Northeast Alabama Community College

Learning Resources Center Survey of Satisfaction Results 2017
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Reserved
Northeast Alabama Community College
Student Evaluation of Learning Resources Center Summary Report - 2017

A total of 234 students submitted surveys.

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Unsatisfied</th>
<th>Very Unsatisfied</th>
<th>Don't know/Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print/traditional collection (books, print periodicals, DVDs)</td>
<td>56.4%</td>
<td>42.0%</td>
<td>1.1%</td>
<td>0.6%</td>
<td>1</td>
</tr>
<tr>
<td>Electronic/online collection (Alabama Virtual Library, EBSCO Discovery, eBooks, etc.)</td>
<td>62.0%</td>
<td>36.4%</td>
<td>0.5%</td>
<td>1.1%</td>
<td>2</td>
</tr>
<tr>
<td>Help and availability of library personnel</td>
<td>65.0%</td>
<td>36.4%</td>
<td>0.5%</td>
<td>1.1%</td>
<td>2</td>
</tr>
<tr>
<td>Online services (ask-a-librarian service, LibGuides, online tutorials, etc.)</td>
<td>55.6%</td>
<td>40.4%</td>
<td>1.5%</td>
<td>1.0%</td>
<td>2</td>
</tr>
<tr>
<td>Library orientation</td>
<td>58.5%</td>
<td>36.3%</td>
<td>4.1%</td>
<td>1.0%</td>
<td>2</td>
</tr>
<tr>
<td>ILL (interlibrary loan)</td>
<td>59.0%</td>
<td>37.9%</td>
<td>2.1%</td>
<td>1.1%</td>
<td>1</td>
</tr>
<tr>
<td>Computers, printers, and scanner</td>
<td>62.5%</td>
<td>32.0%</td>
<td>5.5%</td>
<td>11</td>
<td></td>
</tr>
<tr>
<td>Internet access (including Wi-Fi)</td>
<td>65.7%</td>
<td>29.5%</td>
<td>4.3%</td>
<td>9</td>
<td>0.5%</td>
</tr>
<tr>
<td>Facilities (cleanliness, lighting, signage, etc.)</td>
<td>71.8%</td>
<td>27.8%</td>
<td>0.5%</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Hours of operation</td>
<td>64.8%</td>
<td>33.7%</td>
<td>1.0%</td>
<td>0.5%</td>
<td>1</td>
</tr>
<tr>
<td>Programs (NACC Student Art Display, Black History Month Display, Santa’s Workshop, Local History K-12 Teacher’s Workshop, Spring Gardening Checklist, Civil War Archives Exhibit, Sand Mountain Food Fairways, etc.)</td>
<td>65.8%</td>
<td>33.6%</td>
<td>0.0%</td>
<td>0.7%</td>
<td>1</td>
</tr>
<tr>
<td>Overall, how would you rate the library?</td>
<td>70.0%</td>
<td>29.5%</td>
<td>0.5%</td>
<td>1</td>
<td></td>
</tr>
</tbody>
</table>

1
What do you value most about the library?

- Hours of Operation
- There's a wide range of books there.
- I value most the ability to go in there and immediately being asked if I am in need of help.
- The quiet and the helpful and generous librarians.
- the technology, friendly staff always willing to help, and charging docks for laptops
- Never been
- Great place to study!
- Availability of computers.
- Being able to have access to the internet; printer, and other things I may need. Comment 2: helpful staff and easy access.
- I love the Alabama Virtual Library! It was very helpful in my research!!
- The charging stations are a lifesaver! I also love how friendly everyone that works there is.
- The library staff is always very helpful and courteous.
- online books
- The use of the computers
- the staff
- The computers and books
- The books
- I really appreciate the staff at the library. They are always very nice and SUPER helpful.
- The ability to study quietly
- access to a wide range of information
- the help
- The willingness of employees to help others.
- All the books we have access to and other services we have.
- quiet time to study and concentrate
- Having the sources that I need to learn with.
- did not use it
- Computer access
- My classroom and the children's books!
- I value the staff. I also value the nice, quiet atmosphere.
- How helpful everyone is.
- How friendly and helpful everyone is.
- That the librarians are always willing to help, and seem to have everything under control.
- I love their art displays and decorations for holidays. The library is ALWAYS extremely clean, I have no complaints. Perfect amount of computers, I never have to wait. The staff is WONDERFUL, always willing and eager to help. I am beyond impressed with the library.
- Availability of help
- the online collection of books
- I value the quietness in order to study in peace and the amount of resources available
- I value the vast collection of books and help provided.
The resources
That they have a children's section for those of us in the Child Development classes where we need children's books
computers
fast and get it done
their help.
Material
Quite place to relax and do my research
The help from the Librarians.
Helpfulness of staff
I think it's important to have many books, as the library does.
The help the librarians give
all the hands-on
everything
The help of the librarians is crucial to researching for a project or course.
The availability of the librarians and their willingness to help you.
I value the friendly staff and how helpful they are.
I enjoy borrowing new releases in fiction
The amount of resource available. I love how you can message the library to ask questions.
It was peaceful.
My favorite part of the library is the quiet work spaces that are available.
The librarians are very helpful!
The peace.
The library staff members are very helpful and friendly.
the help from faculty and staff
A quiet place to study.
Perfect environment for studying
The much needed guidance of the librarians.
everything about it is very great. The faculty, book, computer, printers, etc.,
the selection of books
Computer access and the staffs' knowledge.
I value this quiet, secure place to study. I value the one-room bathroom so I don’t have to worry about my personal belongings being stolen. I value the friendly, helpful staff. This is just a great place!
The people are nice
The wide variety of books and magazines.
How easy it is to find what we are looking for.
I value the computers and printer the most about the library.
computers
It’s a very useful study resources.
The computers and printing
the people
The upstairs sitting area and the quietness of it all.
How could the library or its services be improved, if at all?

- Staff more willing to help students locate research materials (books, journals, etc.), especially dual enrollment students who do not have orientation or a library orientation.
- One time I needed a book for a research paper and I didn't know how to use the library so my instructor helped walk me upstairs, use the computer, search for the one I needed, and checked it out. Maybe a staff for the library should do this instead of him having to help me.
- It could be improved with a more clear reference on where to find the books exactly.
- Everything is perfect!
- It should not charge for copies
- Don’t Know, Never Been
- nothing
- As far as I know, my experience with the library has been overall satisfying. No criticisms.
- I think it's great just the way it is.
- I feel that the library is excellent as is!
- There needs to be more lighting.
- I do not understand how the library can charge for printing while other labs can offer it for free. Very unhappy with this.
- I think an email should be sent out 1-2 days before a due date on a book, rather than the day of the due date.
- More books
- It is sometimes very cold in the library, and the WIFI does not always work, causing problems with studying.
- Everything is great!
- Its good how it is.
- More help in the library.
- More children's books for the CHD classes!
Northeast Alabama Community College
Student Evaluation of Learning Resources Center Summary Report - 2017

- The bathrooms could be a little cleaner.
- Nothing, it is fine.
- I feel like there should be a comfortable place where students can relax and read quietly.
- I have had a couple of instances where one of the printers were messed up.
- Brighter lighting. Try switching to LED Light fixtures.
- I do not think that the services of the library need improving. On the contrary, the upkeep of the library may need some assistance. For example, I along with other students who have classes upstairs in the library, have come to the conclusion that there are flies in the ceilings. Please check that out.
- A charging station upstairs.
- I don’t think they could be anymore better or helpful.
- I don’t know that they could improve anymore.
- I love it like it is!
- I don’t know of anything it could improve on. The events are never at a time to include working students. We are always left out.
- It's fine
- They're great as they are!
- nothing really
- More up to date collection of sheet music and ensemble (vocal) pieces.
- I think that everything in the library is satisfactory.
- Everything is perfect
- Maybe more computers. I can't really think of anything else. Sometimes there are a lot of people in there at one time.
- The library is perfect as it is, until otherwise.
- I never use the library. I haven’t entered that building in 2 years.
- Free printing for three sheets or less.
- The library is top notch and could not be any better!
- The library could benefit from acquiring more young adult fiction books and classic fiction. The upstairs bathrooms are really gross.
- No improvements. It's perfect!
- I believe the library is great. I don’t see any need for improvement at this moment in time.
- The library is wonderful!
- Uh give me candy
- It's great.
- I don’t think they could be improved, unless the library had longer hours of operation.
- I can't think of anything.
- I’m satisfied
- It needs no improvement
- I like it the way it is.
- It is fine the way it is.
- I don’t see a need for major improvements.
- I think the library is great the way it is.
A total of 49 employees submitted surveys.

<table>
<thead>
<tr>
<th>Service</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Unsatisfied</th>
<th>Very Unsatisfied</th>
<th>Don't know/Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print/traditional collection (books, print periodicals, DVDs)</td>
<td>75.5%</td>
<td>16.3%</td>
<td>8%</td>
<td>0%</td>
<td>8.2%</td>
</tr>
<tr>
<td>Electronic/online collection (Alabama Virtual Library, EBSCO Discovery, eBooks, etc.)</td>
<td>69.4%</td>
<td>20.4%</td>
<td>10%</td>
<td>0%</td>
<td>10.2%</td>
</tr>
<tr>
<td>Help and availability of library personnel</td>
<td>87.8%</td>
<td>10.2%</td>
<td>5%</td>
<td>0%</td>
<td>2.0%</td>
</tr>
<tr>
<td>Online services (ask-a-librarian service, LibGuides, online tutorials, etc.)</td>
<td>67.3%</td>
<td>12.2%</td>
<td>6%</td>
<td>0%</td>
<td>20.4%</td>
</tr>
<tr>
<td>Library orientation</td>
<td>55.1%</td>
<td>10.2%</td>
<td>5%</td>
<td>0%</td>
<td>34.7%</td>
</tr>
<tr>
<td>ILL (Interlibrary loan)</td>
<td>46.9%</td>
<td>14.3%</td>
<td>7%</td>
<td>0%</td>
<td>38.8%</td>
</tr>
<tr>
<td>Computers, printer, and scanner</td>
<td>69.4%</td>
<td>14.3%</td>
<td>7%</td>
<td>0%</td>
<td>16.3%</td>
</tr>
<tr>
<td>Internet access (including Wi-Fi)</td>
<td>65.3%</td>
<td>22.4%</td>
<td>11%</td>
<td>0%</td>
<td>8.3%</td>
</tr>
<tr>
<td>Facilities (cleanliness, lighting, signage, etc.)</td>
<td>73.5%</td>
<td>22.4%</td>
<td>11%</td>
<td>0%</td>
<td>4.1%</td>
</tr>
<tr>
<td>Hours of operation</td>
<td>73.5%</td>
<td>22.4%</td>
<td>11%</td>
<td>0%</td>
<td>4.1%</td>
</tr>
<tr>
<td>Programs (NACC Student Art Display, Black History Month Display, Santa’s Workshop, Local History K-12 Teacher’s Workshop, Spring Gardening Checklist, Civil War Archives Exhibit, Sand Mountain Food Fairways, etc.)</td>
<td>79.6%</td>
<td>10.2%</td>
<td>5%</td>
<td>0%</td>
<td>10.2%</td>
</tr>
<tr>
<td>Overall, how would you rate the library?</td>
<td>81.6%</td>
<td>16.3%</td>
<td>8%</td>
<td>0%</td>
<td>2.0%</td>
</tr>
</tbody>
</table>
What do you value most about the library?

- Access to eBooks, audiobooks, and ILL
- Ease of access for students. I enjoy the programs/displays.
- Ease of access to digital material.
- Helpful librarians and student workers
- Helpful, friendly staff
- Helpfulness of staff and ILL
- How kind and helpful all the staff are.
- I like the variety of subjects for printed material.
- I love the new books that continually come in.
- Library faculty and staff Library resources
- Making valuable resources available to students
- Resources available.
- The Santa’s Workshop program was very good. I thought that was a great community outreach program.
- The access it gives my students for study and research.
- The availability of library staff. They are excellent!
- The employees are so helpful.
- The extensive collection of books.
- The friendliness and helpful attitudes of the staff.
- The friendliness and prompt responses of the staff when I email with questions.
- The generous hours of operation so that all students have an opportunity to use its services.
- The helpful, friendly librarians and the ability to request book additions to the library.
- The helpfulness of the librarians and student workers.
- The helpfulness of the staff!
- The inviting atmosphere, art displays, and books.
- The number of critical commentaries and literary journals available for our students completing research.
- The staff is always very helpful. The programs and the archive are great assets for the college.
- The staff is the most valuable to me.
- helpful librarians
- the ability to check out material on my kindle
- the online ability to check out books
How could the library or its services be improved, if at all?

- I cannot think of any improvements at this time.
- An increased selection and increased time to loan e-books.
- I have no suggestion. It's pretty great already!
- I think our media specialists do a fantastic job--no improvements needed, just more of the same!
- I think the facilities could be modernized a bit (furniture, technology, etc.)
- Keep up the great work!
- No suggestions for improvement
- Nothing comes to mind at the moment.
- The hours of operation being extended into the morning hours would be nice.
- The library could use new furnishings, especially the outdated tables and chairs.
- To have more up to date material available for checkout on the web through kindle
- allow drinks
A total of 16 community members completed the survey.

<table>
<thead>
<tr>
<th>How would you rate your level of satisfaction with each of the following LRC (library) services?</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Unsatisfied</th>
<th>Very Unsatisfied</th>
<th>Don’t know/Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>%</td>
<td>No.</td>
<td>%</td>
<td>No.</td>
<td>%</td>
<td>No.</td>
</tr>
<tr>
<td>Print/traditional collection (books, print periodicals, DVDs)</td>
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<td>10</td>
<td>14.3%</td>
<td>2</td>
<td>0%</td>
</tr>
<tr>
<td>Electronic/online collection (EBSCO Discovery, eBooks, databases on Alabama Virtual Library, Nursing Reference Center database, etc.)</td>
<td>50.0%</td>
<td>7</td>
<td>21.4%</td>
<td>3</td>
<td>0%</td>
</tr>
<tr>
<td>Help and availability of library personnel</td>
<td>84.6%</td>
<td>11</td>
<td>0%</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Online services (ask-a-librarian service, LibGuides, online tutorials, etc.)</td>
<td>30.8%</td>
<td>4</td>
<td>15.4%</td>
<td>2</td>
<td>0%</td>
</tr>
<tr>
<td>Computers, printers, and scanner</td>
<td>38.5%</td>
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<td>6</td>
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<td>Hours of operation</td>
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<td>2</td>
<td>30.8%</td>
<td>4</td>
<td>0%</td>
</tr>
<tr>
<td>Overall, how would you rate the library?</td>
<td>61.5%</td>
<td>8</td>
<td>38.5%</td>
<td>5</td>
<td>0%</td>
</tr>
</tbody>
</table>
What do you value most about the library?
- Assistance of caring staff
- Availability to the community.
- Internet access
- The availability of books for my Kindle without leaving home.
- The fast internet speed of the computers.
- The online collection of audio books
- The printing and free internet access
- The quiet atmosphere in which to work.
- The service they give when you first walk in. They are very nice and kind, easy to talk with and ask questions.
- The variety of books to choose from and the peacefulness of the quiet atmosphere.
- The wide range of both professional books and personal reading choices
- computer reference materials
- information access

How could the library or its services be improved, if at all?
- Cannot completely answer this question as I don't get to come there as often.
- Cannot think of anything.
- Don't know of any way
- Have more than one librarian available and open later hours for people who take evening classes.
- I don't see a way to improve right now.
- Increase ebook holdings
- Maybe the hours could change
- None that I can think of.
- The last visit I made was spoiled by loud music and singing from the group next to the section in which I was working. It would be nice if that type of group met in a classroom rather than a room right next to a quiet library section.
- The library and services are wonderful. This is not really an improvement and I know books cost money, but I love bestsellers. More bestsellers would be great.
- Workshops