in spring 2007 and it is based on a survey created by the VCCCD Office of Institutional Research. At the request of Simon Waltzer, an additional question (i.e., Are there enough books and magazines to support your current research needs?) was incorporated into the current survey. A sample survey is attached.

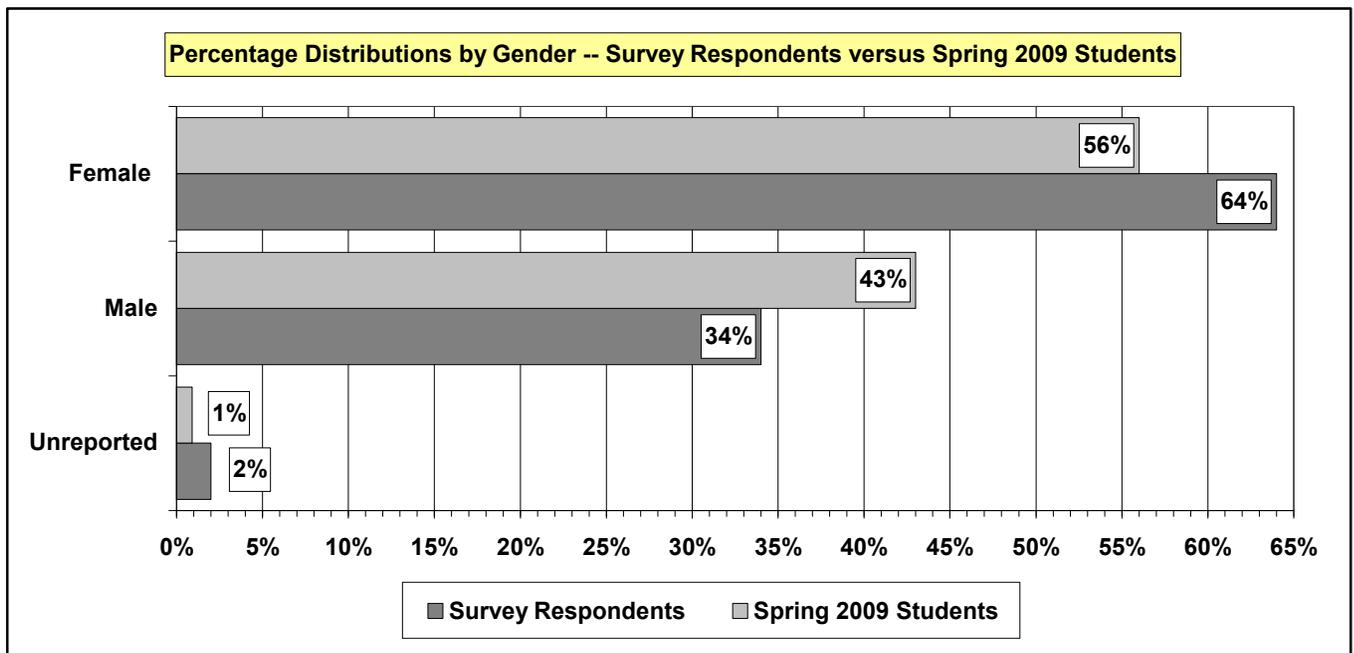
■ **SURVEY RESPONDENTS**

The survey was completed by **840** Ventura College students, which is **5.7%** of the **14,841** students that are enrolled in the spring 2009 semester (at the 18-week census, February 2, 2009). Although the sample size exceeds that which would be required for statistically significant results (at a 95% confidence level), the sample is not representative of all spring 2009 students, and therefore the results of the survey cannot be generalized over the entire student body.

The last **four** survey questions (14 – 17) ask students to provide some demographic information about themselves. In the sections below, percentage response distributions to these questions are compared to the related percentage distributions of all spring 2009 VC students.

• **Gender**

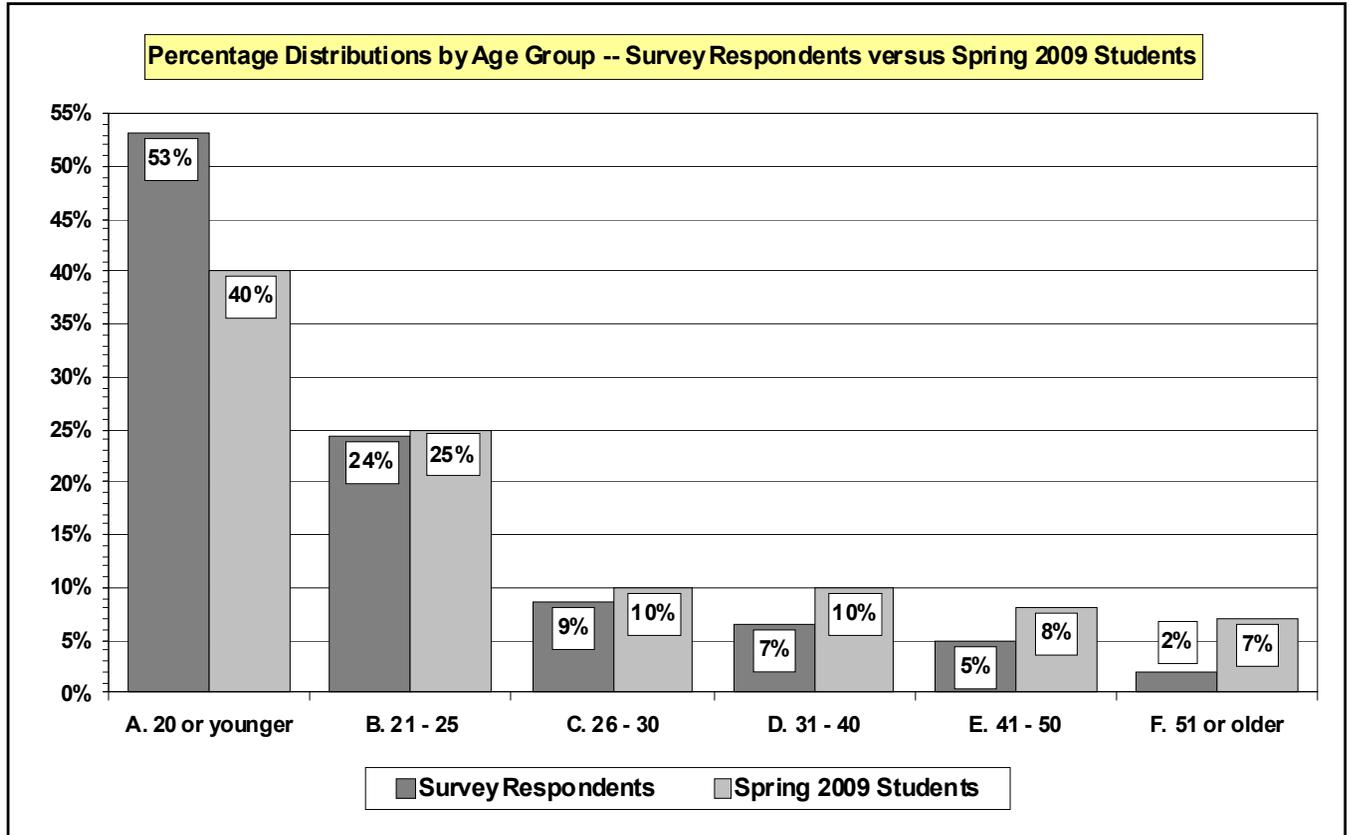
Question 17 asks students to indicate their gender. Of the **840** survey respondents, **64%**, or **538**, are **females**, while **34%**, or **281**, are **males**, and **2%** (**21**) did not indicate their gender. The percentage of females in the survey group is about **eight** percentage points **higher** than their proportion of all spring 2009 students; conversely, the percentage of males in the survey group are about **nine** percentage points **lower** than their proportional representation in the entire spring 2009 student population.



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• **Age Group**

Question 16 asks students to indicate the age group which applies to them. The percentage distribution of respondents does not approximate the distribution of spring 2009 students. Survey respondents present a much younger distribution than do spring 2009 students – i.e., **53%** of survey respondents are “20 years of age or younger” compared to **40%** of spring 2009 students. In all of the other age groups, the percentages of spring 2009 students **exceed** those of survey respondents.



The data table below provides the numbers and percentages of respondents by age group, and the number of respondents by gender in each age group.

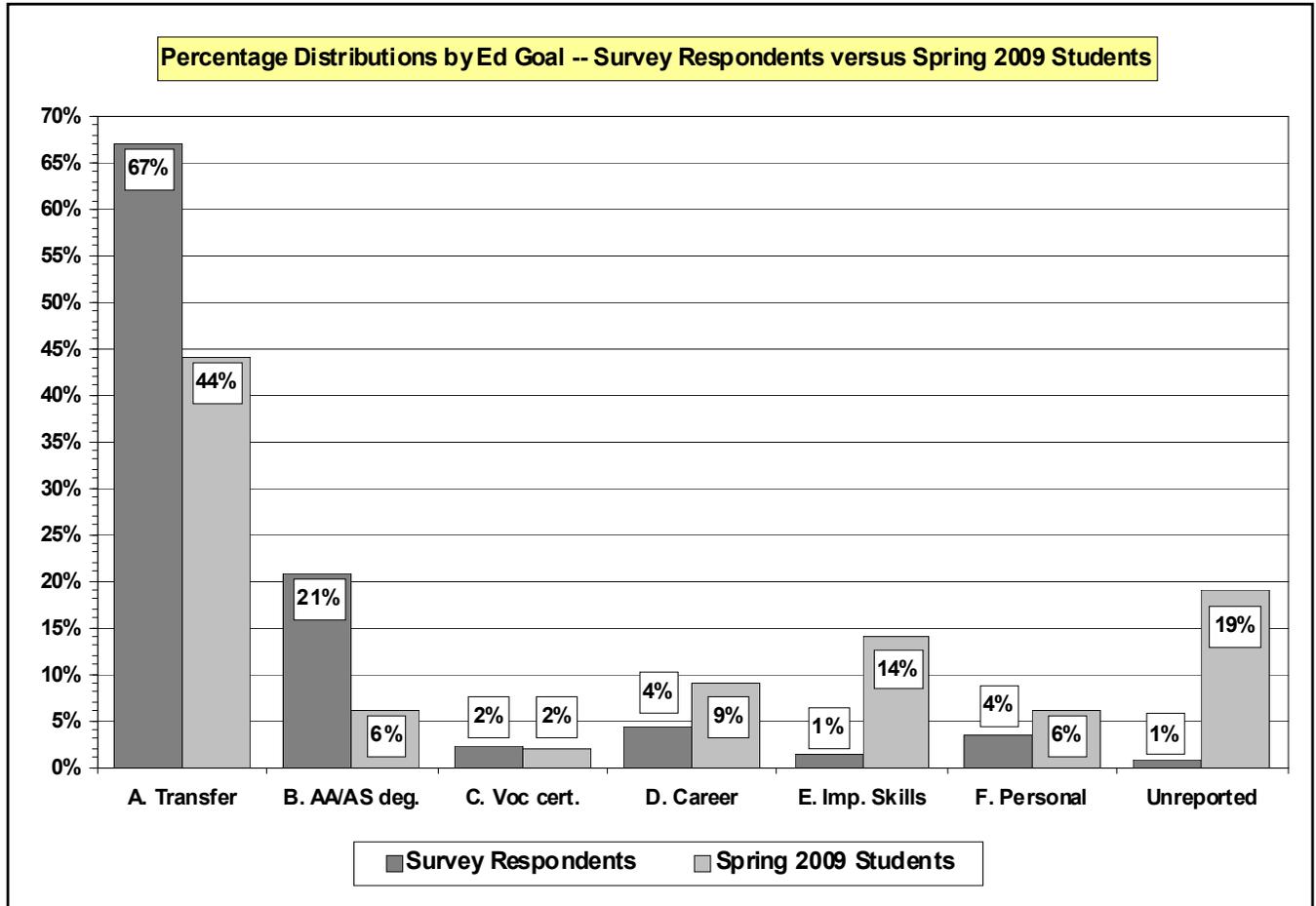
Survey Respondents by Age Group and Gender

Age Groups	Total Respondents		Respondents by Gender		
	Number	Percent	Female	Male	Not Known
A. 20 years of age or younger	446	53.1%	262	179	5
B. 21 – 25 years of age	204	24.3%	132	65	7
C. 26 – 30 years of age	72	8.6%	49	23	-0
D. 31 – 40 years of age	55	6.5%	43	9	3
E. 41 – 50 years of age	40	4.8%	36	2	2
F. 51 years of age or older	18	2.1%	15	3	-0
No response	5	0.6%	1	-0	4
Totals	840	100.0%	538	281	21
Percentages by Gender			64.0%	33.5%	2.5%

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• **Educational Goal**

Question 15 requests students to mark their educational goal. The majority of survey respondents (67%) indicated *transfer* as their goal, and another 21% marked *AA/AS degree*. Close to 90% of survey respondents are *transfer* or *degree* students compared to 50% of spring 2009 students.



The table below provides data related the numbers and percentages of respondents by educational goal.

Survey Respondents by Educational Goal and Gender

Educational Goals	Total Respondents		Respondents by Gender		
	Number	Percent	Female	Male	Not Known
A. Transfer with or without an AA/AS degree	563	67.0%	343	213	7
B. Earn an AA/AS degree	175	20.8%	125	43	7
C. Earn a vocational certificate	19	2.3%	17	2	-0
D. Prep for new career/ advance in career	37	4.4%	25	10	2
E. improve skills in English, reading, or math	10	1.2%	7	3	-0
F. Personal enrichment	29	3.5%	20	8	1
Unreported / Undecided	7	0.8%	1	2	4
Totals	840	100.0%	538	281	21

Percentages by Gender	64.0%	33.5%	2.5%
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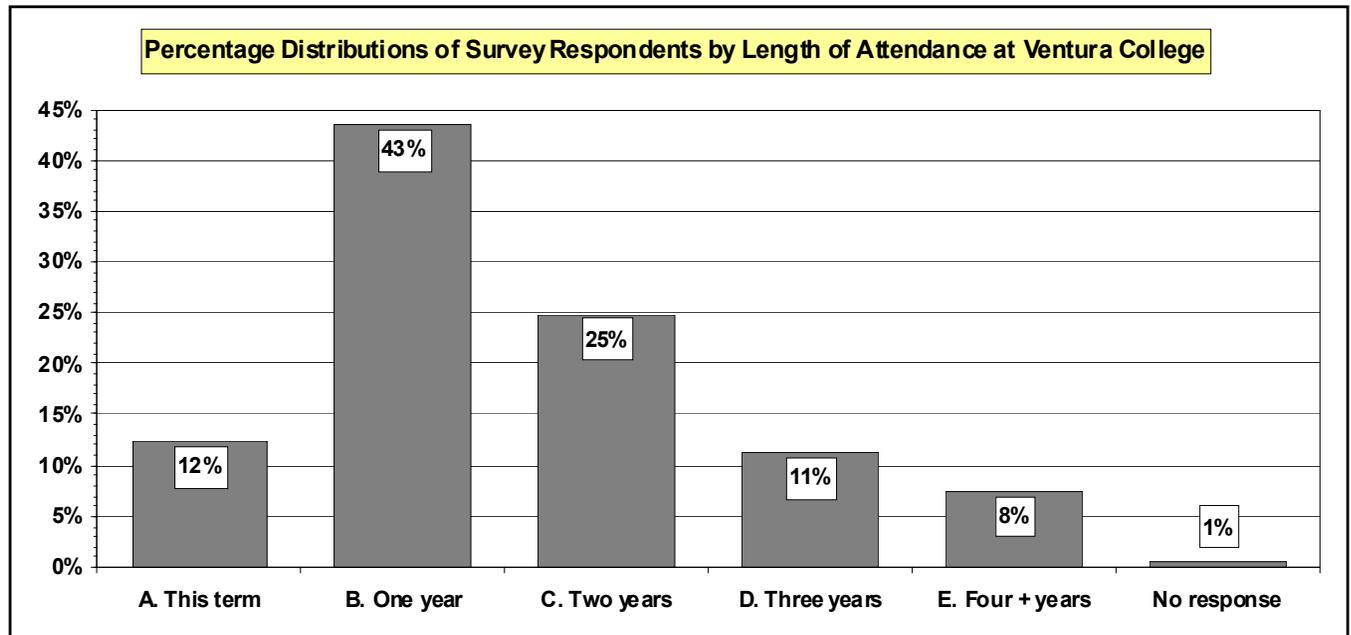
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• Length of Attendance at Ventura College

Question 14 asks students to indicate how long they have been attending Ventura College. The majority of respondents (**43%**) have been attending VC for **one** year.

The percentage of **all** spring 2009 students who are “first-time” or “first-time transfer” is **10%** compared to **12%** of survey respondents who indicated that spring 2009 is their **first term** at VC.

The chart below depicts the percentage distribution of survey respondents according to how long they have been attending the college.



The data table below provides the numbers and percentages of respondents by length of attendance at VC, and the number of respondents by gender in each length-of-attendance group.

Survey Respondents by Length of Attendance at VC and Gender

Length of Attendance at VC	Total Respondents		Respondents by Gender		
	Number	Percent	Female	Male	Not Known
A. This semester only	103	12.3%	62	36	5
B. Two semesters / one year	365	43.4%	242	121	2
C. Two years	209	24.9%	122	80	7
D. Three years	95	11.3%	67	25	3
E. Four or more years	63	7.5%	43	18	2
No response	5	0.6%	2	1	2
Totals	840	100.0%	538	281	21
Percentages by Gender			64.0%	33.5%	2.5%

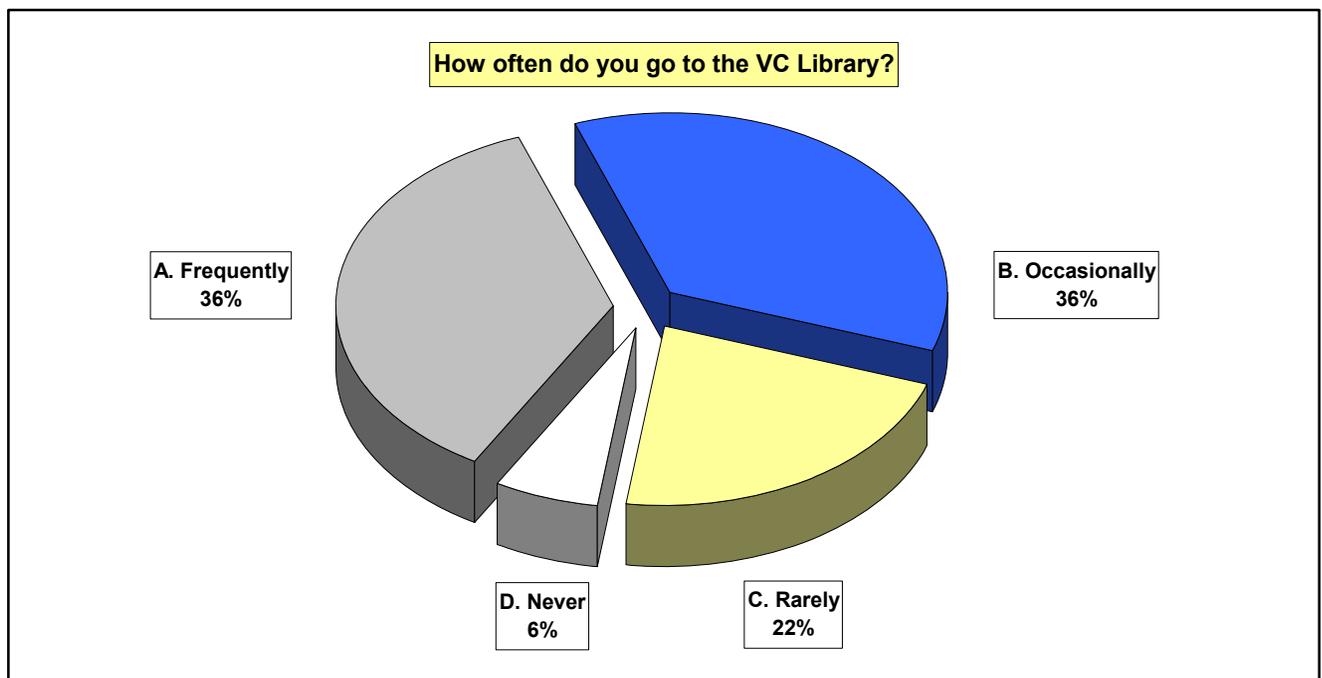
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■ **SURVEY RESULTS**

In this section, responses to **Questions 1 – 13** are presented in graphic formats with accompanying data tables. The charts provide visual depictions of the percentage distributions of responses to each of the questions. Data tables indicate the number and percentage of responses by response category for each question. Additionally, the numbers of respondents by gender (per response category) are displayed in the right-hand portion of the data tables.

• **Question 1**

How often do you go to the VC Library?



Of the **840** students that responded to the survey, **607 (72%)** reported that they go to the Library on a **frequent** or **occasional** basis; **183** respondents (**22%**) indicated that they **rarely** visit the Library, and the remaining **50 (6%)** asserted that they **never** go to the Library.

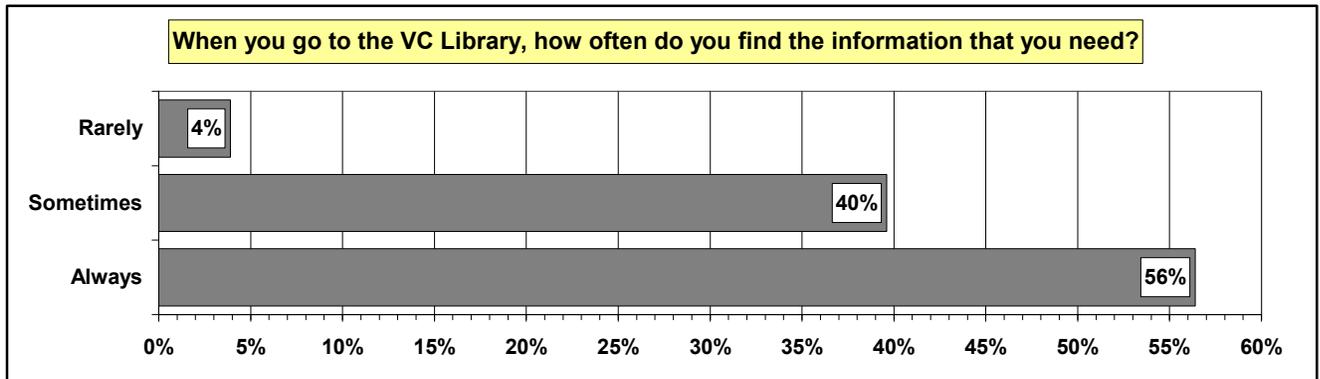
Question 1. Distribution of Survey Respondents

Frequency of visits to the Library	Total Respondents		Respondents by Gender		
	Number	Percent	Female	Male	Not Known
A. Frequently	299	35.6%	167	122	10
B. Occasionally	308	36.6%	209	93	6
C. Rarely	183	21.8%	131	48	4
D. Never	50	6.0%	31	18	1
Totals	840	100.0%	538	281	21

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• **Question 2**

When you go to the VC Library, how often do you find the information that you need?



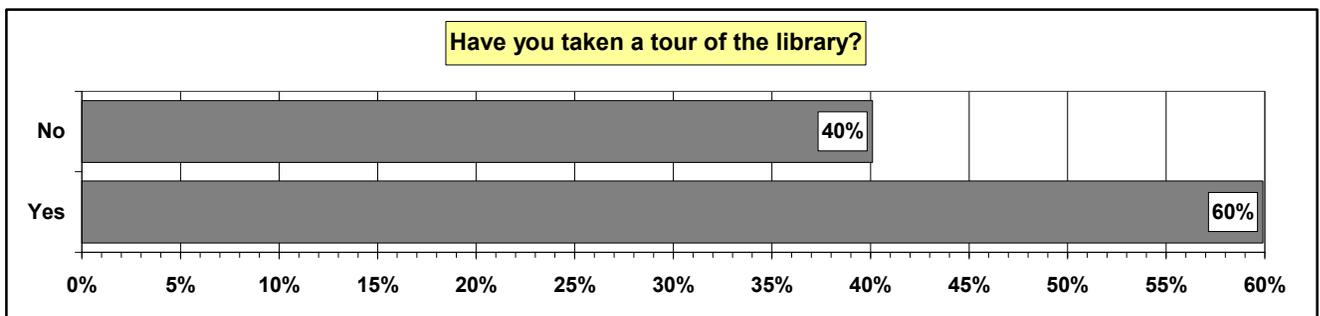
Of the **840** students responding to the survey, **459 (55%)** reported that they **always** find the information that they need, and **322 (38%)** indicated that they **sometimes** find what they need.

Question 2. Distribution of Survey Respondents

Frequency of finding the information that is needed	Respondents		Relevant Responses	
	Number	Percent	Number	Percent
A. Always	459	54.7%	459	56.5%
B. Sometimes	322	38.3%	322	39.6%
C. Rarely	32	3.8%	32	3.9%
No response (N/R)	27	3.2%	----	----
Totals	840	100.0%	813	100.0%

• **Question 3**

Have you taken a tour of the library?



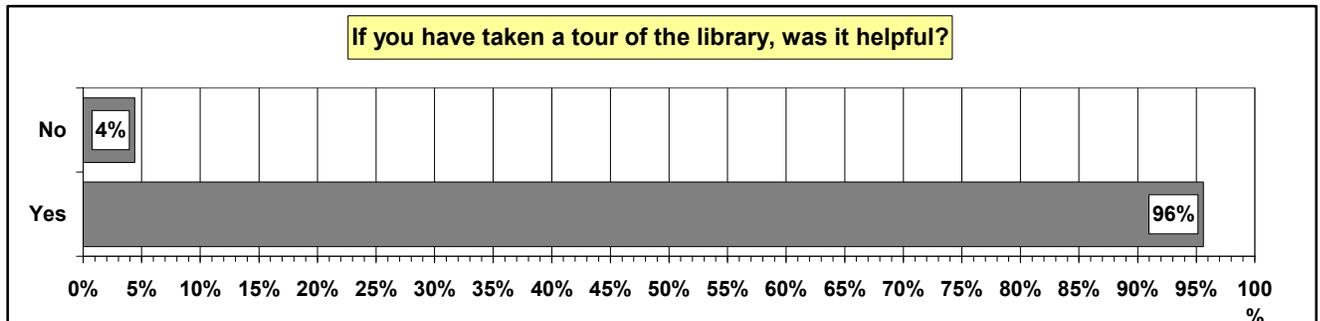
Question 3. Distribution of Survey Respondents

Taken a tour of the library	Total Respondents		Relevant Responses	
	Number	Percent	Number	Percent
A. Yes	503	59.9%	503	59.9%
B. No	337	40.1%	337	40.1%
Totals	840	100.0%	840	100.0%

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• **Question 4**

If you have taken a tour of the library, was it helpful?



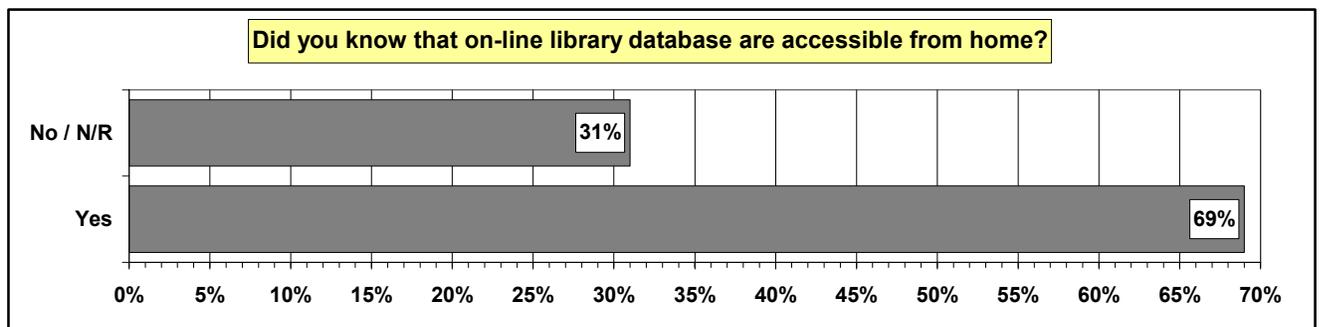
Of the **840** students that responded to the survey, **503 (60%)** reported that they had taken a tour of the library. Therefore, the total number of respondents to this question is **503**, relevant responses are **496**.

Question 4. Distribution of Survey Respondents

Was the library tour helpful	Respondents		Relevant Responses	
	Number	Percent	Number	Percent
A. Yes	474	94.2%	474	95.6%
B. No	22	4.4%	22	4.4%
No response (N/R)	7	1.4%	----	----
Totals	503	100.0%	496	100.0%

• **Question 5**

Did you know that on-line library databases are accessible from home?



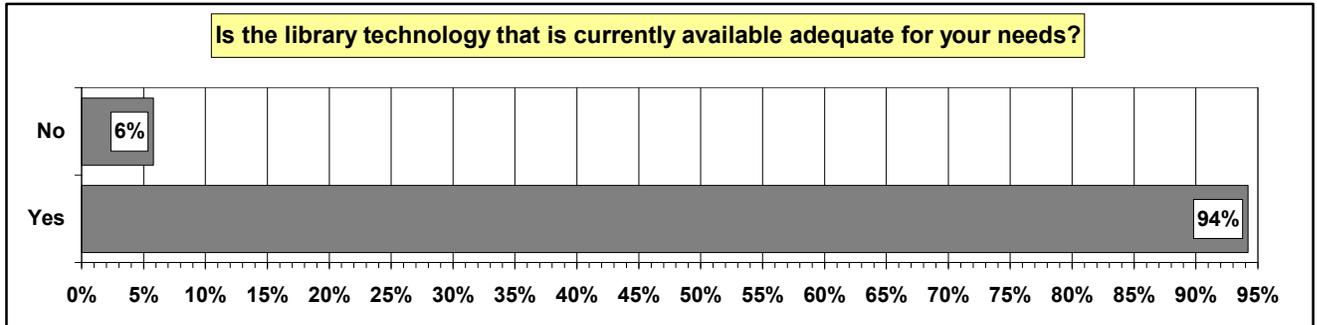
Question 5. Distribution of Survey Respondents

Know that on-line databases are available at home	Total Respondents		Relevant Responses	
	Number	Percent	Number	Percent
A. Yes	581	69.2%	581	69.4%
B. No	256	30.5%	256	30.6%
No response (N/R)	3	0.3%	----	----
Totals	840	100.0%	837	100.0%

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• **Question 6**

Is the library technology that is currently available adequate for your needs?

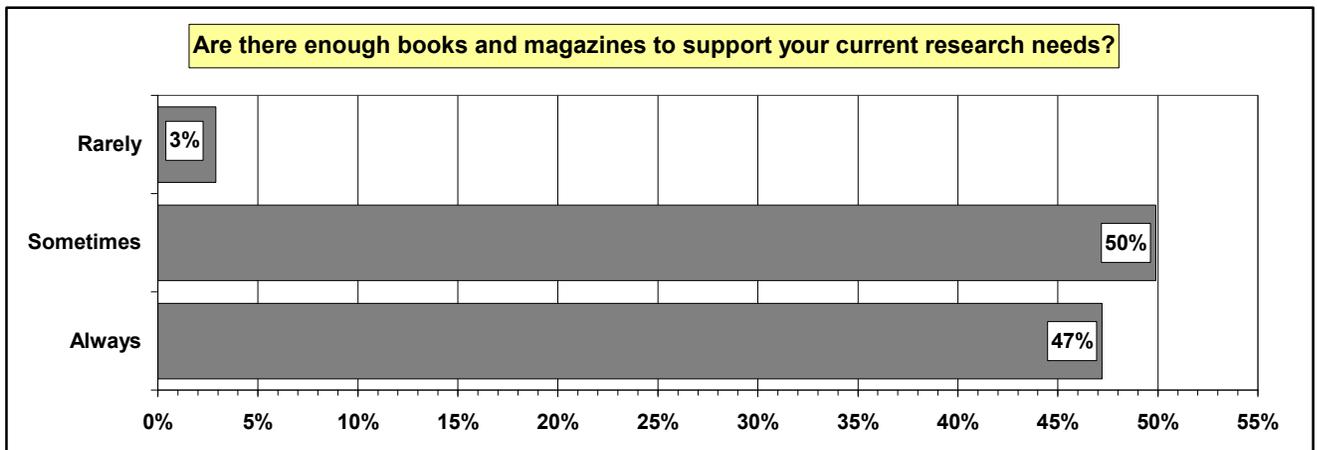


Question 6. Distribution of Survey Respondents

Current library technology adequate for needs	Total Respondents		Relevant Responses	
	Number	Percent	Number	Percent
A. Yes	762	90.7%	762	94.2%
B. No	47	5.6%	47	5.8%
No response (N/R)	31	3.7%	----	----
Totals	840	100.0%	809	100.0%

• **Question 7**

Are there enough books and magazines to support your current research needs?



Question 7. Distribution of Survey Respondents

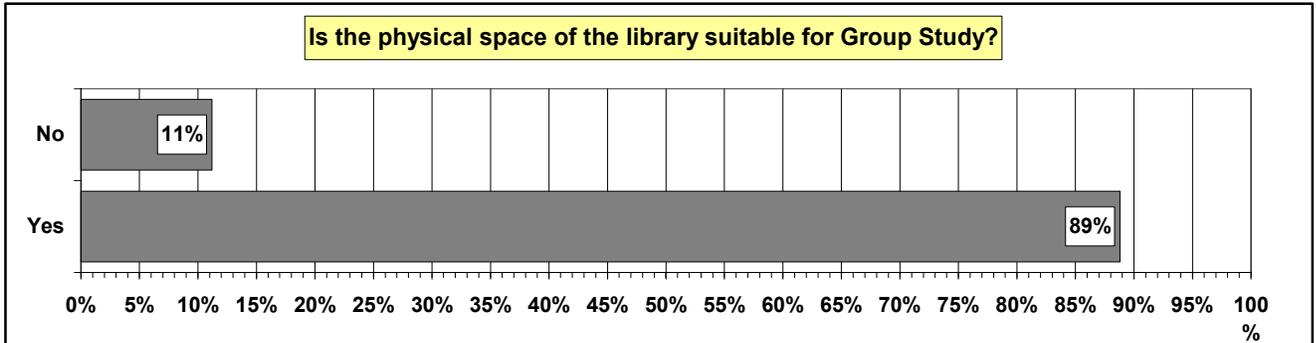
Enough books and magazines to support current research needs	Total Respondents		Relevant Responses	
	Number	Percent	Number	Percent
A. Always	307	36.5%	307	47.2%
B. Sometimes	324	38.6%	324	49.9%
C. Rarely	19	2.3%	19	2.9%
D. Don't know / No opinion	184	21.9%	----	----
No response (N/R)	6	0.7%	----	----
Totals	840	100.0%	650	100.0%

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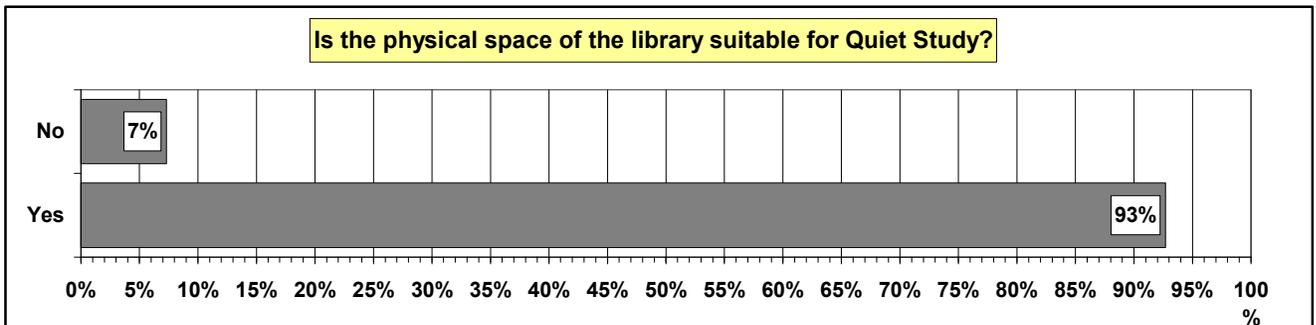
• **Question 8**

Is the physical space of the library suitable for each of the following activities?

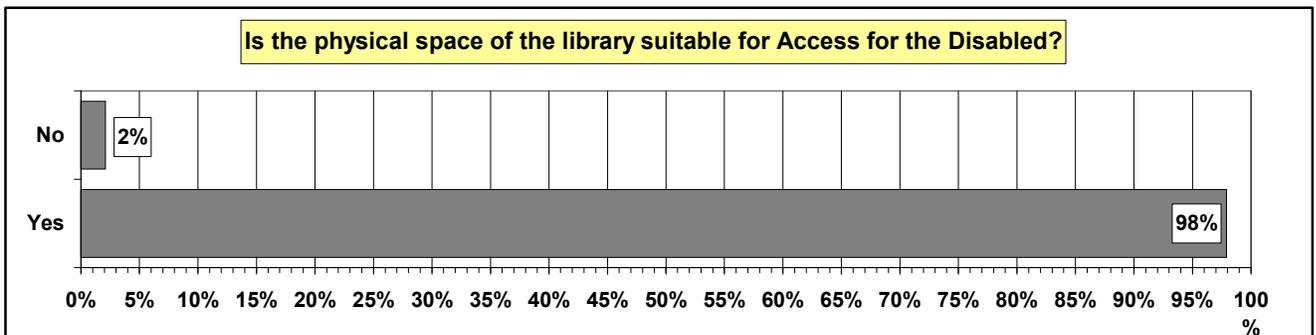
a. Group Study



b. Quiet Study



c. Access for the Disabled



Question 8. Distribution of Survey Respondents

Physical space suitable for various activities	a. Group Study		b. Quiet Study		c. Access for the Disabled	
	Number	Percent	Number	Percent	Number	Percent
A. Yes	641	76.3%	708	84.3%	377	44.9%
B. No	81	9.7%	56	6.7%	8	1.0%
C. Don't know / No opinion	116	13.8%	68	8.1%	446	53.1%
No response (N/R)	2	0.2%	8	0.9%	9	1.0%
Totals	840	100.0%	840	100.0%	840	100.0%

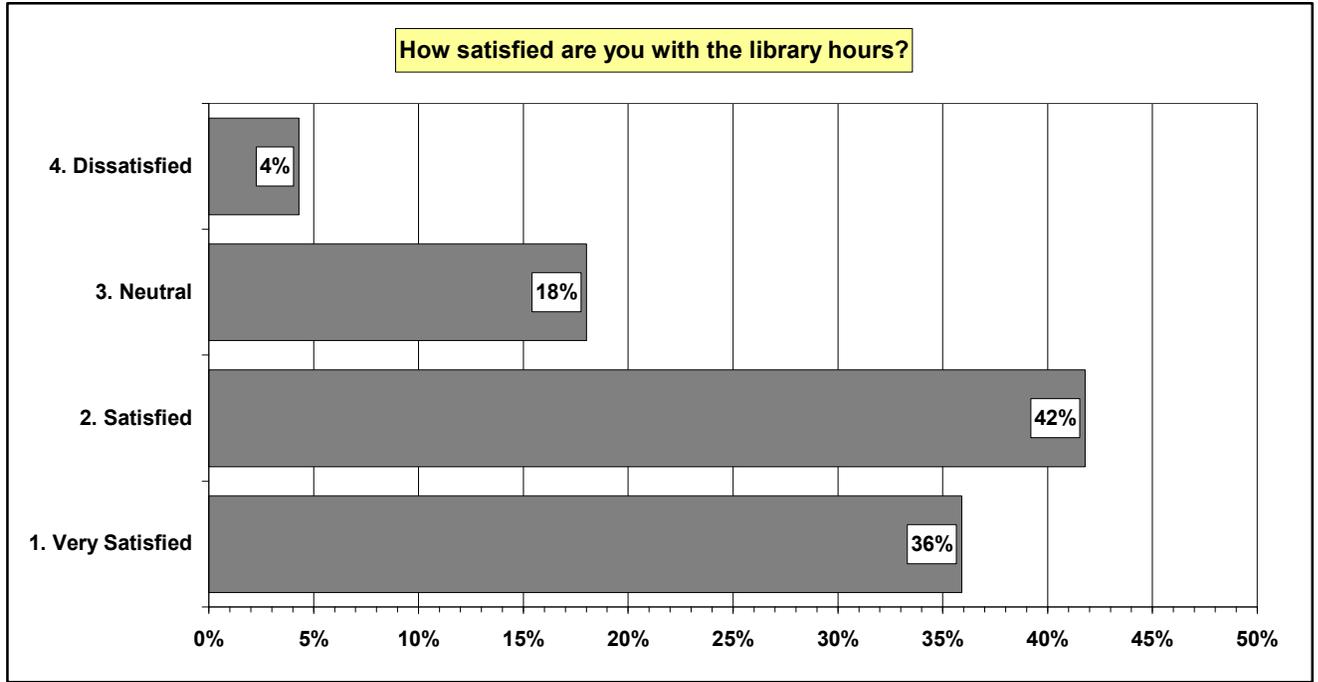
Relevant Responses

A. Yes	641	88.8%	708	92.7%	377	97.9%
B. No	81	11.2%	56	7.3%	8	2.1%
Totals	722	100.0%	764	100.0%	385	100.0%

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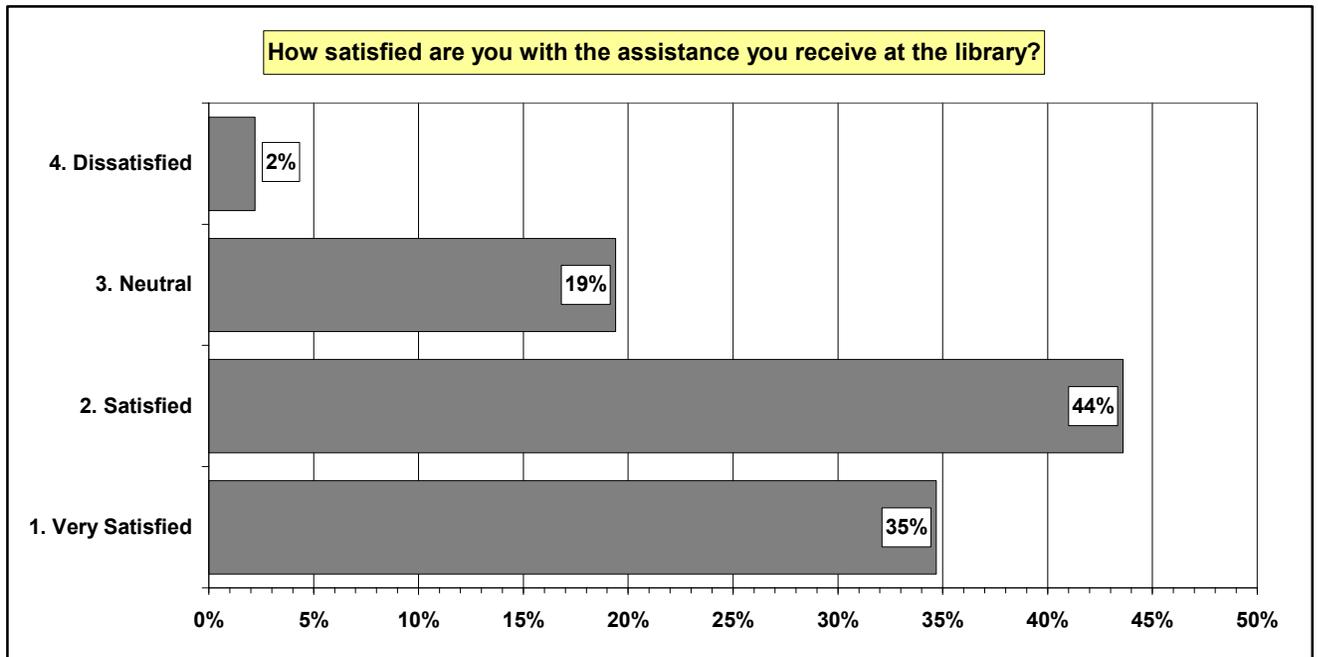
• **Question 9**

How satisfied are you with the library hours?



• **Question 10**

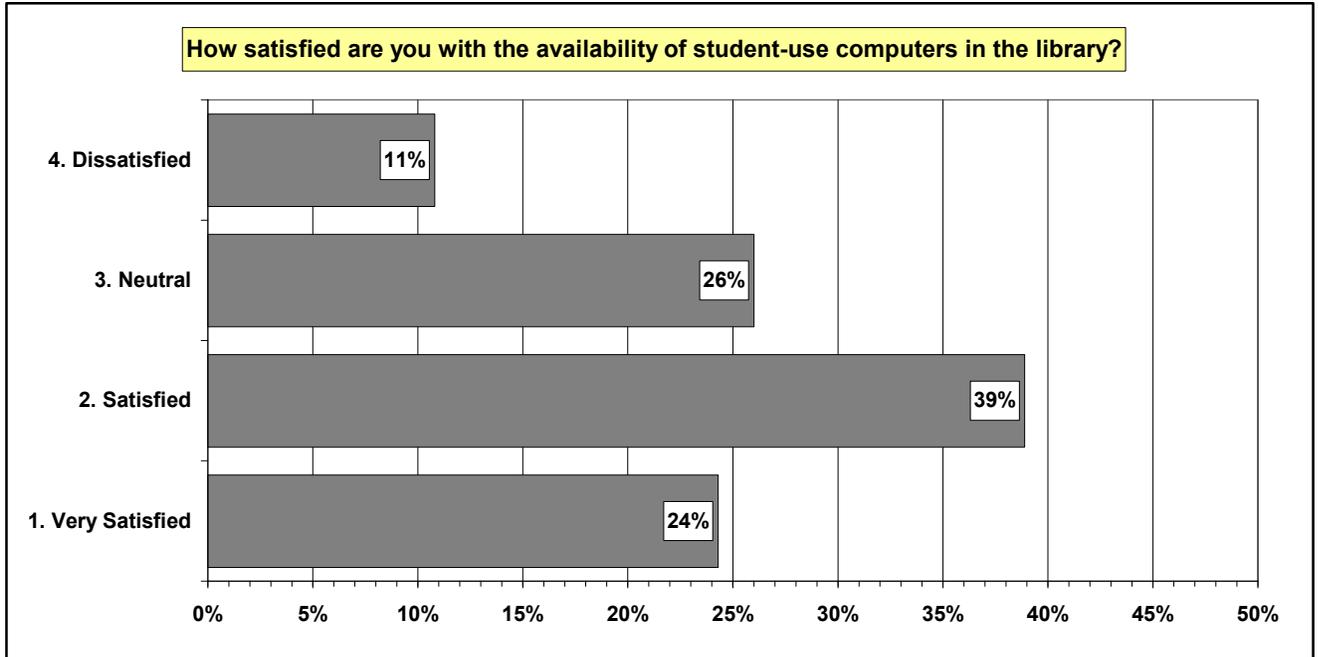
How satisfied are you with the assistance you receive at the library?



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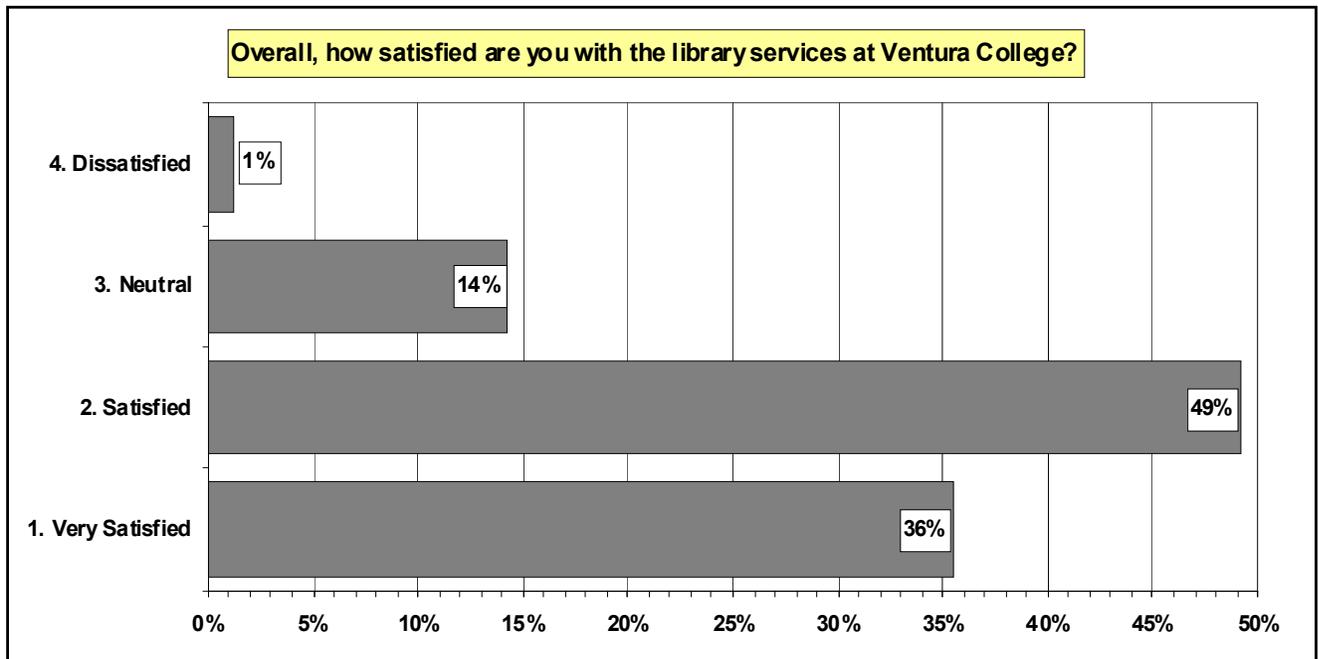
• **Question 11**

How satisfied are you with the availability of student-use computers in the library?



• **Question 12**

Overall, how satisfied are you with the library services at Ventura College?



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• Data Tables for Questions 9 – 12

Question 9. Distribution of Survey Respondents

Level of Satisfaction	Total Respondents		Relevant Responses	
	Number	Percent	Number	Percent
1. Very Satisfied	271	32.3%	271	35.9%
2. Satisfied	315	37.5%	315	41.8%
3. Neutral	136	16.2%	136	18.0%
4. Dissatisfied	32	3.8%	32	4.3%
5. Can't rate / No experience	74	8.8%	----	----
No response (N/R)	12	1.4%	----	----
Totals	840	100.0%	754	100.0%

Question 10. Distribution of Survey Respondents

Level of Satisfaction	Total Respondents		Relevant Responses	
	Number	Percent	Number	Percent
1. Very Satisfied	257	30.6%	257	34.7%
2. Satisfied	323	38.5%	323	43.6%
3. Neutral	145	17.2%	145	19.5%
4. Dissatisfied	16	1.9%	16	2.2%
5. Can't rate / No experience	84	10.0%	----	----
No response (N/R)	15	1.8%	----	----
Totals	840	100.0%	741	100.0%

Question 11. Distribution of Survey Respondents

Level of Satisfaction	Total Respondents		Relevant Responses	
	Number	Percent	Number	Percent
1. Very Satisfied	178	21.2%	178	24.3%
2. Satisfied	285	33.9%	285	38.9%
3. Neutral	191	22.7%	191	26.0%
4. Dissatisfied	79	9.4%	79	10.8%
5. Can't rate / No experience	92	11.0%	----	----
No response (N/R)	15	1.8%	----	----
Totals	840	100.0%	733	100.0%

Question 12. Distribution of Survey Respondents

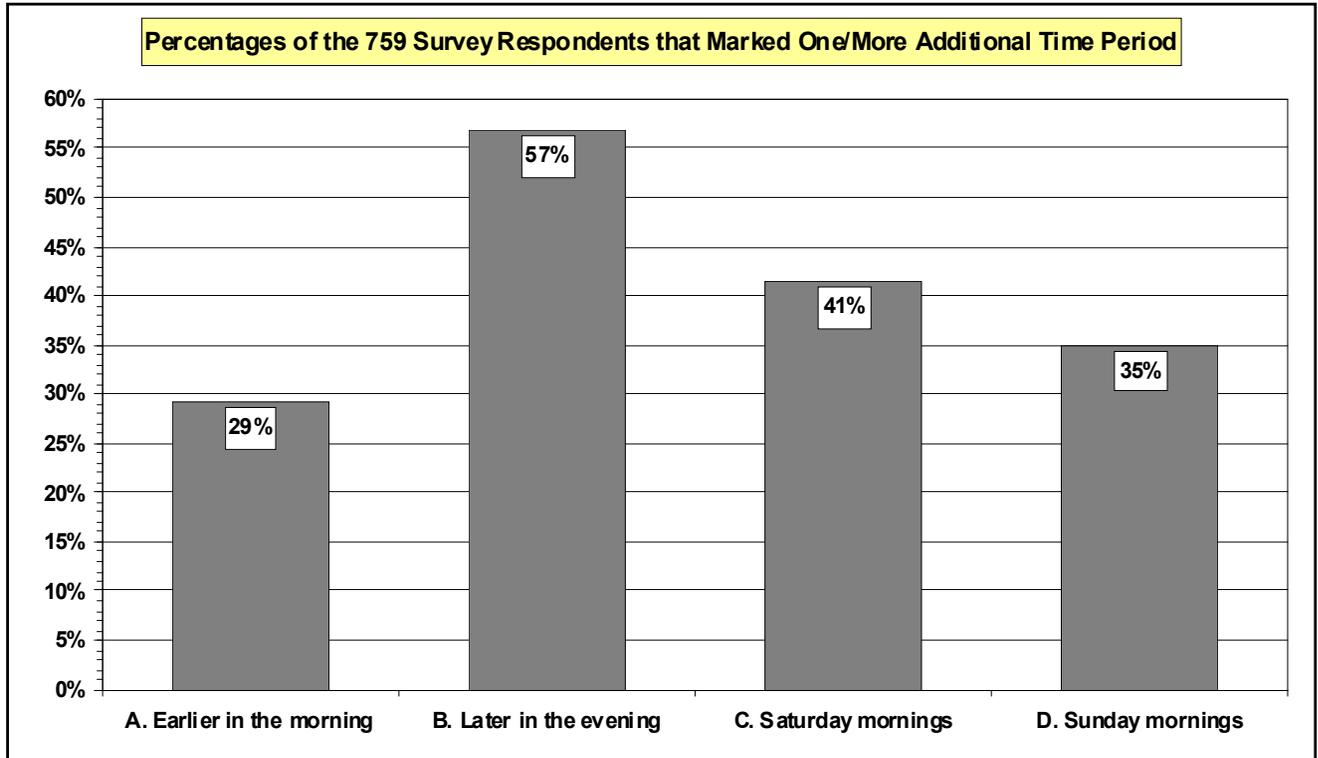
Level of Satisfaction	Total Respondents		Relevant Responses	
	Number	Percent	Number	Percent
1. Very Satisfied	273	32.5%	273	35.3%
2. Satisfied	381	45.3%	381	49.2%
3. Neutral	111	13.2%	111	14.3%
4. Dissatisfied	9	1.1%	9	1.2%
5. Can't rate / No experience	50	6.0%	----	----
No response (N/R)	16	1.9%	----	----
Totals	840	100.0%	774	100.0%

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• **Question 13**

If you had a choice, at what additional times would you like to see the library open?

(Mark all that apply)



Respondents were asked to mark all of the additional times that they would like to see the library open. Of the **840** total respondents, **759 (90%)** marked *at least* one of the additional times. Data in the **Percent** column in the table below indicate the percentages of the **759** respondents that chose each of the time periods. Since some respondents chose more than one time period, the sum of the percentages exceed 100%.

Question 13. Distribution of Survey Respondents

Additional times that you would like to see the Library open (Mark all that apply)	Respondents		Percentage Calculations
	Number	Percent	
A. Earlier in the morning	222	29.2%	$(222 \div 759) \times 100$
B. Later in the evening	431	56.8%	$(431 \div 759) \times 100$
C. Saturday mornings	314	41.4%	$(314 \div 759) \times 100$
D. Sunday evenings	266	35.0%	$(266 \div 759) \times 100$

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■ COMMENTS OR SUGGESTIONS

Survey respondents were asked to “please write any comments or suggestions on the other side of the survey.” Comments or suggestions were written by **56** survey respondents (**6.7%** of all respondents) and these comments/ suggestions are reproduced in the table below (pages **14** and **15**).

Comments or Suggestions

Ref.	Comments or Suggestions
793	Free printing copies and in color!
794	Printing is a hassle. There should be easier ways to print & make copies. There should be fax machines.
795	I suggest that you cut the time limit of computer use by students. It's frustrating when you desperately need to use the computer for whatever purpose and all of the computers are being used by people who are just casually surfing the web.
796	You should close later in the evening.
797	When I study in the studying area where the windows of the LRC are facing, there is always someone talking and I can't focus. So I suggest students could study in study rooms with reservations.
798	There is some or other noise in the reading section of the library. Some people listen to music which diverts concentration. There are some or other people busy talking in the library.
799	Nice clean environment. Quiet and credible. Thank you much!
800	If you have classes starting at 7:30 am, you should open all offices and the bookstore at 7:00 am.
801	When on the internet, sometimes I get kicked off-line. Frustrating when working on an assignment.
802	Less computers just for classes in the BEACH.
803	Everyone should have a time limit on the computers because there's some people who are on to play games when someone needs them for work.
804	I can use opposing view points from home. I could not have access to Proquest. I needed a password.
805	You are doing a great job. We just need more computers.
806	I couldn't afford to buy my class book so I decided to use the one at the library. The library didn't have it. I failed my exam for that.
807	The research programs were the best part of the tour. Very useful.
808	Find a way to delete video games in the LRC BEACH; it is already done for myspace.com & chat rooms.
809	They need more open use computers in the LRC. Most of them are designated for classes to use.
810	I'd like to have more entertaining books for check out. Check out for 4 weeks.
811	Could have more books to check out for the semester but, other than that, very happy!
812	The only books I feel the library is lacking is more animal science books, pre-veterinary medicine.
813	The internet databases for the library are a bit confusing.
814	The library is beautiful. It is a very student friendly place to study. A peaceful place to relax if need be.
815	Ethernet access points do not work. Wireless needs a different username/password every week, which is not helpful. Should be a single code for every student.
816	Good if close later than 9:00 pm weekdays, or if open earlier than 7:30 am.
817	I think the library is extremely helpful especially the computer lab. The copiers are a bit expensive at 10 cents per page.
818	I don't use the library a lot, so I can't really answer all the questions honestly.
819	I think it would be nice if there was WiFi on the whole campus. It's the tech age.
821	The LRC needs more enforcement on the group study rooms. Many times I have a group that needs to study and most of the group rooms have only one person in the room.
822	Need later hours for finals!

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Comments or Suggestions (Continued)

Ref.	Comments or Suggestions
823	Regulate more on noise levels. There aren't really that many group study areas. Have more of the books teachers assign (for classes) available for the students.
824	It really bothers me that many people are not quiet in the LRC's reading area. Not to mention, many couples are making out. In addition, there have been a few instances where a mentally handicapped individual has been quite disruptive.
825	More computers open for students to use in the BEACH!
826	More copy machines – maybe more up to date.
827	You need to enforce no cell phones. Every time that I'm in the library some rude idiot is yapping away on the phone or blasting their I-pod so loud I can hear their headphones from 50 feet away.
828	Thanks!
829	They gave our class a nice tour this semester.
830	Ventura College has the best library in the county. I would like for it to be open on Saturdays earlier and closed later. If possible, also open on Sundays.
831	Please allow coffee, nursing students are tired! Thank you.
832	The printers need to be updated.
833	More copy machines with good toner.
834	It would be nice if the library was open later and on weekends for quiet study.
835	The VC library is awesome. Great infrastructure and resources. Better than most universities!
836	Being an early childhood education teacher, I'd like to see the childrens section of the library include a larger selection of books. It would be too expensive to purchase all the books read to my students every week; fortunately, I am able to access the county libraries, however, it would be convenient to have available a larger catalog of childrens books on campus. Thank you!
837	Enforce "quiet" in study areas ... particularly regarding cell phone use.
838	Please offer more online or TV classes.
841	Need to enforce quiet areas.
842	More open pods in the LRC.
843	Would like earlier hours during the week. More open pods in LRC.
844	Clearer explanation of web/computer resources, please.
845	I had to do this survey before a test and was angry. I think it's a dumb idea!
846	I think it would be more helpful to have more computers for student use instead of restricting so many for language labs / labs in general. I think printing should also be cheaper.
847	Printing from computers should be free – included in tuition.
848	I think the library should be open on Sundays, especially during finals week.
849	You should consider the ethics of your funding distribution. Do OC and Moorpark have equal shares?
850	We need more women's politics / women's movements magazines. We need more study rooms. We need later hours maybe until 10:00 or 11:00 pm.
851	I think that someone should answer the phone more in the upstairs portion of the library. I've called several times and no one has answered.

Greetings – We hope that you are enjoying the new Library and Learning Resource Center (LRC). To help us better assess and improve the services provided to students, we are asking you to take a few minutes to complete this short survey. Your opinions and comments are important to us. Thank you for participating in this survey.

For Questions 1 – 8.c and Questions 13 – 17:

Please mark **your** choice with a check mark (✓).

1. How often do you go to the VC Library?
 A. Frequently
 B. Occasionally
 C. Rarely
 D. Never

2. When you go to the VC Library, how often do you find the information that you need?
 A. Always
 B. Sometimes
 C. Rarely

3. Have you taken a tour of the library?
 A. Yes
 B. No

4. If you have taken a tour of the library, was it helpful?
 A. Yes
 B. No

5. Did you know that on-line library databases are accessible from home?
 A. Yes
 B. No

6. Is the library technology that is currently available adequate for your needs?
 A. Yes
 B. No

7. Are there enough books and magazines to support your current research needs?
 A. Always
 B. Sometimes
 C. Rarely
 D. Don't know / No opinion

8. Is the physical space of the library suitable for each of the following activities?
 - a. Group study
 A. Yes
 B. No
 C. Don't know
 - b. Quiet study
 A. Yes
 B. No
 C. Don't know
 - c. Access for the disabled
 A. Yes
 B. No
 C. Don't know

For Questions 9 – 12:

Please use the following **rating scale** to indicate your satisfaction with library services or library availability.

1 = Very satisfied 2 = Satisfied 3 = Neutral 4 = Dissatisfied
 5 = Can't rate / No experience

Please write the appropriate number next to the question.

9. How satisfied are you with the library hours?

 10. How satisfied are you with the assistance you receive at the library?

 11. How satisfied are you with the availability of student-use computers in the library?

 12. Overall, how satisfied are you with the library services at Ventura College?
-
13. If you had a choice, at what additional times would you like to see the library open? (*Mark all that apply.*)
 A. Earlier in the morning
 B. Later in the evening
 C. Saturday mornings
 D. Sunday evenings

 14. How long have you been attending Ventura College?
 A. This semester only
 B. Two semesters / one year
 C. Two years
 D. Three years
 E. Four or more years

 15. What is your current goal in attending VC?
 A. Transfer to a university with or without an AA/AS degree
 B. Earn an AA/AS degree
 C. Earn a vocational certificate
 D. Prepare for a new career / advance in career
 E. Improve skills in English, reading, or math
 F. Personal enrichment

 16. What is your age:
 A. 20 years or younger
 B. 21 – 25 years of age
 C. 26 – 30 years of age
 D. 31 – 40 years of age
 E. 41 – 50 years of age
 F. 51 years of age or older

 17. What is your sex:
 A. Female
 B. Male

▶ **PLEASE WRITE ANY COMMENTS OR SUGGESTIONS ON THE OTHER SIDE OF THE SURVEY. THANK YOU!**
 -- THE LRC COMMITTEE --