

## Library & Learning Resources Student Survey Spring 2014, Distance Learners

### 1. Please indicate your student status.

	Online Students	Total Students
Answer Options	Response Percent	Response Percent
Credit	90.3%	88.2%
Noncredit	3.7%	8.4%
Both credit and noncredit	6.0%	3.4%
answered question	134	1528

**Analysis:**  
Very comparable

### 2. I take classes that meet (Please check all that apply):

	Online Students	Total Students
Answer Options	Response Percent	Response Percent
Monday-Friday before 5 pm	76.1%	86.6%
Monday-Friday after 5 pm	58.2%	36.4%
Saturdays	17.2%	10.5%
Sundays	3.0%	0.5%
Online at no specific time	100.0%	8.8%
answered question	134	1528

**Analysis:**  
Very comparable

### 3. I use the Library and/or Media Center

	Online Students	Total Students
Answer Options	Response Percent	Response Percent
every day	14.2%	17.0%
several times a week	45.5%	45.4%
several times a month	23.9%	20.2%
several times a semester	10.4%	13.0%
never	1.5%	1.7%
I only use the Library's online resources and services	4.5%	2.7%
answered question	134	1528

**Analysis:**  
Very comparable

**4. Which City College library do you use the most?**

	Online Students	Total Students
Answer Options	Response Percent	Response Percent
Rosenberg	83.6%	75.5%
Downtown	4.5%	5.4%
Mission	4.5%	6.4%
John Adams	2.2%	5.0%
Chinatown/Northbeach	2.2%	3.2%
Alice Statler	0.0%	1.0%
Southeast	0.0%	0.7%
None, I only use the Library's online resources and services	3.0%	2.8%
answered question	134	1528

**Analysis:**  
Very comparable

**5. The current library hours at the CCSF library I use the most (Select all that apply):**

	Online Students	Total Students
Answer Options	Response Percent	Response Percent
meet my needs	66.4%	62.8%
opens too late in the morning. I would like additional morning hours.	15.7%	15.0%
closes too early. I would like additional evening hours.	35.1%	31.2%
needs additional hours on Saturdays	29.9%	23.4%
answered question	134	1528

**Analysis:**  
Very comparable

**6. How would you rate the CCSF library resources?**

Answer Options	Online Students					Total Students				
	Excellent	Good	Fair	Poor	N/A	Excellent	Good	Fair	Poor	N/A
Print books	39.1%	30.8%	13.5%	3.0%	13.5%	39.7%	35.4%	10.2%	1.9%	12.9%
e-Books	28.6%	27.1%	14.3%	2.3%	27.8%	30.7%	29.3%	9.8%	2.3%	28.0%
Print magazines and journals	32.8%	31.3%	15.3%	0.0%	20.6%	33.4%	32.1%	10.0%	1.9%	22.6%
Research and reference	46.3%	27.6%	13.4%	1.5%	11.2%	41.7%	34.8%	9.5%	1.7%	12.2%
Reserve materials	42.1%	27.8%	16.5%	3.0%	10.5%	38.5%	31.6%	12.5%	2.9%	14.6%

**7. I prefer to use**

Answer Options	Online Students	Total Students
	Response Percent	Response Percent
Printed books	53.0%	59.0%
e-Books (electronic books)	15.7%	12.9%
No preference	31.3%	28.1%
answered question	134	1528

**Analysis:**  
Very comparable

**8. How many of your courses require use of CCSF Library and/or Media Center resources or services, (e.g. reserve books, articles from databases, library workshops, audio-visual resources)?**

Answer Options	Online Students	Total Students
	Response Percent	Response Count
none	20.9%	20.9%
1-2 courses	59.0%	59.4%
3 or more courses	20.1%	19.8%
answered question	134	1528

**Analysis:**  
Very comparable

9. When you are at the Library and/or Media Center, how often do you do the following?												
Answer Options	Never	Once or twice/semester	Monthly	Weekly	Several times/wk	Daily	Total Students					
							Never	Once or twice/semester	Monthly	Weekly	Several times/wk	Daily
	<b>Online Students</b>						<b>Total Students</b>					
Use library computers/printing	2%	13%	22%	21%	33%	10%	5%	18%	19%	20%	29%	10%
Use the photocopier	29%	23%	19%	14%	11%	5%	29%	26%	18%	12%	11%	4%
Use your personal laptop or tablet	21%	16%	19%	9%	17%	19%	35%	16%	12%	12%	13%	12%
Conduct research for assignments/coursework	7%	10%	27%	24%	21%	12%	10%	19%	22%	20%	20%	10%
Use reserve books/materials	13%	26%	25%	16%	15%	5%	20%	28%	19%	15%	12%	7%
Ask a librarian for help	9%	48%	17%	10%	13%	3%	12%	38%	21%	13%	10%	6%
Use audiovisual materials	51%	26%	6%	8%	7%	2%	51%	22%	10%	8%	6%	3%
Use a group study room	42%	31%	13%	5%	7%	2%	37%	28%	15%	9%	8%	4%
Study alone	5%	9%	12%	21%	28%	25%	7%	11%	14%	18%	26%	24%
Attend a library workshop	46%	39%	6%	3%	3%	3%	43%	34%	10%	6%	4%	3%
Attend program	63%	25%	3%	3%	3%	3%	58%	21%	8%	5%	4%	3%
View exhibits	46%	28%	11%	7%	5%	3%	44%	26%	14%	8%	5%	3%

10. For the services and resources you have used, please mark how satisfied you are.								
Answer Options	Very satisfied	Satisfied	Not satisfied	No opinion	Very satisfied	Satisfied	Not satisfied	No opinion
	Online Students				Total Students			
Reserve books/materials	45%	40%	3%	12%	37%	41%	4%	17%
E-books	31%	31%	5%	34%	26%	33%	4%	37%
Online database articles	42%	36%	6%	16%	34%	41%	4%	21%
Library workshops	31%	33%	1%	35%	28%	36%	3%	34%
Help/assistance from librarians	53%	34%	1%	12%	45%	39%	2%	13%
Audiovisual/Media Center services	31%	26%	2%	41%	28%	34%	2%	37%
Photocopiers	35%	41%	3%	21%	31%	40%	5%	24%
Printers (b&w and color)	43%	45%	4%	8%	37%	44%	6%	12%
Computers for class work	43%	43%	5%	9%	39%	45%	5%	12%
Group study rooms	34%	31%	4%	30%	31%	36%	3%	30%
Checking out books	45%	39%	2%	14%	38%	40%	3%	18%
Library as a place to study	51%	37%	5%	8%	46%	42%	4%	8%
Library website and its links	43%	37%	5%	15%	37%	44%	3%	16%
library loan	34%	30%	3%	33%	30%	33%	3%	34%
Library exhibitions	27%	30%	0%	42%	26%	34%	1%	38%
Library programs	27%	20%	1%	52%	25%	30%	2%	43%
persons	26%	15%	2%	57%	22%	26%	2%	51%

**Analysis:**

Very comparable

**11. Because I use the Library's collections, services, programs and facilities, I am more able to:**

Answer Options	usually	often	sometimes	not at all	usually	often	sometimes	not at all
	Online Students				Total Students			
Identify a research topic, modify it to a manageable focus and identify key terms that represent the information need or research question.	45%	33%	16%	6%	42%	31%	20%	7%
Access needed information effectively and efficiently	47%	32%	15%	6%	44%	33%	18%	6%
Evaluate information and its sources critically	45%	38%	11%	6%	42%	33%	19%	6%
Incorporate selected information into coursework	44%	36%	14%	6%	42%	33%	18%	7%
Cite sources using a consistent documentation style and construct a bibliography	47%	34%	13%	6%	44%	30%	19%	7%

**Analysis:**

Very comparable

**12. As a result of my activities in the library or through the library website, I:**

Answer Options	usually	often	sometimes	not at all	usually	often	sometimes	not at all
	Online Students				Total Students			
communicate better	41%	26%	21%	13%	38%	31%	21%	10%
discover more about the world, culturally, socially and environmentally	45%	28%	19%	8%	40%	32%	20%	7%
think more critically and improve my problem solving skills	44%	27%	20%	9%	40%	33%	19%	8%
identify helpful resources and opportunities for personal and career development	43%	26%	22%	9%	39%	30%	23%	8%

**Analysis:**

Very comparable

**13. How important is your use of Library services and resources, whether on-site or online, to your academic success in college?**

**Answer Options**

	<b>Online Students</b>	<b>Total Students</b>
very important	71.6%	71.1%
important	19.4%	19.4%
somewhat important	6.7%	6.5%
not important	0.7%	1.2%
haven't used enough to have opinion	1.5%	1.8%
answered question	134	1528

**Analysis:**  
Very comparable

**14. How would you rate your research skills to find academic information sources?**

**Answer Options**

	<b>Online Students</b>	<b>Total Students</b>
Excellent	41.1%	35.5%
Good	43.4%	42.7%
OK	10.9%	16.6%
Could be better	3.9%	3.3%
Need to develop more	0.8%	1.9%
answered question	134	1528

**Analysis:**  
Very comparable

15. What do you like MOST about the Library and/or Media Center? Think about its services, collections, online resources, staff, Library website, etc.

Answered Question: 76

Skipped Question: 58

#	Response Text
1	that students in library science classes can find entry level student lab aid work here
2	Availability of e-books
3	i like to use the library to study and go online to look up stuff before class. It is a quiet place that I can just come and read right before class.
4	Staff, easy of use in finding what I need, DSPS computer.
5	Quiet, Light filled, staff are generally helpful
6	other
7	That you giving me the same survey for the past several days. How many surveys must I fill out before I can aces the net. This survey will not give an accurate reading of those using the library (note my responses)
8	I mainly use the library for the printer and to type up word documents for my English classes. I've also used it when studying for math. So, computer usage tends to be most important and what I like the most.
9	free computer access
10	I like the fact that it exists, and is an option for those who need it when they need it.
11	Great exhibits. Nice place to study.
12	Helpful staff
13	Its organizational structure.
14	books
15	Need More Books
16	I really like that there are computers designated just for printing and that most books for classes are on reserve.
17	its availability for computers
18	reserve book
19	reserve books for 2 or more hours. It is convenient for me to use books at school to finish my assignment. I don't have to bring my own books at home every day.
20	The staff here is amazing. I've had very little trouble finding books I needed. The computer times are perfect. I honestly have no complaints. I love this library.
21	the computers in the media center are less crowded than the ones in the library
22	Being able to print here instead of printing at home.
23	Printing, databases
24	Their availability.
25	The staff is helpful and the library is clean.
26	computers available\ staff
27	There are plenty of places to study.
28	I like the wide selection of books offered for me to succeed in a class/course.
29	/
30	on line resources



31	Access to computers and printers and research materials
32	Articles and databases
33	Services
34	There are usually computers available for use at all hours.
35	The reserved books and computer usage.
36	Multiples option like: quite place for study
37	Multiples option like: quite place for study
38	online resources
39	Quiet, efficient.
40	The staff and the reserve section. Everyone is extremely helpful.
41	Databases are the best. They provide great sources for essays.
42	The library research databases are fantastic, and I love the open space here. Plenty of room to spread out at a large table, or I can almost always find a spot at a private cubby table when that's what I want.
43	use of computers to do schoolwork
44	the people
45	The computers are useful
46	The computers are useful
47	k
48	Collections
49	it is a nice place to study.
50	i like that I don't have to worry about printing out assignments or purchasing books for a class because I can put them on reserve. I also like the people that work in the library, and the collections of books.
51	Circulation staff, online resources, library website
52	the variety of books!
53	online resources, staff, Library website
54	online resources, staff, Library website
55	It's a good place to study. I like the cubbies lining the windows.
56	It's a good place to study. I like the cubbies lining the windows.
57	Computers/printing, online resources, and periodicals.
58	very helpful
59	The books in reserve are very helpful when I don't want to bring my textbook from home.
60	accessibility
61	the assistance given by librarians willing to help
62	hepful staff. availability of computers
63	Staff helpful, engaged, informed. Facilies offer what I need, and I am usually able to access it: computer with internet access, printer and copiers closeby, and Most importantly, easily accessible computer with DSPS accomodations that I need.
64	The resources they offer such as computer use, tutoring, help and information about workshops for my courses.
65	it is peaceful
66	The librarians are always friendly and patient.
67	I like the reserve section.

68	Availability. We can use any CCSF resource in the city!
69	There's always computers available in the evening.
70	computers, no doubt about it.
71	More online text books
72	friendly helpful staff. quiet place to study
73	The access of computers and the language center.
	I like the library because it is a new and good location between Chinatown and Downtown, It opens from 10:00 a.m. to 6:00 Monday to Thursday. It close on Friday. The hours which I get contingently, so I can study. There are many stacks in the center of the library where I am looking for newspapers, textbooks, and dictionaries, encyclopedias, Atlas CD-rom, librarians orientation. I believe that the staff work
74	hard in order to help us. Library website sometimes are pop-up and block. We must think about careful to the www.and spelling correctly.
75	Online databases are not easy to use or figure out which one to use. Use at home is slow, often logging in is even not possible
76	access to computers to find information and books.

16. What do you like LEAST about the Library and/or Media Center? For example, why are you “not satisfied” with some services, and

Answered Question: 74

Skipped Question: 60

#	Response Text
1	in need of just a few more computers
2	Not enough online resources for the articles and databases.
3	N/A
4	DSPS computer should be able to print.
5	have to watch video material you need for courses at the center, media computers freeze a lot, computers in general don't let you open links in new tabs which is frustrating, cost of copying and printing is higher than public library and the machines don't except or give pennies so it actually cost 15 cents per page printed not 12 cents.
6	more Reserve materials to Lease its such as eBook and et al..
7	Never had a problem with anything in the library. All around satisfied with it.
8	limited hours
9	It could be better.
10	sometimes the temperature in the library is way too hot. fix the thermostats or do something! I cannot study in the library when it is uncomfortable.
11	N/A
12	I don't know..
13	books
14	I think media center is good.
15	Sometimes there aren't enough computers available to use
16	the hours being too short
17	annoying
18	Assistance from librarians. Not every librarian can provide useful information for researching data. But some librarians do a good job.
19	I honestly can't think of anything that is worth bringing up here.
20	the library computers get filled up quickly
21	Not Sure
22	when wifi is down, when printers don't work
23	Closes too early
24	Not much reserve books available
25	some computers run slow
26	The photocopy/copying payment system. Difficult when you don't have cash! Wifi is not always accessible on laptop.
27	I hate the hours, compared to SF State or USF Students who have a 24/7 hour library opened to them, I feel as if I have no where to study for my finals or midterms late at night. And I find it extremely difficult to study at home.
28	Not enough daily computer usage time allowed.
29	the printers only accepts change and dollar bills. needs change machine
30	always hot to where I feel like passing out, usually full I have to go to fifth floor but I do like the tutoring, media and writing center

31	Printer should be free
32	Can't have the reserve books for more than 1 day.
33	Rosenberg appears to be overstaffed for the services offered.
34	Not all reserved books are not allowed to be taken out of the library.
35	Least times
36	Least times
37	morning hours of operation
38	na
39	It would be nice if there was a larger printing area. Sometimes it gets really jammed up and things just move really slow.
40	For some reason the e-books are always being used by someone else? Even if I pick an obscure book that I am sure no one wants to read.
41	No major complaints. I suppose my biggest dislike would be the timing on computer access. The extension option is great, but there have been a couple of occasions where I extended a few times and reached my maximum use, and had to ask for a manual extension, even though there were other empty stations available should any students come in needing one. It would be great if the extensions could be limitless as long as there were a certain number of empty stations available.
42	printers cost a lot and do not give change in pennies
43	I like the least the noise I hear when I study yet I can not concentrate for class and look for another building to study.
44	The print book selection is just awful. Many history, sociology, biology texts are far too old. You do not have any current books on evolution, history, or sociology. Whoever is responsible to keep your collection current should be fired.¶ Also, staff on the 5th floor (the floor about the checkout) talk very loudly as they leave the rooms on both sides of the stairs. It is as if they're thinking that since they work in a library, they can break the main rule of silence. Their behavior is disruptive to those who are studying.
45	The print book selection is just awful. Many history, sociology, biology texts are far too old. You do not have any current books on evolution, history, or sociology. Whoever is responsible to keep your collection current should be fired.¶ Also, staff on the 5th floor (the floor about the checkout) talk very loudly as they leave the rooms on both sides of the stairs. It is as if they're thinking that since they work in a library, they can break the main rule of silence. Their behavior is disruptive to those who are studying.
46	h
47	Computers could be better...
48	it should be more sockers.
49	for one thing, its always too warm and sometimes, over populated and loud. I like that I can feel relaxed in the library but sometimes I cant concentrate and if frankly blows me away that non of the staff ever seem to notice...ALSO there needs to be gender neutral bathrooms which I believe is currently being considered seriously because of incidents that trans/gv students have experienced.
50	I feel the books selection is not as up-to-date as I'd like; often the most recent releases are not available at Rosenberg
51	Its dirty, dated. The chairs are very uncomfortable which makes it hard to focus on my studying when my body is hurting. Often has loud students/people in it, not regulated.
52	N/A
53	N/A

54	It's always really warm in the Rosenberg library, and sometimes the WIFI is very, very slow in the lower level (where it's coolest, unfortunately).
55	It's always really warm in the Rosenberg library, and sometimes the WIFI is very, very slow in the lower level (where it's coolest, unfortunately).
56	Nothing.
57	increase more lib hours
58	On hot days it is hard to study, especially when the library is stuffy. Sometimes the internet slows down to the point that I cannot use it.
59	hours
60	n/a
61	noisy, could sure more ebooks and could expand online journal collection
62	I would like to be able to reserve time on the accomodations computer on the 4th floor of Rosenberg. The printers should be able to print double-sided as an option. It is a big waste of paper to do single-sided if you don't need it.
63	The wait to use the printer. There are multiple computers and a single printer, which takes up a lot of time if students are printing large amounts of work.
64	the hours being too short
65	At least once a semester a disturbed person is disruptive and staff could address in a more timely fashion.
66	I like the staff because they are nice and resourceful.
67	I think the pressure of working at such a high volume college is sometimes too heavy for some staff members. Perhaps some training might help them cope as well as clearer communication and direction for students on library use and rules.
68	Many keyboards are very old and hard to type in (while the screen is new and great).
69	computers get crowded regularly. People sleep, eat , drink on the workstations.
70	NA
71	dirty
72	wish was open on school days off but understand. Wish hours were a little bit longer. Wish there were computers set aside for reserved time, if they are would like to know where to find information do so, found out about reserving study rooms, Maybe I should take an orientation course for credit to learn more about it.
73	The computer lab is better than the study room. The study room is always close. Noise and talkative inside will be distracted our thinking . The restrooms sometimes are closed.
74	need more information for library programs.

What new services would you like to see? (e.g. access to library online resources from mobile devices, online reserve materials...).

Answered Question: 65

Skipped Question: 69

#	Response Text
1	not sure
2	I like to physically come to the library
3	Reserve materials online would be helpful for at-home studying, or lacking that, the ability to reserve the reserve materials for a specific time.
4	can you some computer without CCSF ID? sometime I misplace CCSF ID and I can't used the library computer to do some research for my class relate project.
5	N/A
6	access to library online resources from mobile devices
7	open more
8	Everything. Education is important.
9	N/A
10	I don't know..
11	books
12	More course required books, ebooks, or online resources.
13	Definitely Online Reserve Materials and maybe more reserve materials available for students
14	the library hours open as late as possible
15	online reserve book
16	Small scanner. It is too hot at study room.
17	Online reserve materials would be amazing
18	online reserve material
19	More resources available on mobile devices
20	none
21	none
22	online reserve materials and extended evening hours.
23	ability to watch videos online(requiring flash)
24	More books on reserve for classes
25	More after hours and for students to be informed so that the library may be put to good use.
26	/
27	more computers, updated software, more of my course books on reserve, college books can be expensive
28	Make it possible to not only check out books but also dvds and videos more easily
29	online reserve materials
30	A quicker (efficient) method for printing would reduce queue times.
31	N/A
32	I hope to create a place where the student can explore their ideas in any field.

33	I hope to create a place where the student can explore their ideas in any field.
34	more available e-books
35	open wifi without signing up for something.
36	I think any improvements would be awesome.
37	Everything looks great. It'd be nice if someone fixed that annoying clicking-fan sound on the 5th floor...
38	Some keyboard upgrades would be nice. A few of them have just the slightest inconsistency (smaller backspace button, for example, that leaves you typing a \ when you want to backspace). And a couple are missing the little flipper feet that make it able to angle the keyboard up.
39	online reserve materials would be nice. more reserve materials that are available to take home
40	campus dating website for studying (eharmony.com facebook.com)
41	n
42	More private study rooms
43	I think resources for mobile devices would be something worth checking out
44	Renewal of Sunday Library service.
45	None
46	None
47	Paper towels and/or more hand dryers in the restrooms.
48	Paper towels and/or more hand dryers in the restrooms.
49	mobile device access, longer book reserve times for books not allowed to be checked out of the library.
50	more computers, more tutors
51	better audio hookups
52	when library is fine with me
53	mobile device access would be great.
54	I'm not sure what you mean by Library Programs in teh survey besides DSPS. If there are programs and workshops on say, how to evaluate sources for research papers, that would be helpful, as teachers assume you already know this. If these thigns exist already they aren't posted/promoted very well.
55	More Printers.
56	more computers
57	Online reserve textbooks would be great! Often rented textbooks can take awhile to arrive and this delays study and assignment completion.
58	I would like to see the Technical Services of the library.
59	A mobile website would be great!
60	google glasses, a pool, concierge, and ferraris'.
61	access to library online
62	mobile device access. more reserved copies of books
63	Online resources would be good but don't know if there are enough servers to handle that.
64	The student ID and passwords,and barcode number that I can remember. The librarian gives me the OPAC number in a comfortable seats. They also help us to use the printer and deposit 12 cents for each paper in the machine,
65	Reserves for online books, maybe 72 hours etc?