
VENTURA COLLEGE

Institute for Community and Professional Development

SPRING 2007

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SURVEY OF LIBRARY USE

BY

VENTURA COLLEGE STUDENTS

Presented to

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Professor of English and Speech

Chair

Library Committee

Prepared by

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Office of Research and Evaluation

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Office of Research and Evaluation
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■ BACKGROUND

The **Survey of Library Use by VC Students** was conducted in **March 2007**. Ventura College teaching faculty, who desired to participate in the survey process, administered surveys to the students in the classes that they are teaching. The **survey instrument** is a one-page form consisting of **19** questions – **four** of which are demographic descriptors. Survey questions were adapted from the previous survey, which was conducted in spring 2006 by the VCCCD Office of Institutional Research. Both surveys have a Comments or Suggestions section; however, the previous survey also contained several other open-ended response categories. On the previous survey, if a respondent answered certain questions in the negative, the respondent was also asked to indicate (write) his/her reason for answering that way. 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.

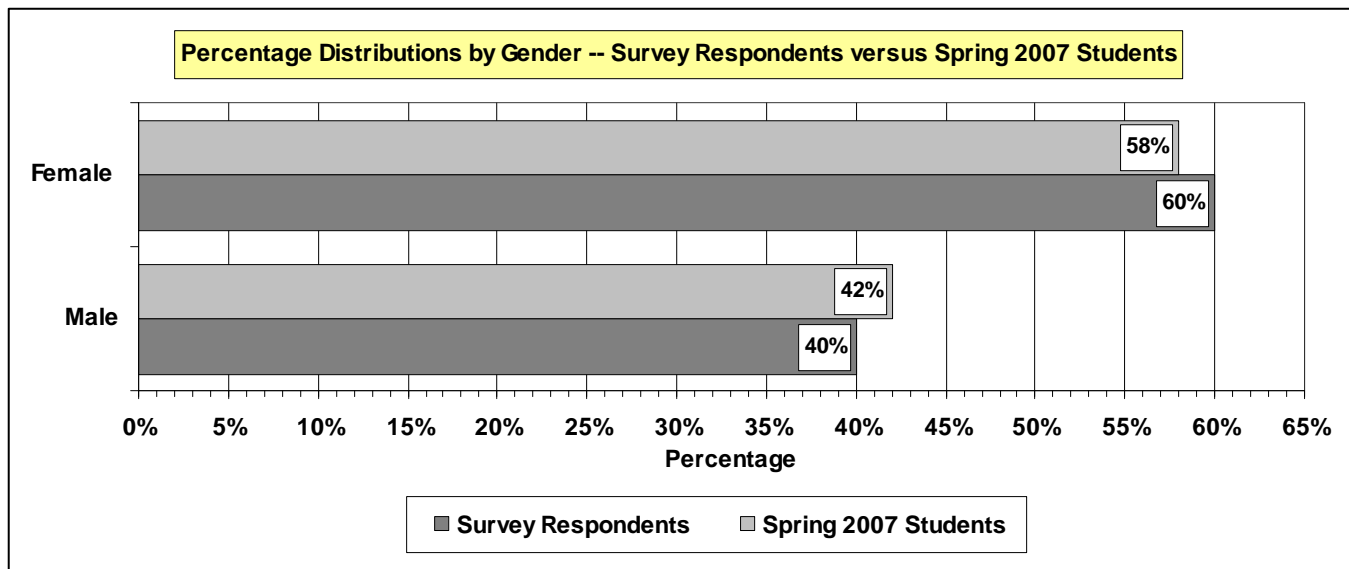
■ SURVEY RESPONDENTS

The survey was completed by **550** Ventura College students, which is **4.6%** of the **12,049** students that are enrolled in the spring 2007 semester (at the 18-week census, January 29, 2007). 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 2007 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 2007 VC students.

• Gender

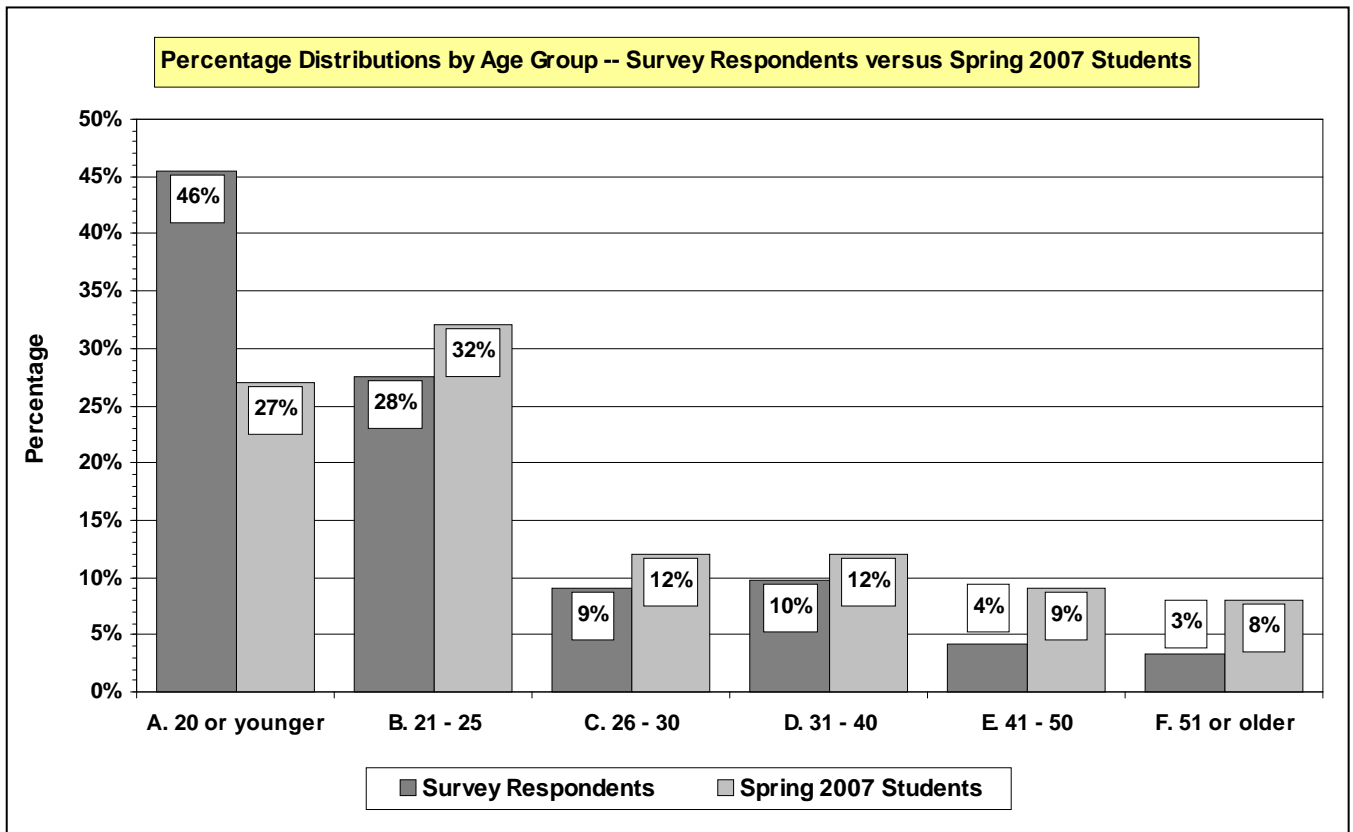
Question 17 asks students to indicate their gender. Of the 550 survey respondents, **538** answered the question: **60% (322)** are **females** and **40% (216)** are **males**. The percentage of females in the survey group is about two percentage points higher than their proportion of all spring 2007 students; conversely, the percentage of males in the survey group are about two percentage points lower than their proportional representation in the entire spring 2007 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 2007 students. Survey respondents present a much younger distribution than do spring 2007 students – e.g., **46%** of survey respondents are “20 years of age or younger” compared to **27%** of spring 2007 students. In all of the other age groups, the percentages of spring 2007 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.

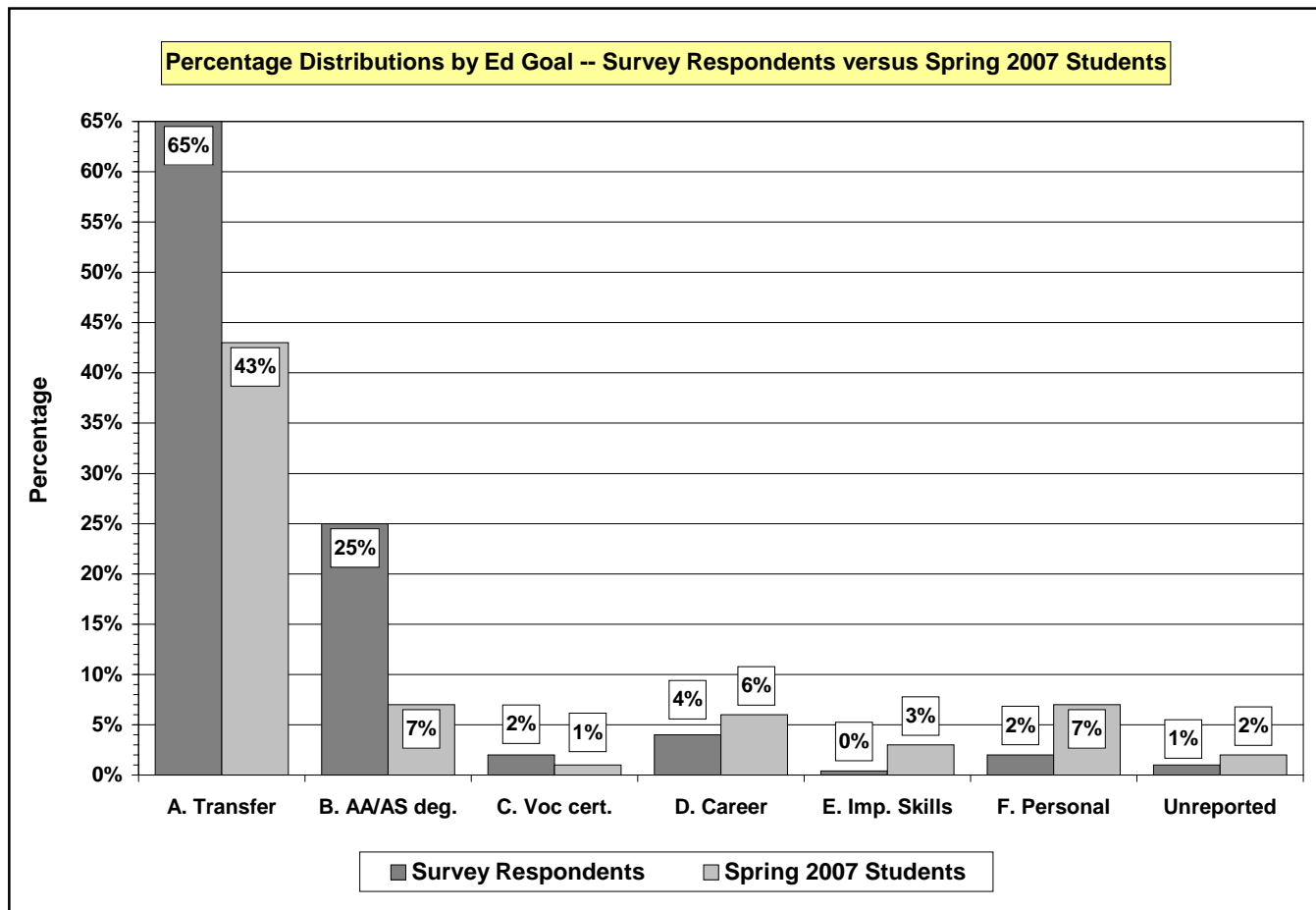
Survey Respondents by Age Group and Gender

Age Groups	Total Respondents		Respondents by Gender		
	Number	Percent	Female	Male	Not Known
A. 20 years of age or younger	250	45.5%	129	117	4
B. 21 – 25 years of age	152	27.6%	83	68	1
C. 26 – 30 years of age	50	9.1%	39	10	1
D. 31 – 40 years of age	54	9.8%	42	10	2
E. 41 – 50 years of age	23	4.2%	18	4	1
F. 51 years of age or older	18	3.3%	11	7	-0
No response	3	0.5%	-0	-0	3
Totals	550	100.0%	322	216	12
Percentages by Gender			58.5%	39.3%	2.2%

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• Educational Goal

Question 15 requests students to mark their educational goal. The majority of survey respondents (65%) indicated *transfer* as their goal, and another 25% marked *AA/AS degree*. Over 90% of survey respondents are *transfer* or *degree* students compared to 50% of spring 2007 students.



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

Survey Respondents by Educational Goal and Gender

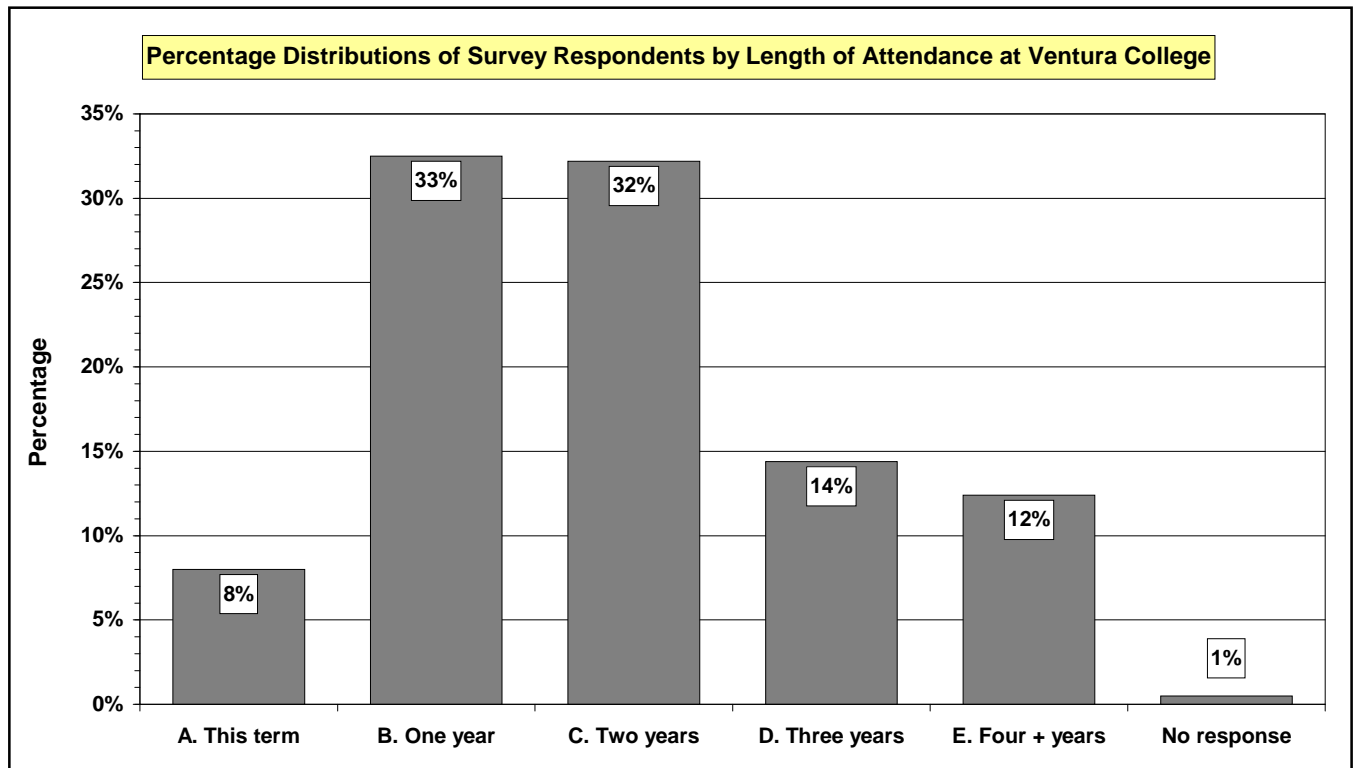
Educational Goals	Total Respondents		Respondents by Gender		
	Number	Percent	Female	Male	Not Known
A. Transfer with or without an AA/AS degree	359	65.3%	193	160	6
B. Earn an AA/AS degree	138	25.1%	89	45	4
C. Earn a vocational certificate	13	2.3%	10	3	-0
D. Prep for new career/ advance in career	22	4.0%	18	4	-0
E. improve skills in English, reading, or math	2	0.4%	1	1	-0
F. Personal enrichment	11	2.0%	9	2	-0
Unreported	5	0.9%	2	1	2
Totals	550	100.0%	322	216	12
Percentages by Gender			58.5%	39.3%	2.2%

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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 (**65%**) have been attending VC for **one** or **two** years. The percentage of spring 2007 students who are “first-time” or “first-time transfer” is **11%** compared to **8%** of survey respondents who indicated that this is their first semester 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	44	8.0%	29	15	-0
B. Two semesters / one year	179	32.5%	101	74	4
C. Two years	177	32.2%	93	81	3
D. Three years	79	14.4%	50	29	-0
E. Four or more years	68	12.4%	49	17	2
No response	3	0.5%	-0	-0	3
Totals	550	100.0%	322	216	12
Percentages by Gender			58.5%	39.3%	2.2%

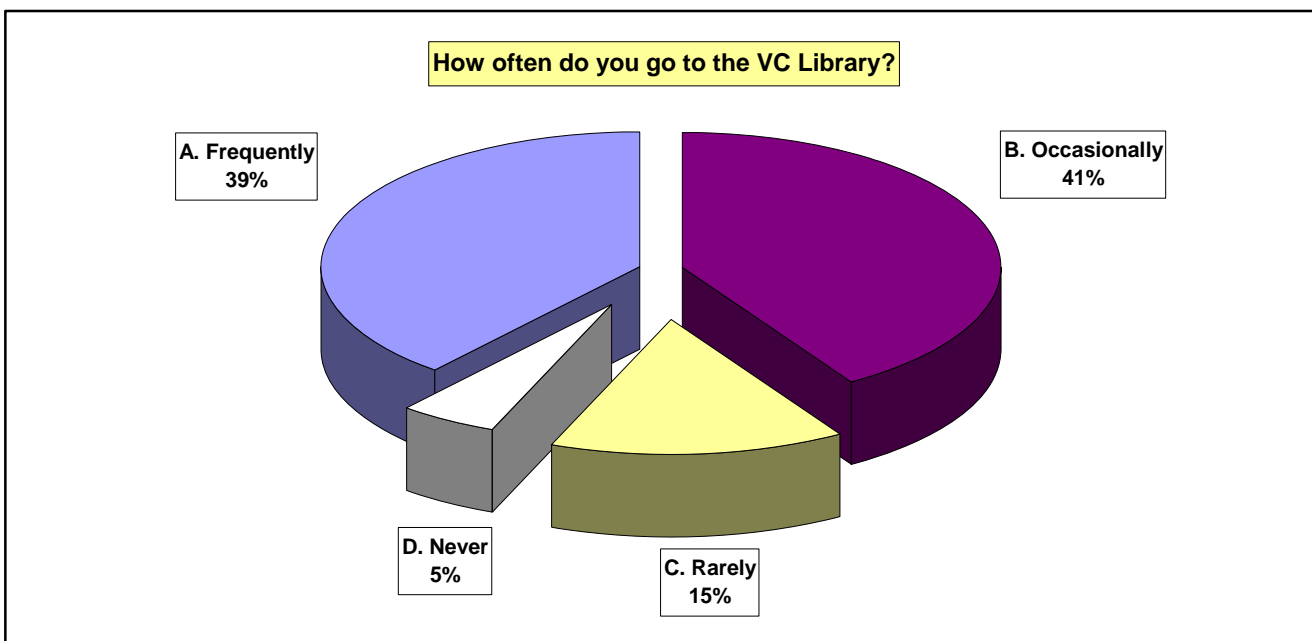
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■ SURVEY RESULTS

In this section, responses to **Questions 1 – 13** are presented in graphical formats with accompanying data tables. The charts provide graphical 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 **550** students that responded to the survey, **441 (80%)** reported that they go to the Library on a **frequent** or **occasional** basis; **83** respondents (**15%**) indicated that they **rarely** visit the Library, and the remaining **26 (5%)** asserted that they **never** go to the Library.

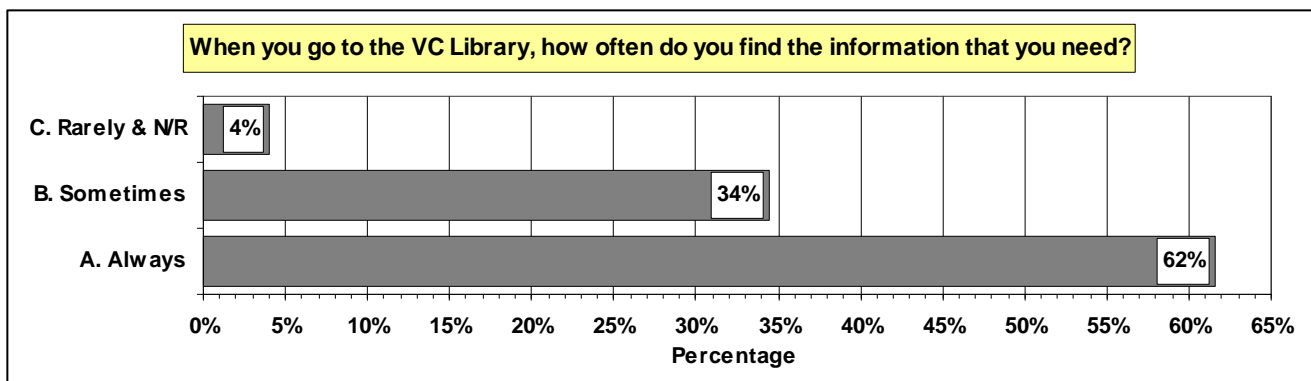
Question 1. Distribution of Survey Respondents

Frequency of visits to the Library	Total Respondents		Respondents by Gender		
	Number	Percent	Female	Male	Not Known
A. Frequently	212	38.6%	126	85	1
B. Occasionally	229	41.6%	135	88	6
C. Rarely	83	15.1%	49	30	4
D. Never	26	4.7%	12	13	1
Totals	550	100.0%	322	216	12

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• Question 2

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



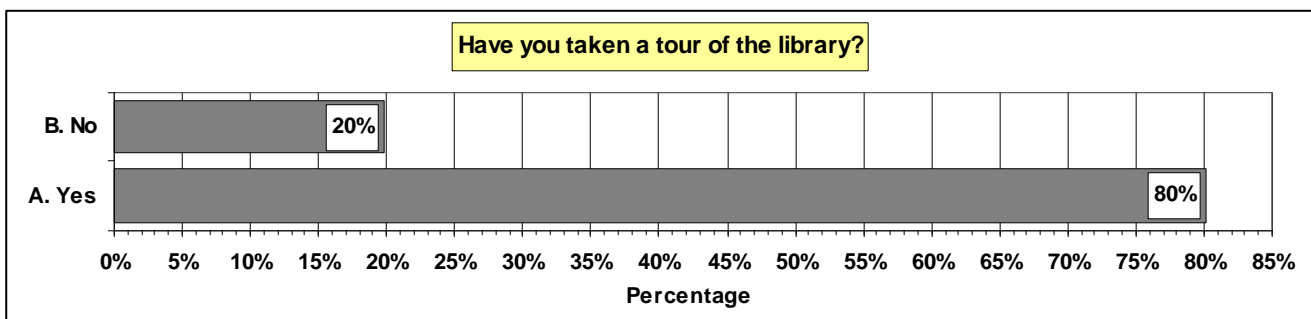
Of the **550** students that responded to the survey, **524 (95%)** reported that they **go** to the VC Library; **26** indicated that they **never** go to the library. Therefore, respondents to this question total **524**.

Question 2. Distribution of Survey Respondents

Frequency of finding the information that is needed	Respondents		Respondents by Gender		
	Number	Percent	Female	Male	Not Known
A. Always	323	61.6%	171	147	5
B. Sometimes	180	34.4%	122	53	5
C. Rarely	12	2.3%	10	2	-0
No response (N/R)	9	1.7%	7	1	1
Totals	524	100.0%	310	203	11

• Question 3

Have you taken a tour of the library?



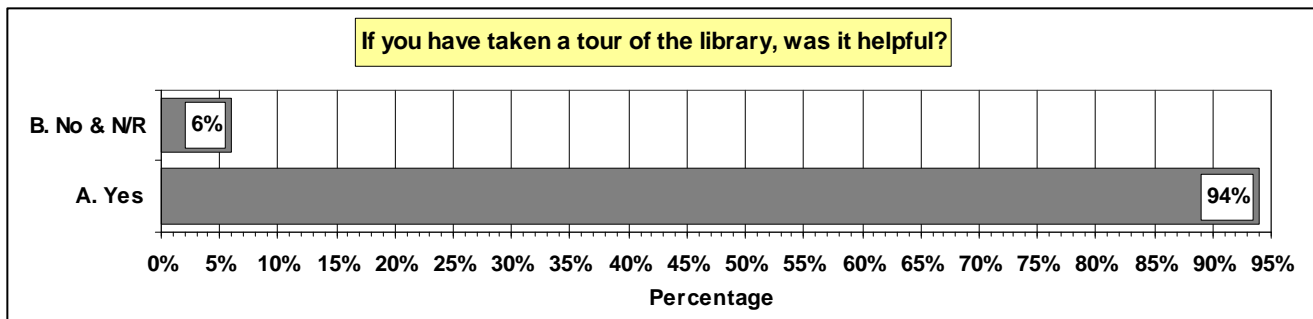
Question 3. Distribution of Survey Respondents

Taken a tour of the library	Total Respondents		Respondents by Gender		
	Number	Percent	Female	Male	Not Known
A. Yes	441	80.2%	250	181	10
B. No	109	19.8%	72	35	2
Totals	550	100.0%	322	216	12

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• Question 4

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



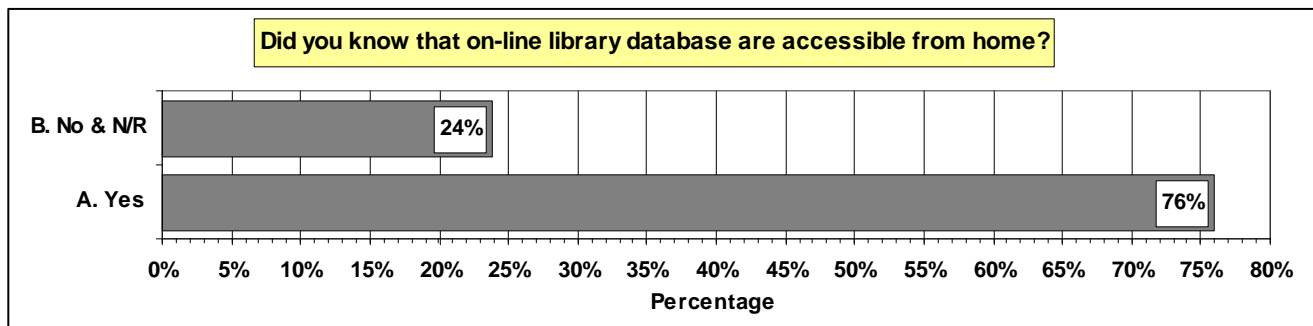
Of the **550** students that responded to the survey, **441 (80%)** reported that they had taken a tour of the library. Therefore, respondents to this question total **441**.

Question 4. Distribution of Survey Respondents

Was the library tour helpful	Respondents		Respondents by Gender		
	Number	Percent	Female	Male	Not Known
A. Yes	417	94.5%	235	174	8
B. No	21	4.8%	13	6	2
No response (N/R)	3	0.7%	2	1	-0
Totals	441	100.0%	250	181	10

• Question 5

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



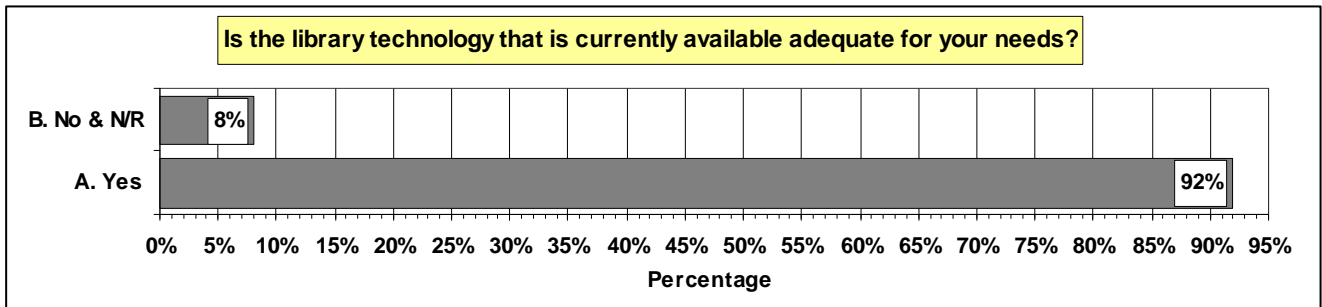
Question 5. Distribution of Survey Respondents

Know that on-line databases are available at home	Total Respondents		Respondents by Gender		
	Number	Percent	Female	Male	Not Known
A. Yes	418	76.0%	244	166	8
B. No	131	23.8%	77	50	4
No response (N/R)	1	0.2%	1	-0	-0
Totals	550	100.0%	322	216	12

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• Question 6

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

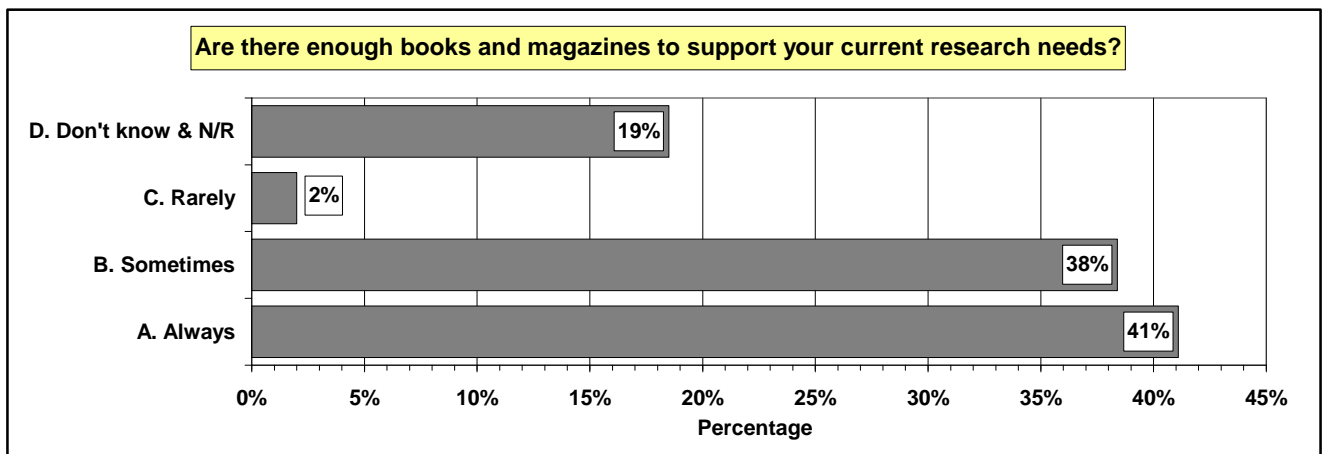


Question 6. Distribution of Survey Respondents

Current library technology adequate for needs	Total Respondents		Respondents by Gender		
	Number	Percent	Female	Male	Not Known
A. Yes	506	92.0%	295	203	8
B. No	23	4.2%	13	7	3
No response (N/R)	21	3.8%	14	6	1
Totals	550	100.0%	322	216	12

• Question 7

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



Question 7. Distribution of Survey Respondents

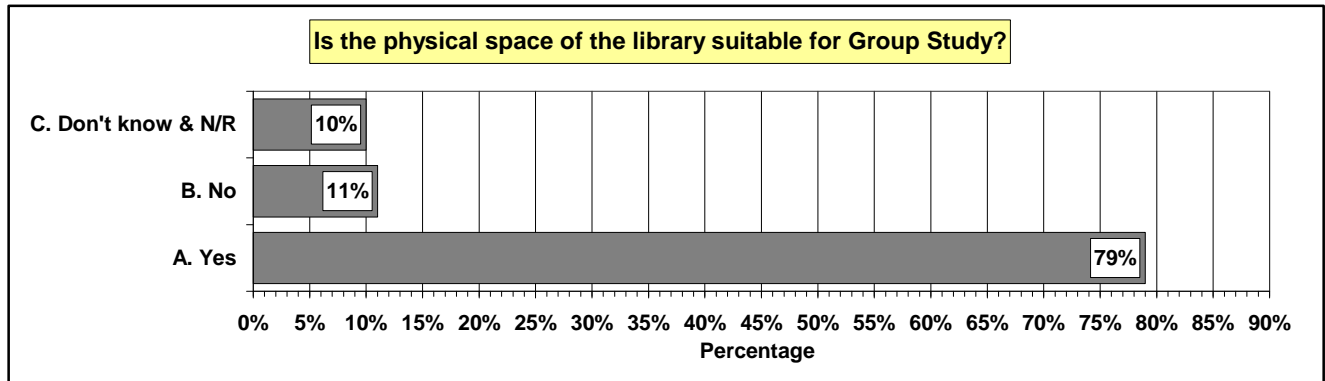
Enough books and magazines to support current research needs	Total Respondents		Respondents by Gender		
	Number	Percent	Female	Male	Not Known
A. Always	226	41.1%	125	98	3
B. Sometimes	211	38.4%	132	72	7
C. Rarely	11	2.0%	5	6	-0
D. Don't know / No opinion	97	17.6%	56	40	1
No response (N/R)	5	0.9%	4	-0	1
Totals	550	100.0%	322	216	12

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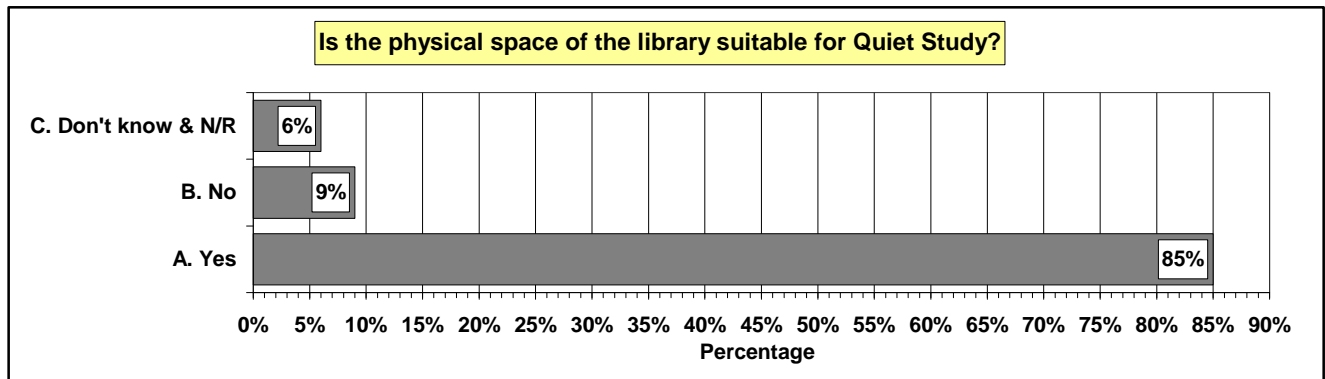
• **Question 8**

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

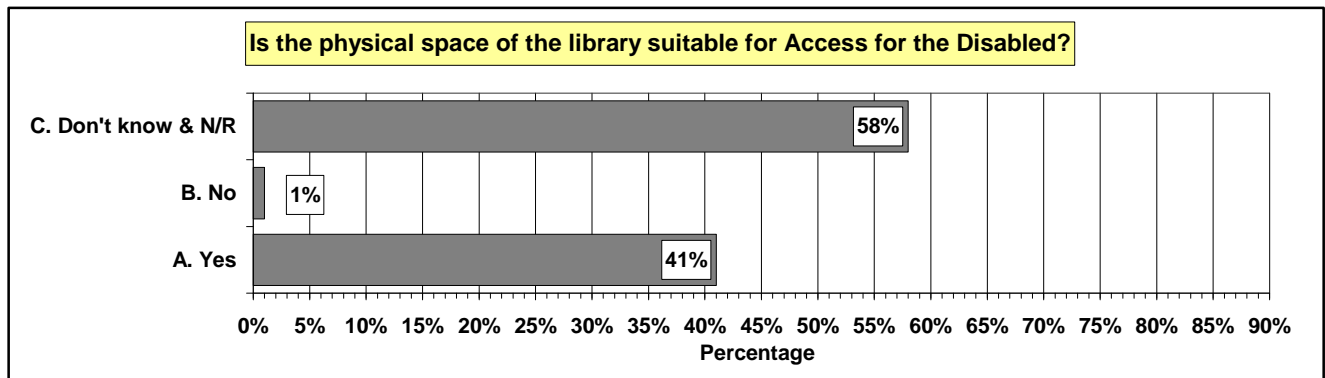
a. Group Study



b. Quiet Study



c. Access for the Disabled



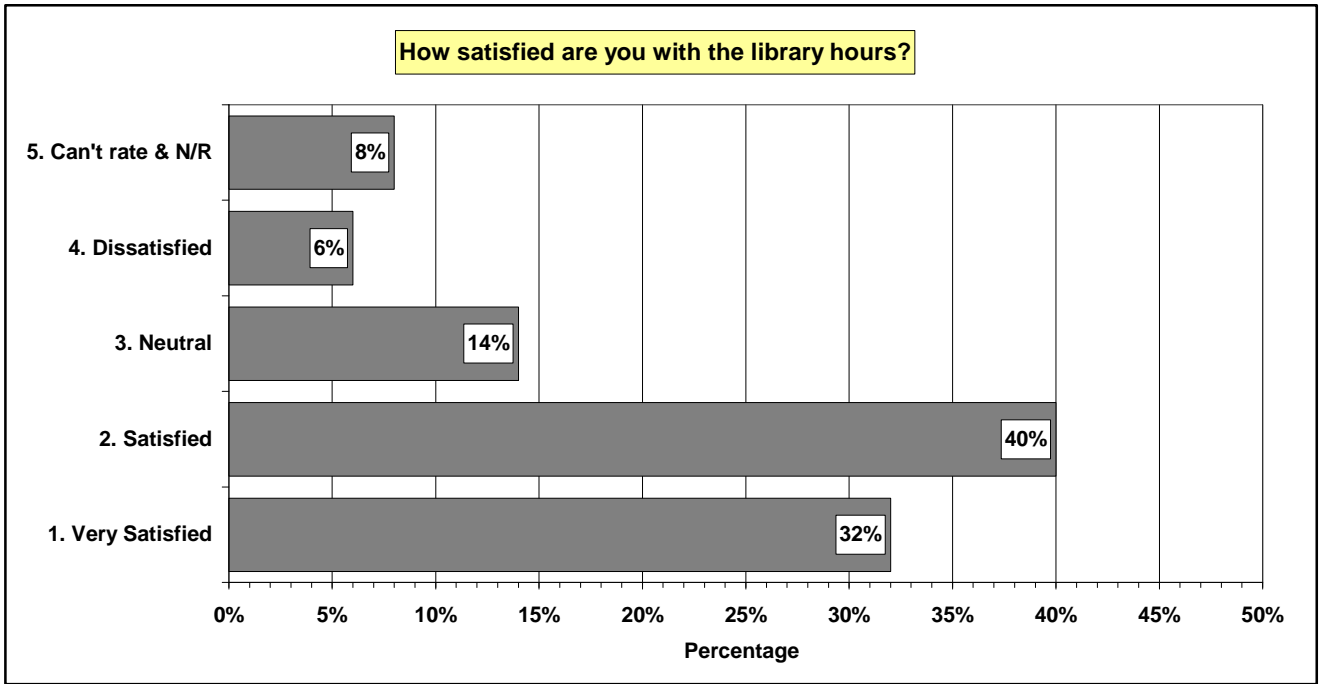
Question 8. Distribution of Survey Respondents

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	437	79.5%	469	85.3%	224	40.7%
B. No	59	10.7%	50	9.1%	6	1.1%
C. Don't know / No opinion	49	8.9%	26	4.7%	313	56.9%
No response (N/R)	5	0.9%	5	0.9%	7	1.3%
Totals	550	100.0%	550	100.0%	550	100.0%

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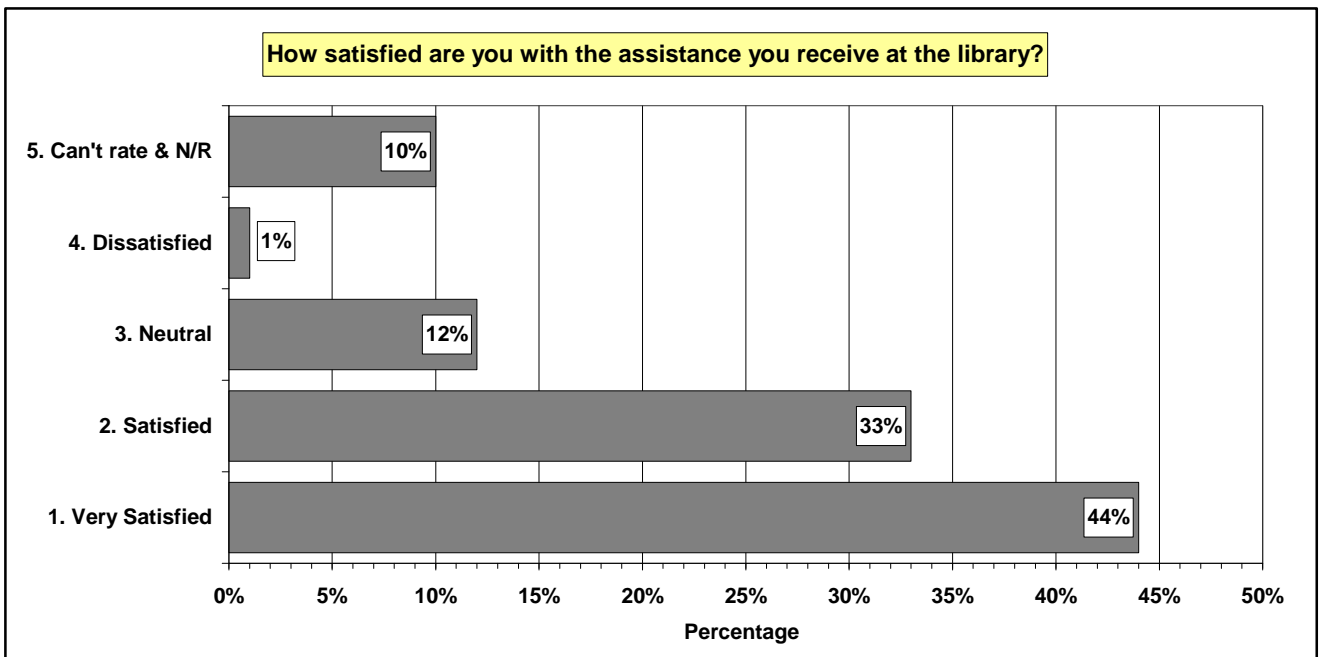
• Question 9

How satisfied are you with the library hours?



• Question 10

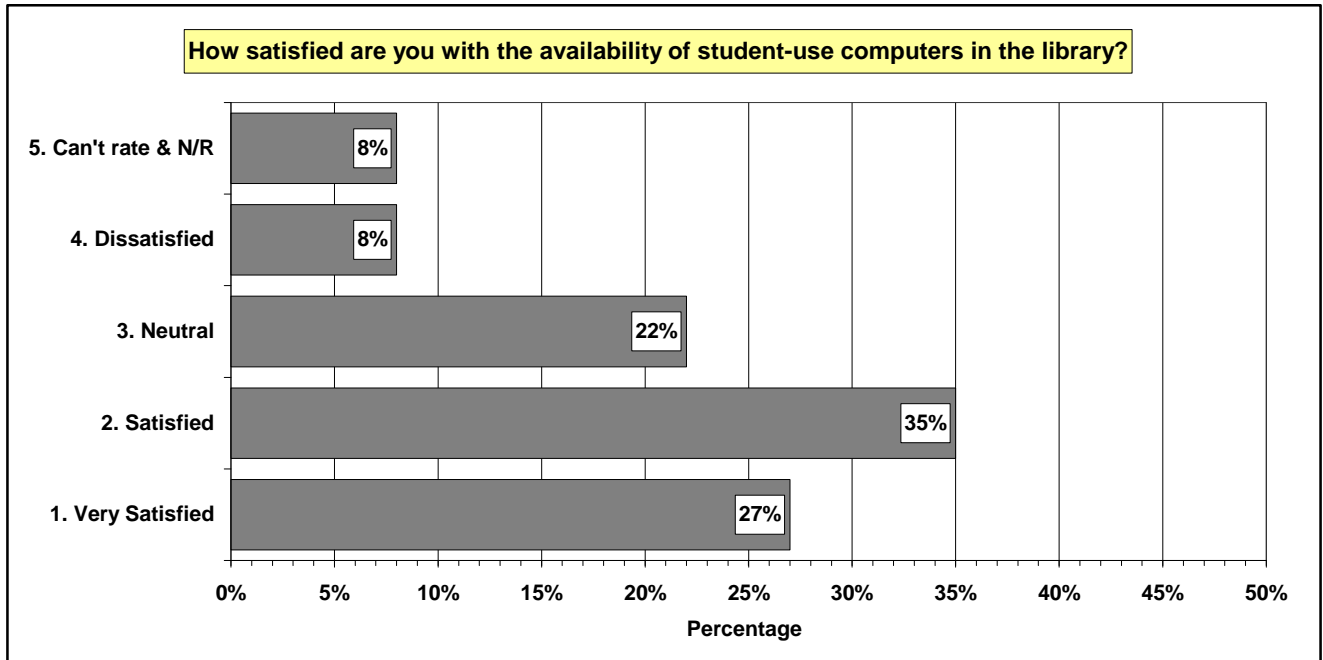
How satisfied are you with the assistance you receive at the library?



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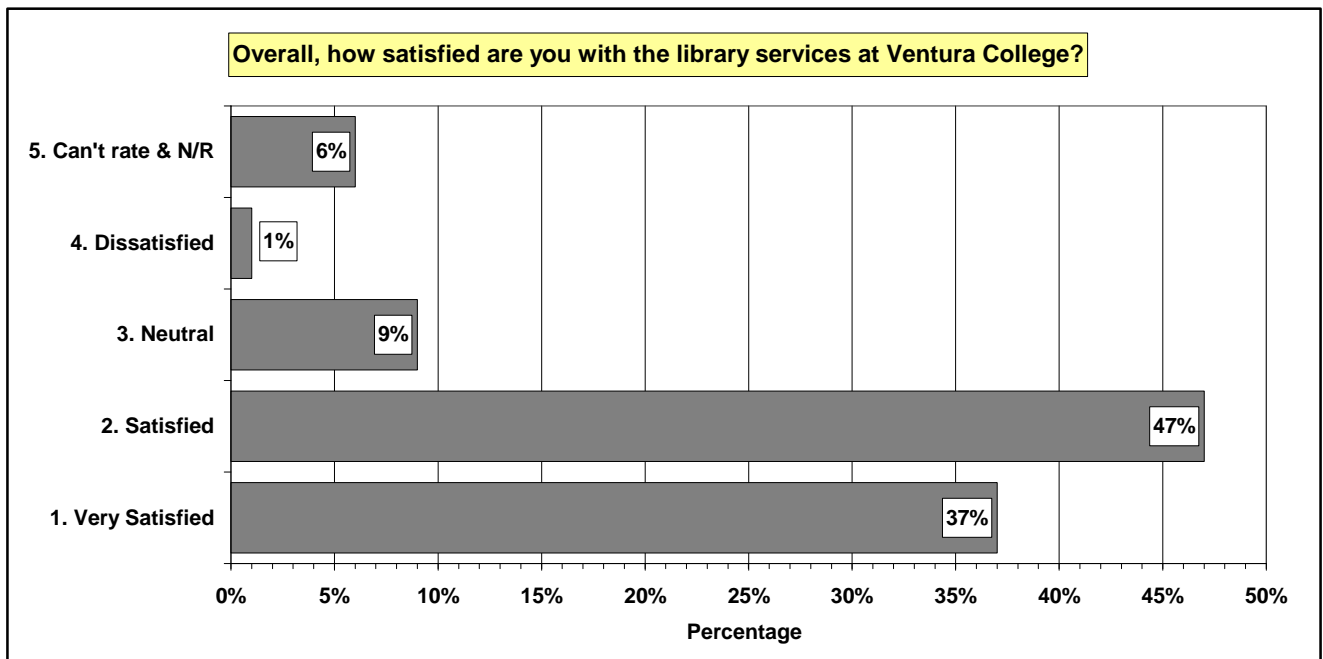
• Question 11

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		Respondents by Gender		
	Number	Percent	Female	Male	Not Known
1. Very Satisfied	173	31.5%	96	75	2
2. Satisfied	220	40.0%	131	86	3
3. Neutral	75	13.6%	48	25	2
4. Dissatisfied	35	6.4%	23	10	2
5. Can't rate / No experience	39	7.1%	20	17	2
No response (N/R)	8	1.4%	4	3	1
Totals	550	100.0%	322	216	12

Question 10. Distribution of Survey Respondents

Level of Satisfaction	Total Respondents		Respondents by Gender		
	Number	Percent	Female	Male	Not Known
1. Very Satisfied	239	43.5%	137	100	2
2. Satisfied	182	33.1%	105	73	4
3. Neutral	67	12.2%	45	19	3
4. Dissatisfied	7	1.3%	5	2	-0
5. Can't rate / No experience	42	7.6%	22	18	2
No response (N/R)	13	2.3%	8	4	1
Totals	550	100.0%	322	216	12

Question 11. Distribution of Survey Respondents

Level of Satisfaction	Total Respondents		Respondents by Gender		
	Number	Percent	Female	Male	Not Known
1. Very Satisfied	148	26.9%	86	61	1
2. Satisfied	193	35.1%	111	81	1
3. Neutral	122	22.2%	75	44	3
4. Dissatisfied	40	7.3%	24	13	3
5. Can't rate / No experience	34	6.2%	19	13	2
No response (N/R)	13	2.3%	7	4	2
Totals	550	100.0%	322	216	12

Question 12. Distribution of Survey Respondents

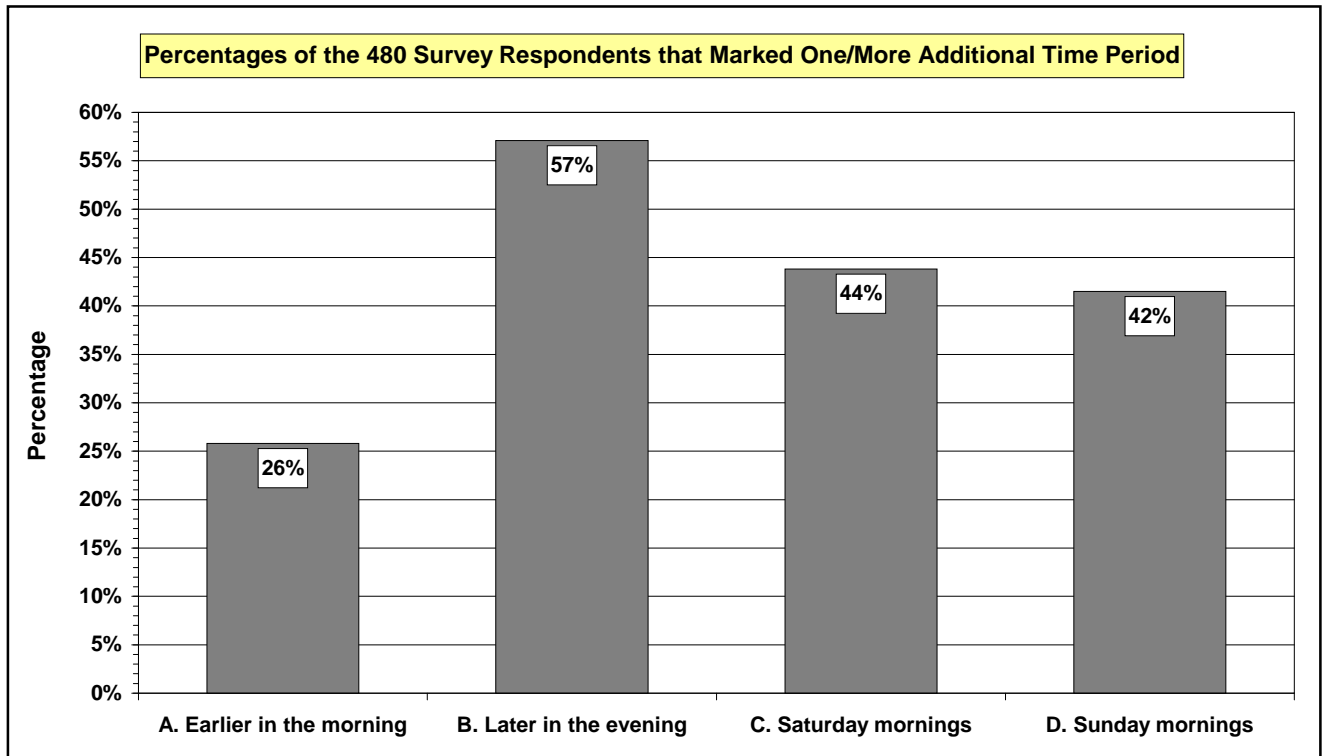
Level of Satisfaction	Total Respondents		Respondents by Gender		
	Number	Percent	Female	Male	Not Known
1. Very Satisfied	203	36.9%	116	86	1
2. Satisfied	257	46.7%	152	100	5
3. Neutral	47	8.5%	33	11	3
4. Dissatisfied	7	1.3%	4	3	-0
5. Can't rate / No experience	24	4.4%	10	12	2
No response (N/R)	12	2.2%	7	4	1
Totals	550	100.0%	322	216	12

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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 550 total respondents, 480 (87%) marked *at least* one of the additional times. Data in the **Percent** column in the table below indicate the percentages of the 480 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	124	25.8%	$(124 \div 480) \times 100$
B. Later in the evening	274	57.1%	$(274 \div 480) \times 100$
C. Saturday mornings	210	43.8%	$(210 \div 480) \times 100$
D. Sunday evenings	199	41.5%	$(199 \div 480) \times 100$

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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 **55** survey respondents (**10%** of all respondents) and these comments/ suggestions are reproduced in the table below (pages **14** and **15**).

Comments or Suggestions

Ref.	Comments or Suggestions
13	The people who study there make unnecessary noise, like answering the phone, chatting ... It is so annoying!
21	I love the current situation, but more computers would be better, often I have a hard time finding one. Also, the computers in the library are easier to use than those in the BEACH pods. The no-desktop/log-in system is annoying. It is difficult to use multiple programs/Windows; I try to stay away from the BEACH computers.
22	All of your Camus books are in French! English translations please. A list of authors I would like to see, or see more of: Schopenhauer, Gibran, Nietzsche, Camus, Jung, Freud, Hamsun, Sarte, Debord, and existential philosophers.
25	Peter is awesome, he is extremely helpful and cares about anyone that needs help. He deserves a huge raise!
29	Peter is awesome.
35	I've had trouble accessing the library databases from home – log-in sometimes fails and stays that way for days. Library closes to early on Fridays. Student-use computers are almost never available. More textbooks on reserve.
69	I think there should be books not only for research, but pleasure as well. They also need to be updated with newer books.
75	Peter, the librarian, is so nice and helpful. He deserves a raise.
81	Very good high tech facility. Really enjoy being able to access the internet with my own personal laptop.
88	Peter Sezzi is awesome! Very helpful without doing the work for you. Could use more group study rooms. I see people using computers for My Space or gaming and I have had to wait, or get help, to secure a computer for a research project.
89	Sometimes all the computers in the library are occupied. It would be really nice to be able to bring drinks into the library ... this keeps me from spending more time there.
91	The library is a great place to study. The views on a clear day at times make it difficult to study, but it is relaxing. Peter is the greatest.
106	The BEACH staff are xxxxx. Peter in the library even looks like a librarian, he's way cool.
109	The library is good. It is helpful! Peter is bad xxx.
125	Would like extended Saturday hours. Group study was full a couple of times when I tried to get a room, but I found an alternate area to use.
128	Every time I go into the library all the computers are in use.
132	Need more books by C. S. Lewis, Athanasius, and David Horowitz.
149	The staff members in the front desk should be nicer to the students.
176	A large percentage of students are older and have families, jobs, etc. My study time often does not start until after 8 pm – my biggest struggle is finding a place to study (I can't do it at home), library needs to be open 7 days a week, 24 hours a day. Library needs to serve all students, not [just] the < 20 year crowd.
182	I love the library. I study best there. Wasn't able to access the on-line databases from home. Need more study rooms.
258	I wish they had audio books. Sometimes we can't find group study rooms. I love all the people at the library -- they are always helpful.
260	A lot of the books are really old. Some newer editions of research hardcover books would be a plus.

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Comments or Suggestions (Continued)

Ref.	Comments or Suggestions
261	Need better hours. Staff could be more knowledgeable. Love the nursing section.
265	We nursing students need a place to study "all the time", especially on weekends. We need to catch up with the reading and more. There is no place to study, library is closed. Please, could you arrange some extended weekend hours. Thanks.
268	Quiet study is not always quiet -- people on cell phones, people conversing with each other.
320	Though I have not yet used the library, after taking the tour, I'm sure that should I need to use the library, I will be able to access whatever is necessary to complete the assignment.
327	Library tour didn't explain the order of the books. Could be more quiet study areas and they could be away from the printers.
337	I love the library! Thank you!
351	Library rule that at least two people occupy a study room is not followed by many students.
388	Need more books on tape, and more books on alternative medicine, health and exercise.
393	Number of books to check out was very limited. During finals, students having more than three classes have higher check-out needs.
394	Too many of the computers are being used by gamers and on-line surfers. Very few people are researching or doing work. Management of library computer-use should be better maintained.
399	The number of books allowed to check-out was low. If you have more than one project, it's hard.
409	The addition of the LRC was as important as the former addition of the science building, in my opinion.
440	Not only does the library need hours later in the day, but also on the weekend.
441	The library should be open later hours!
448	The library staff are very kind and helpful. Thank you for your help.
454	I think the Library/LRC is a wonderful resource available to everyone at VC! Thank you for providing the opportunity and resources for all of us.
456	Longer weekend hours would be great, as well as longer evening hours, maybe until 10 or 11 pm.
458	I like the fact that you change the art around the room.
466	Peter is very nice, helpful and available.
470	Need internet access to all websites!
474	Don't loose Peter!
479	Disallow iPods and the like, as one person's comfort level disturbs another. Keep open until 10 o'clock at night. Weekend hours.
504	Stay open later, please!
505	Need longer library hours in the evening!
506	Wireless connection is fast, but sometimes I can't log-on to the server using my laptop. I would like more slots for wi-fi users. In addition, the only places where I can have the fastest connection are near the Library restrooms and the reading room, limiting where I can have access to the server via wi-fi.
511	Can the hours on Saturday go until 5pm?
512	It would be helpful if the library would close at a later time. Thanks for your help.
513	Please consider enforcing the "no cell phone use" policy inside the library. Quiet study is quite difficult sometimes.
517	Ban cell phones in the library. Their use disturbs others.
541	Have the library open at 7:00.
545	I find that the books are very dated.
554	The elevator door is too small to get in out with a wheelchair! Door is closing too fast with a small opening. The handicap door opening is on the left side -- 8% of the people on the planet are left-handed.
557	I think the library is a very accommodating place for reading and study. I've enjoyed my experiences there.

**VENTURA COLLEGE
SURVEY OF LIBRARY USE BY VC STUDENTS**

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 --

[VC – Office of Research and Evaluation – February 23, 2007]