



College of the Redwoods  
**Library Survey Report**

Year Analyzed: 2009

This Report Provided By  
The Office of Institutional Research

# Executive Summary

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## Introduction

The Library Survey was constructed to measure demographic information of participants and satisfaction with library services, resources, times available, and staff.

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## Methodology

The Library Survey was administered and collected in the respective campus libraries using convenience sampling.

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## Describing the Respondents

### *Full-time/Part-time Students*



### *Class Times*

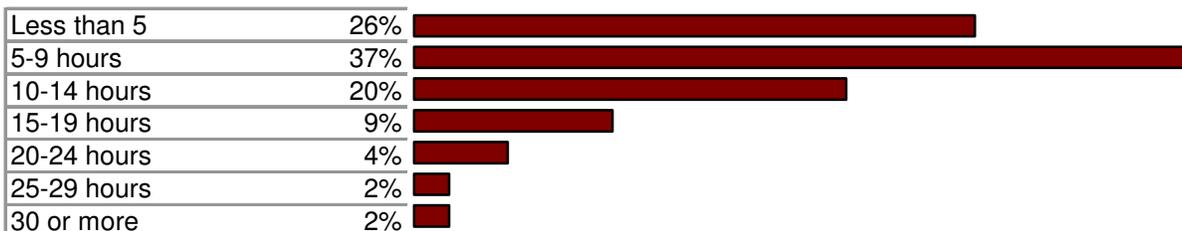


### *Participation In Library Orientation*



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## Hours Spent in the Library

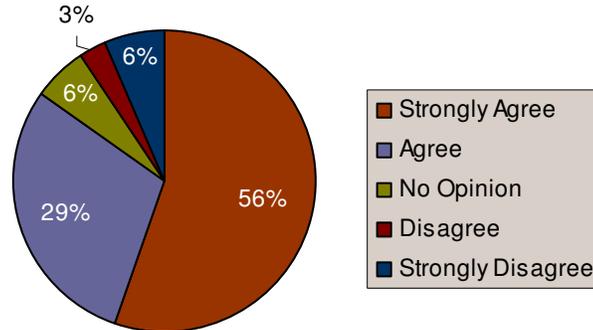


## Reasons For Library Use

Do homework in a quiet, warm setting	90%	
Study alone	81%	
Use internet search engines	76%	
Get research from the internet	75%	
Check my class website for assignments...	67%	
Check my email	65%	
Do research for assignments	63%	
Word processing, spreadsheets...	60%	
Find materials for term papers	55%	
Search the internet	55%	
Study with friends	48%	
Internet/web surfing	42%	
Find articles in databases	38%	
Group study	37%	
Make photocopies	36%	
Use the academic support center	27%	
Search library catalogues for books	26%	
Get help with research assignments	25%	
Take a nap/relax	24%	
Use reserve collection materials	24%	
Browse books on the shelf	24%	
Look for books to borrow	23%	
Search for magazine articles online	20%	
Listen to music	20%	
Meet friends	18%	
Get entertainment on the internet	16%	
To be tutored	12%	
Use computer aided instruction programs	11%	
Read fiction, novels for pleasure	10%	
Chat and instant messaging	9%	
Read current magazines	9%	
To tutor another student	8%	
Play games	8%	
Read the daily newspaper	7%	
Read newspapers for pleasure	7%	
View videotapes	5%	
Other	8%	

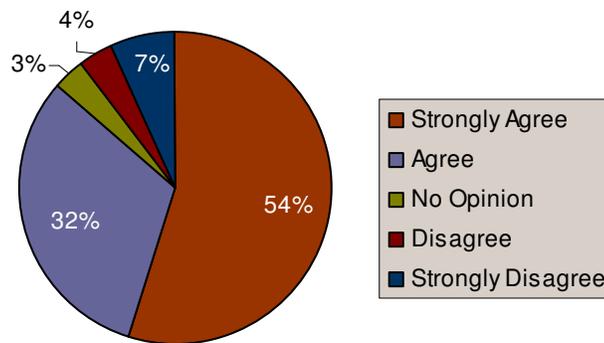
## Satisfaction With Library Services and Resources

### *Library's Importance To Student Success*



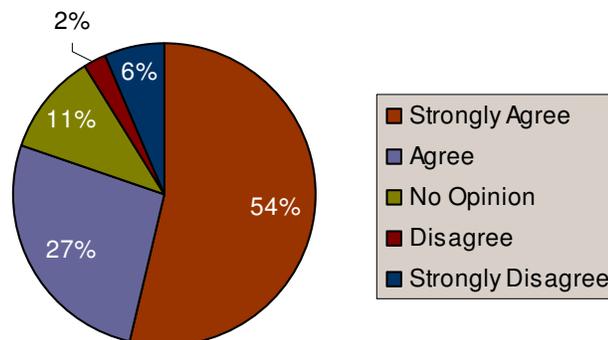
The library is important to my success as a student.

### *Library As A Comfortable Place To Work*



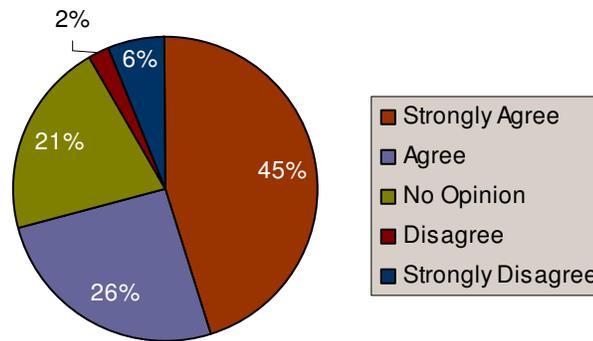
I find the library comfortable and a good place to work.

### *Librarians Professionalism In Providing Information And Assistance*



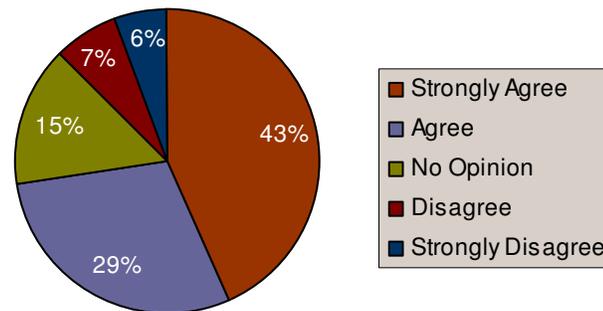
The librarians do a good, professional job of providing me information and assistance.

*Librarians Instruction On Using Computers To Find Library Materials*



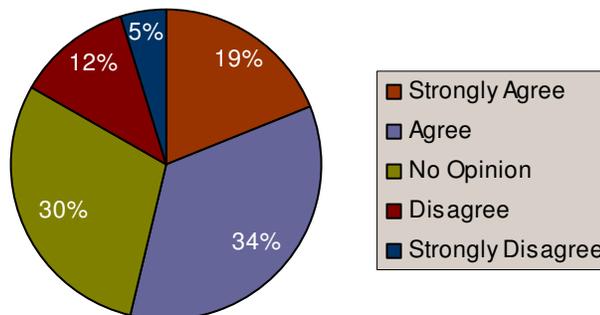
The librarians show me how to use the computers to find library materials when I need their help.

*Effect Of Library Orientation On Class-Related Research*



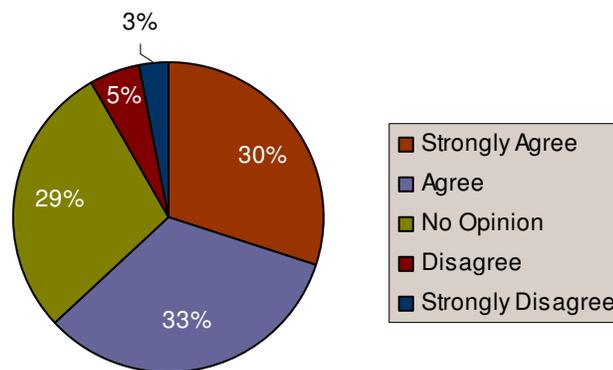
Answered only if attended Library Orientation:  
Because my class came to the library for an orientation, I am better able to do my class-related research.

*Library's Availability Of Books*



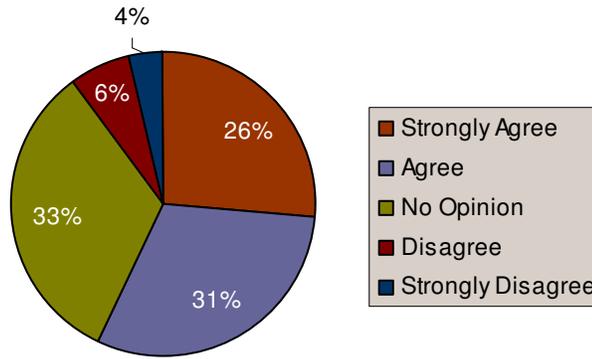
I usually find the books I need at the library.

*Library's Availability Of Magazines And Journals*



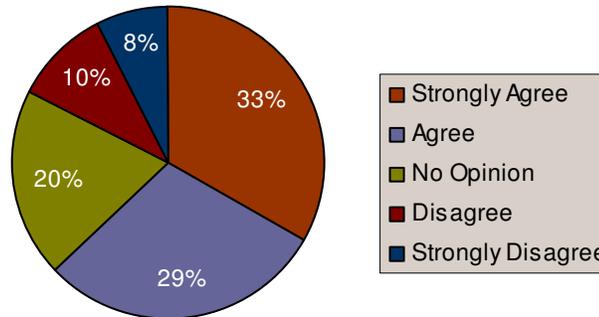
I usually find the (online or print) magazine/journal articles I need at the library.

*Ease Of Use Of Library Catalogue*



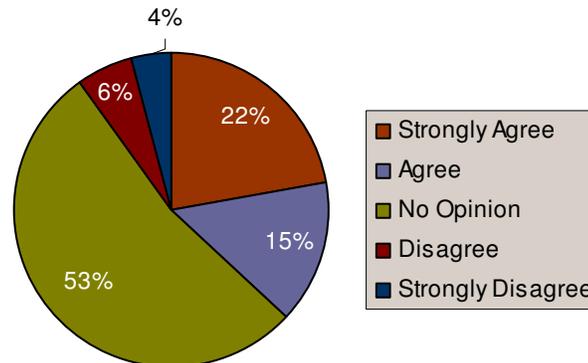
I find the computer catalogue easy to use and understand.

*Ability To Access Library Catalogue Online*



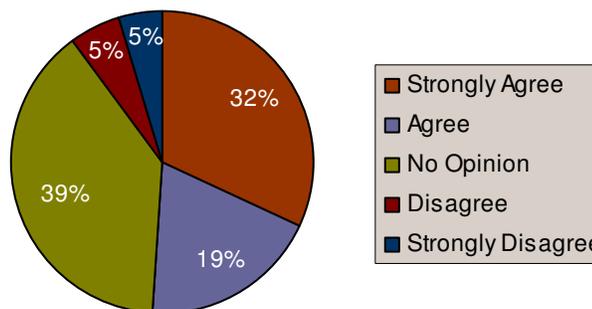
I know how to access the library catalogue via the internet from CR campus labs or my home computer.

*Need For Earlier Library Hours*



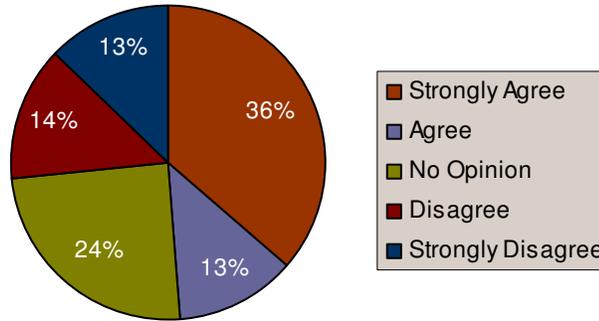
The library should open earlier.

*Need For Later Library Hours*



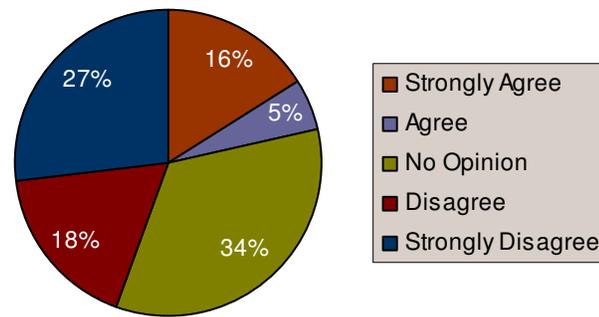
The library should stay open later.

*Need For Library Use  
On Saturday and Sunday*



I would use the library on Saturdays and Sundays.

*Need For Transportation  
On Saturday and Sunday*



I need transportation on Saturdays and Sundays.

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## Qualitative Data

### Question Two Responses: Reasons for Library Use

#### Study

- Football study hall.
- Football study hall.
- Meet with classmate to work on group projects.
- To get my homework done while I wait for my 6:30pm class.
- To be in a quiet, comfortable place so I can do my best studying.
- To do my homework; hopefully in a quiet environment.
- Mainly online research.

#### Resources

- Optimath.
- Math lab.
- Use Math 120 textbook online.
- Log in hours for math lab and writing lab.
- Writing lab.
- Most of my time is spent in the writing center which is approximately five hour or more a week.
- Printing!

- To print.
- Printing.
- Print out papers I need for school; staple and hole punch.
- I have two online classes that require a lot of online discussion board work.
- Use my pc.
- Read online news articles.
- Web and library databases.
- Internet career research, job search.
- Facebook, NOT MySpace. Writing essays, communicating with my professors.

## Other

- Stay out of poor weather!
- Rent DVD's.
- Waiting for a friend.
- Find other students in my classes when I have questions about a class.
- I love the library.
- Work.
- Could you make sure it is quiet? I'm pretty tired of fifteen year old kids talking on the phone, playing games and "oh my god," "you did what last night?" Put Office 2007 on the rest of the computers.
- Too much time between classes; this is a nice place to kill time. Also, the ASC for math tests.

## Comments Section Responses

### Mission

#### Positive = 24 comments

- Love the LRC.
- I thank you for this great library.
- CR Library is great.
- I don't go to the library a lot, but it has definitely helped me out when I've come.
- The library is crucial to my success as a student-especially reserve books that I cannot afford to purchase.
- This is the best school library experience I have witnessed in three junior colleges. Keep up the good work!
- The library is a great resource. I wouldn't be able to do what is necessary without it. I don't have internet at home and almost every class is research-based. I don't use books or materials, mostly just study time.
- Great library.
- I love the CR Library
- Library is doing a great job!!!
- Great place!
- I find CR Library a great resource.
- This is a great study library!
- The stuff here is wonderful and very helpful.
- Love the library.
- I love coming in here.
- I really appreciate the library.
- Thanks for your service.
- The library is a great place to study and keep up on work assignments.
- The CRMC library is an invaluable resource.
- CRMC is a great resource.
- Would not be able to complete my studies without the help of the CRMC library.

- CRMC has been great for the two years I have been here.
- Love the CRMC library.

## Facilities/Space

### Positive = 12 comments

- I really enjoy coming here because it is a nice environment to come and get my homework done without being overly distracted. I also meet my friends here.
- The library is well lit.
- The library is comfortable.
- I love the availability of quiet spaces and meeting rooms.
- Non-intimidating campus library.
- Out of the three colleges I have attended thus far, I find CR's library to be the most aesthetically pleasing.
- Enjoy the setting and all it offers, thank you!
- Good design.
- The library is always quiet and relaxing.
- It is a place where it is easy to get work done and study. I personally love it being that I am from San Francisco; this is a quiet place that is very comfortable. I think we all like it here!
- I love this library. Although I have all the necessary items at home (computer, space, quiet, etc.), I come here because the environment is so conducive to learning and concentration.
- I do enjoy coming here to do my work in a friendly warm place.

### Negative = 15 comments

- Sometimes it's hard to find a computer and when I look around a lot of the high school students and college students are on the computer for non-school related things (MySpace, watching TV or movies, etc.). Non-school related things should not be allowed during prime school hours.
- Sometimes computer aren't available. Too many broken! Too many students playing games and "goofing around" on computers when others have work that needs to be done.
- I would like to see more comfortable chairs.
- I think the library could use a little sanitizing, especially around the computers and work places. Maybe an air filter as well; it's stuffy in there. A food friendly area so we can eat and study.
- Would like more "soft couches" as opposed to the hard seats at the computer. I've already got to sit on hard seats in class all day! Some areas with extra heating would be awesome too. It can get kind of cool in spots.
- The library is too loud and too open.
- The computer desks are cramped so doing work on an essay, for example, with a book in your hand, is really frustrating.
- More available (comfortable) seating for reading, working, and napping would be nice.
- A little hot sometimes.
- Hot.
- Add back massage's to the good seats.
- It would also be nice if the lamps on the tables did not take up so much space, they are so annoying.
- People make the seats stink.
- The library is always cold.
- I enjoy the library when the thermostat (temperature) is comfortable; not so cold.

## Staff

### Positive = 19 comments

- You guys are great!
- I love the availability of assistance.

- You guys are awesome.
- Great, friendly, knowledgeable staff.
- All of the staff is cool.
- You do a really good job.
- The librarians are very nice and kind. They are also very helpful.
- Thanks for being so helpful!
- Awesome librarians.
- You guys do a great job!
- The librarians Rock!!
- I'm here 3 days a week, the staff are always friendly and helpful
- You folks are great.
- The library staff is very helpful with all aspects of service. Thank you.
- The librarians are very helpful and they help with any question that I have asked.
- Lynn is a major asset to the DN library. She is a definite keeper. I really respect her and the way she works. with the students and the public. She is very knowledgeable and always willing to be of help.
- The staff and tutors are terrific.
- The staff are friendly and helpful. I get help every time I need it.
- The help and tutoring in the ASC are great.

#### Negative = 4 comments

- Nicer staff members!
- Tutors are not consistent.
- Need more office assistant staff. Someone should be at desk at all times. I have witnessed people setting off the alarm when no one was at the desk. There should always be someone manning the desk. (BTW-I worked at the library front desk for 5+ years.)
- Some of the workers are really kind of rude and others are very nice!

## Services

#### Positive = 7 comments

- Before I attended library orientation I was unaware of the online resources offered on the library homepage.
- Thank you for all the amazing services you provide!
- The library is helpful.
- I love the availability of computers.
- Thank you for providing the computers and such.
- Available computers.
- The rooms are great. I use them the most because noise bothers me when I am studying. I would like to be able to reserve a room when a group of us want to study together.

#### Negative = 12 comments

- Is there a reason the "right click" option doesn't work on library computers?
- More computers, especially during lunch hours.
- I really like our library but when there are major hiccups, like the printers, it is really bad for those that don't have a printer at home. No one told me I could get my paper printed for my English class; they just turned me away. We as a school are really strict.
- Could be unrelated. Why is there a cap on how many wireless users?
- The computers are a bit slow.
- For your info.—some of the keyboards aren't working quite like they should. But are still good.
- Sometimes I wish the computer systems were updated w/Microsoft Office 2007 and had faster connections.

- A lot of the computers tend to be broken.
- This is my only negative feedback but it is horrible. Why didn't the copy machine card readers work? This was frustrating.
- The computers suck.
- I do most of my homework there. I need the computers to type up assignments because I do not have a home PC.
- Wifi—we need it.

## Materials

### Negative = 6 comments

- More books.
- I'd like to see the LGBT literature expanded and perhaps have current LGBT magazines (such as the Advocate) included in the magazine selection.
- I know this is a funding issue, but the book collection needs to be updated badly! We need new, relevant, current books in pretty much every subject. Much of what we have is extremely outdated.
- Maybe get more books.
- MORE BOOKS!
- I prefer books over online books. I realize it costs less to obtain books online but it will be a very sad day when we stop using books. There will always be not enough money. Stick to what you believe in and the resources will follow. It is like the dollar store. Those dollar items are crap, made in China, cheap, toxic and untested. A friend said when you are poor the dollar store saves you. But what did we do before dollar stores? Online books take away something a real physical book can only give you.

## Library Catalogue

### Positive = 1 comment

- Before I attended library orientation I was unaware of the online resources offered on the library homepage.

## Hours

### Negative = 32 comments

- The library closes too early.
- I was slightly disappointed that the ASC hours were changed but it hasn't affected me too much.
- Library should open at 7am.
- The library is the only access I have to a computer to do my school work. It sucks not being able to access a computer on the weekends when I actually have time to do homework.
- Math lab needs to stay open longer.
- Should have more flexible hours and open weekends.
- I think the library should be opened on the weekend for the full time students in the dorms. Sometimes I have computer work to do and I can't do it anywhere else other than the library.
- The library would be of use on weekends since we are in classes during the week.
- The library should open at 7am and close at 9pm.
- I really wish I could study at the library on Saturdays and Sundays. And the library should stay open later, like 11pm.
- Having the library closed at 9pm is not a good plan. Libraries should be open on weekends.
- I would like the library to be open on weekends.
- Other than the limited hours, (the library is helpful and comfortable)
- Please open on weekends.
- Weekend hours are a must, even from 10-4 or something would benefit a lot of students.

- I wish the library was open on the weekends.
- Opening on Sundays would be cool, but it is fine as is.
- I would appreciate it if the library opened earlier in the morning.
- I would very much enjoy if the library were stay open later. I would also benefit me as a student if it were open on weekends.
- You guys need longer hours.
- Library should at least be open on one weekend day.
- I would love if the library were open a little later on Fridays, and also if it were open on Saturdays and Sundays.
- Open on the weekends! It's one of the few times I have a real opportunity to study.
- Saturday hours would be great!
- Definitely open on weekends.
- If the library was open on Sat. and Sun. that would be so helpful to my studying habits and grades. I wouldn't feel the pressure to find a quiet place to study w/out distraction. It would be so helpful.
- Staying open late or on weekends would be great for those who have jobs and need to use the library to get their work done.
- While I have been at CR the only thing I would change is to have the library open on the weekends.
- Many students feel the library should stay open longer and on the weekends.
- Keep the library open longer on Fridays and find another place for the faculty meetings so the students can keep coming to the library.
- I feel that opening early and closing later would benefit working people that can only take classes early or really late.
- The library should be open late because at CRMC many classes are in the evenings and students like to use the computers and print their homework.

## Quiet/Noise

### Negative = 12 comments

- People talk loud sometimes and someone should walk around to make sure people are quiet.
- I wish employees would enforce the no talking/quiet policy in the back study areas. The children allowed to enroll here cannot read signs and have no consideration.
- Sometimes the quiet area needs to be quiet because some students come and talk over there too much.
- Strict enforcement of the rules. No talking on cell phones. No listening to music that is loud. No exposing oneself by having pants fall below the buttocks.
- The library is a good place to work when the quiet/study area is quiet. Many times there are very noisy kids there and it's distracting. The quiet rules should be better enforced.
- Some students (younger) can be very disruptive. When students are loud and disruptive it takes away from other students studies and staff needs to speak with these disruptive students or ask them to leave if they can't abide by library rules.
- Talking only occasionally a problem.
- I feel that there needs to be better control on the noise in the library. The A.R. students tend to have "Hang-out time" and make it hard for other students to study!
- I feel that the library staff is more concerned w/quiet cell phone use than extremely disruptive students. There has been dozens of times I've come into work and haven't been able to concentrate due to disrespectful, loud football players and A.R. students.
- Please police groups of people talking.
- Not using cell phones or having loud conversations should be strongly enforced.
- Sometimes CRMC is too loud; but offenders usually quiet down with prodding.

## Other

### Positive = 2 comments

- I like your student art project displays; you should change them more often.
- The library is very convenient for students who do not live in town. For example, Klamath, Smith River, Hiouchi. Gives students a place to be between classes.

### Negative = 3 comments

- It would also be nice if there were some paper and crayons or a few puzzles for the children of students. Sometimes parents have no choice but to bring their little ones and it would be nice to have some quiet, child friendly resources to keep them
  - Transportation is a bit of an issue since the bus schedule is very limited in regard to CR.
  - Take questions 12-15 into consideration.
-