

106 Patron Questionnaires : 2007

LIBRARY & SERVICES

111 Patron Questionnaires: 2007

LIBRARY & SERVICES

2007 Student Questionnaire Results - With Comments

Please circle only "one" response per question. Your comments are encouraged, space has been allowed for them at the end of the questionnaire. Please complete and return this questionnaire to the library circulation desk as soon as possible. Thank you.

1. You are: (a) an ACC Student (b) a Student at another college (c) a High School Student (d) Not a student

|             | Omit | A   | B  | C  | D  |
|-------------|------|-----|----|----|----|
| NUMBERS     | 0    | 93  | 4  | 0  | 9  |
| TOTAL %     | 0%   | 88% | 4% | 0% | 8% |
| % EXC. OMIT |      | 88% | 4% | 0% | 8% |

[ If you are a "Non-ACC Student" and answered Other than (a), "Skip" to question 10 ]

2. You have attended ACC's "Library orientation" taught by the Librarian?  
(a) Yes (b) No

|             | Omit | A   | B   |
|-------------|------|-----|-----|
| NUMBERS     | 15   | 56  | 35  |
| TOTAL %     | 14%  | 53% | 33% |
| % EXC. OMIT |      | 62% | 38% |

[If you answered "No" to question 2 "Skip" to question 4 ]

3. The Librarian's orientation to the library was beneficial to my college experience.  
(a) strongly agree (b) agree (c) no opinion (d) disagree  
(e) strongly disagree

|             | Omit | A   | B   | C   | D  | E  |
|-------------|------|-----|-----|-----|----|----|
| NUMBERS     | 47   | 17  | 35  | 6   | 0  | 1  |
| TOTAL %     | 44%  | 16% | 33% | 6%  | 0% | 1% |
| % EXC. OMIT |      | 29% | 59% | 10% | 0% | 2% |

COMMENTS :

- Also he has helped me individually with other class work
- Showed me how to use ACC web page
- Spiderman>Batman>Superman. Sure is Boring
- It was OK
- Still needed help
- I know how to use resources more properly

4. Status: (a) ACC/Main Campus Student (b) ACC/Off-campus Student

|             | Omit | A   | B   |
|-------------|------|-----|-----|
| NUMBERS     | 16   | 74  | 16  |
| TOTAL %     | 15%  | 70% | 15% |
| % EXC. OMIT |      | 82% | 18% |

5. ACC Status: (a) College Freshman (b) College Sophomore (c) Other \_\_\_\_\_

|             | Omit | A   | B   | C   |
|-------------|------|-----|-----|-----|
| NUMBERS     | 13   | 31  | 46  | 16  |
| TOTAL %     | 12%  | 29% | 43% | 15% |
| % EXC. OMIT |      | 33% | 49% | 17% |

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COMMENTS : - Junior(4); - RN Student; - 2 year; - 3<sup>rd</sup> year; - Senior(2); - Returning for second degree, have B.S.  
- Returning for the endorsement (continuing ed. Teaching); graduate; College junior; Should be junior working on second degree; Going back to school- already have Bachelor's

6. Student Load: (a) Full-Time (12+ credits) (b) Part-Time

|             | Omit | A   | B   |
|-------------|------|-----|-----|
| NUMBERS     | 12   | 77  | 17  |
| TOTAL %     | 11%  | 73% | 16% |
| % EXC. OMIT |      | 82% | 18% |

7. You use ACC Library materials for class assignments? (a) frequently  
(b) occasionally (c) never

|             | Omit | A   | B   | C  |
|-------------|------|-----|-----|----|
| NUMBERS     | 12   | 44  | 44  | 6  |
| TOTAL %     | 11%  | 42% | 42% | 6% |
| % EXC. OMIT |      | 47% | 47% | 6% |

COMMENTS : -Only Computers

8. You are able to obtain the materials you need from or through ACC's Library:  
(a) strongly agree (b) agree (c) no opinion (d) disagree (e) strongly disagree

|             | Omit | A   | B   | C   | D  | E  |
|-------------|------|-----|-----|-----|----|----|
| NUMBERS     | 1    | 44  | 50  | 11  | 0  | 0  |
| TOTAL %     | 1%   | 42% | 47% | 10% | 0% | 0% |
| % EXC. OMIT |      | 42% | 48% | 10% | 0% | 0% |

COMMENTS :

-Needed current newspapers for Detroit News and Free Press including Sunday ed.

9. You consider the use of Library materials: (a) very important  
(b) of some importance (c) of no importance

|             | Omit | A   | B   | C  |
|-------------|------|-----|-----|----|
| NUMBERS     | 0    | 79  | 26  | 1  |
| TOTAL %     | 0%   | 75% | 25% | 1% |
| % EXC. OMIT |      | 75% | 25% | 1% |

10. You use other libraries: (a) frequently (b) occasionally (c) never

|             | Omit | A  | B   | C   |
|-------------|------|----|-----|-----|
| NUMBERS     | 0    | 10 | 46  | 50  |
| TOTAL %     | 0%   | 9% | 43% | 47% |
| % EXC. OMIT |      | 9% | 43% | 47% |

11. You have used the Inter Library Loan service? (a) frequently (b) occasionally  
(c) never (d) don't know what it is?

|             | Omit | A  | B  | C   | D   |
|-------------|------|----|----|-----|-----|
| NUMBERS     | 0    | 3  | 10 | 59  | 34  |
| TOTAL %     | 0%   | 3% | 9% | 56% | 32% |
| % EXC. OMIT |      | 3% | 9% | 56% | 32% |

COMMENTS :

- not at this library, but it is a great feature
- Not yet

12. The photocopying & Microfiche/film copying facilities in the Library are:  
(a) adequate (b) inadequate (c) no opinion

|         | Omit | A  | B | C  |
|---------|------|----|---|----|
| NUMBERS | 0    | 51 | 1 | 54 |

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|             |    |     |    |     |
|-------------|----|-----|----|-----|
| TOTAL %     | 0% | 48% | 1% | 51% |
| % EXC. OMIT |    | 48% | 1% | 51% |

COMMENTS : *-It would be nice if the copier had a top feed so it could go quicker*

13. The number of seats in the Library is adequate?

(a) Yes (b) No (c) no opinion

|             | Omit | A   | B  | C  |
|-------------|------|-----|----|----|
| NUMBERS     | 0    | 94  | 7  | 5  |
| TOTAL %     | 0%   | 89% | 7% | 5% |
| % EXC. OMIT |      | 89% | 7% | 5% |

COMMENTS :

*-(No)More tables/computers*

*-When I have been in the library there has been adequate seating, but I'm usually there at the same time only a day or two each week so I don't feel I can adequately answer this question (no opinion)*

14. The seating in the library is comfortable.

(a) strongly agree (b) agree (c) no opinion (d) disagree (e) strongly disagree

|             | Omit | A   | B   | C  | D  | E  |
|-------------|------|-----|-----|----|----|----|
| NUMBERS     | 0    | 31  | 69  | 2  | 4  | 0  |
| TOTAL %     | 0%   | 29% | 65% | 2% | 4% | 0% |
| % EXC. OMIT |      | 29% | 65% | 2% | 4% | 0% |

COMMENTS : *-Way to cold in winter (disagree)*

15. The Library staff keep you informed on services, regulations, hours, etc.

(a) strongly agree (b) agree (c) no opinion (d) disagree (e) strongly disagree

|             | Omit | A   | B   | C   | D  | E  |
|-------------|------|-----|-----|-----|----|----|
| NUMBERS     | 1    | 27  | 61  | 16  | 1  | 0  |
| TOTAL %     | 1%   | 25% | 58% | 15% | 1% | 0% |
| % EXC. OMIT |      | 26% | 58% | 15% | 1% | 0% |

16. The Library Director, Mr. Chuck Tetzlaff, is helpful.

(a) strongly agree (b) agree (c) no opinion (d) disagree (e) strongly disagree

|             | Omit | A   | B   | C   | D  | E  |
|-------------|------|-----|-----|-----|----|----|
| NUMBERS     | 1    | 39  | 43  | 20  | 2  | 1  |
| TOTAL %     | 1%   | 37% | 41% | 19% | 2% | 1% |
| % EXC. OMIT |      | 37% | 41% | 19% | 2% | 1% |

COMMENTS :

*-I have been helped I just don't know his name*

*-Stops what he is doing to help me, Thank You Again*

*-(no opinion) Don't know by name may have be helpful*

17. The Library Technician, Nathaniel Saliziger, is helpful.

(a) strongly agree (b) agree (c) no opinion (d) disagree (e) strongly disagree

|             | Omit | A   | B   | C   | D  | E  |
|-------------|------|-----|-----|-----|----|----|
| NUMBERS     | 1    | 49  | 35  | 20  | 0  | 1  |
| TOTAL %     | 1%   | 46% | 33% | 19% | 0% | 1% |
| % EXC. OMIT |      | 47% | 33% | 19% | 0% | 1% |

COMMENTS : *-I have been helped I just don't know his name*

18. The Library Technician, Kelly Jackson, is helpful.

(a) strongly agree (b) agree (c) no opinion (d) disagree (e) strongly disagree

|         | Omit | A  | B  | C  | D | E |
|---------|------|----|----|----|---|---|
| NUMBERS | 1    | 41 | 40 | 22 | 0 | 2 |

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|             |    |     |     |     |    |    |
|-------------|----|-----|-----|-----|----|----|
| TOTAL %     | 1% | 39% | 38% | 21% | 0% | 2% |
| % EXC. OMIT |    | 39% | 38% | 21% | 0% | 2% |

19. The part-time Library Technician, Bev Suszek, is helpful.

(a) strongly agree (b) agree (c) no opinion (d) disagree (e) strongly disagree

|             | Omit | A   | B   | C   | D  | E  |
|-------------|------|-----|-----|-----|----|----|
| NUMBERS     | 1    | 26  | 38  | 39  | 1  | 1  |
| TOTAL %     | 1%   | 25% | 36% | 37% | 1% | 1% |
| % EXC. OMIT |      | 25% | 36% | 37% | 1% | 1% |

COMMENTS :

- (no)

-(no opinion) *Don't know by name may have be helpful*

20. The Library "student" staff are helpful.

(a) strongly agree (b) agree (c) no opinion (d) disagree (e) strongly disagree

|             | Omit | A   | B   | C   | D  | E  |
|-------------|------|-----|-----|-----|----|----|
| NUMBERS     | 1    | 19  | 36  | 47  | 2  | 1  |
| TOTAL %     | 1%   | 18% | 34% | 44% | 2% | 1% |
| % EXC. OMIT |      | 18% | 34% | 45% | 2% | 1% |

COMMENTS : - *They hide in the office all day, unless absolutely no one is around*

21. Overall, in your opinion, the ACC Library is:

(a) excellent (b) good (c) fair (d) poor (e) no opinion

|             | Omit | A   | B   | C  | D  | E  |
|-------------|------|-----|-----|----|----|----|
| NUMBERS     | 1    | 51  | 52  | 2  | 0  | 0  |
| TOTAL %     | 1%   | 48% | 49% | 2% | 0% | 0% |
| % EXC. OMIT |      | 49% | 50% | 2% | 0% | 0% |

22. How would you evaluate the ACC's Computer Library Catalog (Athena Program)?

(a) excellent (b) good (c) fair (d) poor (e) no opinion

|             | Omit | A   | B   | C  | D  | E   |
|-------------|------|-----|-----|----|----|-----|
| NUMBERS     | 1    | 22  | 30  | 5  | 1  | 47  |
| TOTAL %     | 1%   | 21% | 28% | 5% | 1% | 44% |
| % EXC. OMIT |      | 21% | 29% | 5% | 1% | 45% |

COMMENTS :

- *have not used it enough*

- *Instead of pointing out the book(s) I was looking for, I wound up in a loop of "see also (s)"*

23. How would you evaluate the computer (full-text) Sources?

(a) excellent (b) good (c) fair (d) poor (e) no opinion

|             | Omit | A   | B   | C  | D  | E   |
|-------------|------|-----|-----|----|----|-----|
| NUMBERS     | 3    | 28  | 46  | 7  | 1  | 21  |
| TOTAL %     | 3%   | 26% | 43% | 7% | 1% | 20% |
| % EXC. OMIT |      | 27% | 45% | 7% | 1% | 20% |

COMMENTS : - *have not used*

24. How would you evaluate the e-book collection?

(a) excellent (b) good (c) fair (d) poor (e) no opinion

|             | Omit | A   | B   | C  | D  | E   |
|-------------|------|-----|-----|----|----|-----|
| NUMBERS     | 2    | 19  | 35  | 6  | 1  | 43  |
| TOTAL %     | 2%   | 18% | 33% | 6% | 1% | 41% |
| % EXC. OMIT |      | 18% | 34% | 6% | 1% | 41% |

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COMMENTS : *-have not used*

25. How would you evaluate the general book collection (general, Ref, JUV & FIC)?

(a) excellent (b) good (c) fair (d) poor (e) no opinion

|             | Omit | A   | B   | C   | D  | E   |
|-------------|------|-----|-----|-----|----|-----|
| NUMBERS     | 1    | 20  | 48  | 11  | 1  | 25  |
| TOTAL %     | 1%   | 19% | 45% | 10% | 1% | 24% |
| % EXC. OMIT |      | 19% | 46% | 10% | 1% | 24% |

26. How would you evaluate the Magazine / Newspaper Collection?

(a) excellent (b) good (c) fair (d) poor (e) no opinion

|             | Omit | A   | B   | C  | D  | E   |
|-------------|------|-----|-----|----|----|-----|
| NUMBERS     | 1    | 30  | 47  | 9  | 0  | 19  |
| TOTAL %     | 1%   | 28% | 44% | 8% | 0% | 18% |
| % EXC. OMIT |      | 29% | 45% | 9% | 0% | 18% |

27. How would you evaluate the Typing & Word Processing software & equipment?

(a) excellent (b) good (c) fair (d) poor (e) no opinion

|             | Omit | A   | B   | C  | D  | E   |
|-------------|------|-----|-----|----|----|-----|
| NUMBERS     | 1    | 39  | 46  | 7  | 0  | 13  |
| TOTAL %     | 1%   | 37% | 43% | 7% | 0% | 12% |
| % EXC. OMIT |      | 37% | 44% | 7% | 0% | 12% |

28. How would you evaluate the Internet access software and equipment?

(a) excellent (b) good (c) fair (d) poor (e) no opinion

|             | Omit | A   | B   | C  | D  | E  |
|-------------|------|-----|-----|----|----|----|
| NUMBERS     | 1    | 51  | 42  | 5  | 1  | 6  |
| TOTAL %     | 1%   | 48% | 40% | 5% | 1% | 6% |
| % EXC. OMIT |      | 49% | 40% | 5% | 1% | 6% |

COMMENTS : *- down a lot in summer*

29. How would you rate the noise level in the main seating area?

(a) excellent (b) about right most of the time (c) too noisy some of the time

(d) too noisy most of the time (e) no opinion

|             | Omit | A   | B   | C   | D  | E  |
|-------------|------|-----|-----|-----|----|----|
| NUMBERS     | 2    | 15  | 52  | 31  | 4  | 2  |
| TOTAL %     | 2%   | 14% | 49% | 29% | 4% | 2% |
| % EXC. OMIT |      | 14% | 50% | 30% | 4% | 2% |

30. How would you evaluate the Quiet Study Area (in back of Library)?

(a) excellent (b) about right most of the time (c) too noisy some of the time

(d) too noisy most of the time (e) no opinion

|             | Omit | A   | B   | C  | D  | E   |
|-------------|------|-----|-----|----|----|-----|
| NUMBERS     | 2    | 47  | 30  | 4  | 0  | 23  |
| TOTAL %     | 2%   | 44% | 28% | 4% | 0% | 22% |
| % EXC. OMIT |      | 45% | 29% | 4% | 0% | 22% |

COMMENTS : *-(no opinion) have not sat there before*

31. Generally, how would you evaluate the Library's Hours?

(a) excellent (b) good (c) fair (d) poor (e) no opinion

|         | Omit | A  | B  | C  | D | E |
|---------|------|----|----|----|---|---|
| NUMBERS | 2    | 32 | 58 | 10 | 1 | 3 |

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|             |    |     |     |     |    |    |
|-------------|----|-----|-----|-----|----|----|
| TOTAL %     | 2% | 30% | 55% | 9%  | 1% | 3% |
| % EXC. OMIT |    | 31% | 56% | 10% | 1% | 3% |

COMMENTS :

- *Could extend - earlier & later hours (college Jr)*
- *Fridays should be longer*
- *You've been open when I have needed to use the library (no opinion)*

32. You recommend that the Library's weekend hours:

- (a) be increased (b) kept the same as now (c) be discontinued  
(d) other \_\_\_\_\_ (e) no opinion

|             | Omit | A   | B   | C  | D  | E   |
|-------------|------|-----|-----|----|----|-----|
| NUMBERS     | 1    | 25  | 53  | 0  | 2  | 25  |
| TOTAL %     | 1%   | 24% | 50% | 0% | 2% | 24% |
| % EXC. OMIT |      | 24% | 50% | 0% | 2% | 24% |

COMMENTS :

- *More hours, Early or Late, not middle of day (college Jr)*
- *Haven't come in Saturday, yet.*
- *I have tutored here on weekends*
- *I would like them extended but I don't know if it's practical*

33. You recommend that the library's evening hours:

- (a) be extended (b) kept the same (c) be discontinued  
(d) other \_\_\_\_\_ (e) no opinion

|             | Omit | A   | B   | C  | D  | E   |
|-------------|------|-----|-----|----|----|-----|
| NUMBERS     | 1    | 15  | 71  | 0  | 1  | 18  |
| TOTAL %     | 1%   | 14% | 67% | 0% | 1% | 17% |
| % EXC. OMIT |      | 14% | 68% | 0% | 1% | 17% |

COMMENTS :

- *9 pm week days (college Jr)*
- *5 to 9pm M-Fri*
- *Need to do more to get students here (be extended)*

=====

If you have any additional recommendations, comments or suggestions for the library please do so below.  
(noise level, more books or magazines on the subject/s \_\_\_\_\_, hours open, days open, need a silent study room, need more word processing units, more ...)

-----

- *Wireless Internet Access*
- *Need wireless Internet Access in the library*
- *Blonde haired lady is not nice*
- *Need video games or entertainment center & McDonalds or Subway, Pizza Hut*
- *I think the dictation machines need to be more up to date.*
- *At times when I come in I can not find a computer to use, so I think that a couple more computers are needed*
- *More current books would be nice; open later at night, some classes run late and for some students that only go to class at night, the library being open later would be beneficial.*
- *Doing great so far that I have seen*
- *My only complaint is the regulation of noise. Yes there is a quiet area, however with a full library or loud group the noise filters into the quiet area. People should be able to talk, but that volume level should be adjusted. This is the noisiest library I have ever used. Solutions: Regulate groups better and more isolation for quiet area.*
- *We need wireless internet in this school/library: I have never been to a college without wifi!*
- *Good Job overall*

