



This report includes disaggregated results stemming from the CHC Library Satisfaction Survey disseminated to instructional and non-instructional faculty during the Spring 2021 term. The Office of Institutional Effectiveness, Research and Planning (OIERP) developed this online survey in collaboration with members of the Library Task Force.

The survey was organized to collect data on the utilization and satisfaction with library services and resources. Additionally, respondents were asked whether they would like to be contacted about their specific resource needs, email address were provided separately. A total of 55 responses were submitted (12 non-instructional and 43 instructional).

Non-Instructional Faculty

Are you an instructional or non-instructional faculty member?	#	%
Non-Instructional	12	21.8

How can the library better serve your department's student needs? (n=8)
Doing a great job!
Have more availability in the evening and on weekends.
Health Literature - scholarly articles on reproductive health, contraception, mental health
Keeping books on topics related to student services such as healthy lifestyle, career, transfer etc.
Provide updates on current services available. This will allow us to actively share with students.
Through the resources offered to students: research assistance, citation assistance, and computer/printer/scanner use.
We are already working on collaborating with the library.
We are good at this time

Do you collaborate with library staff in your work at CHC (e.g., course reserves, acquiring resources, library workshops, etc.)?	#	%
Yes	5	41.7
Occasionally	5	41.7
No	2	16.7
Total	12	100.0

Faculty Satisfaction of Library Services Survey Results, May 2021

How do you distribute library resource(s) information? (select all that apply)	#	%
One-to-one meetings	7	22.6
Workshops	7	22.6
Other:	6	19.4
Canvas	4	12.9
Assignments	2	6.5
In class	2	6.5
Starfish	2	6.5
Syllabi	1	3.2
Total	31	100.0

Other Selected: Only three respondents provided comments and all stated "Emails".

How do you utilize the library? (select all that apply)	#	%
On site	8	44.4
Remote access	8	44.4
I do not utilize the library	2	11.1
Total	18	100.0

How would you like to receive updates about library services? (select all that apply)	#	%
Email	11	42.3
Department meetings	5	19.2
Flex workshops	4	15.4
Library website/online services	4	15.4
Chairs Council/Academic Senate	2	7.7
Other:	0	0.0
Total	26	100.0

Faculty Satisfaction of Library Services Survey Results, May 2021

Please rate your level of satisfaction with the following campus library services/aids available.	Extremely Satisfied		Satisfied		Dissatisfied		Extremely Dissatisfied		Don't Know/Not Applicable		Total
	#	%	#	%	#	%	#	%	#	%	
Access to course reserves/textbooks	1	9.1	3	27.3	1	9.1	0	0.0	6	54.5	11
Student study spaces and computing resources	3	27.3	3	27.3	0	0.0	0	0.0	5	45.5	11
Library workshops for students	4	33.3	1	8.3	0	0.0	0	0.0	7	58.3	12
Access to streaming media	3	25.0	1	8.3	0	0.0	0	0.0	8	66.7	12
Access to e-books	4	33.3	1	8.3	1	8.3	0	0.0	6	50.0	12
Access to physical books	4	33.3	2	16.7	1	8.3	0	0.0	5	41.7	12
Access to journals	4	33.3	2	16.7	0	0.0	0	0.0	6	50.0	12
Access to article databases	4	33.3	4	33.3	0	0.0	0	0.0	4	33.3	12
Librarian led research assistance	4	33.3	1	8.3	0	0.0	0	0.0	7	58.3	12
Developing collections in support of academic success	3	30.0	2	20.0	0	0.0	0	0.0	5	50.0	10
Supporting faculty research	2	18.2	1	9.1	0	0.0	0	0.0	8	72.7	11
Creating in-person and online research tools (e.g., Libguides, Canvas modules, etc.)	3	27.3	0	0.0	0	0.0	0	0.0	8	72.7	11
Interlibrary Loan (Inland Empire Academic Library Cooperative, SBVC, etc.)	2	16.7	1	8.3	2	16.7	0	0.0	7	58.3	12

Please tell us why you are dissatisfied with these library services/aids? (n=2)

Inter library loan program is cumbersome. I tried to get a few books and I remember it wasn't a very friendly process. Whereas my colleague at another college outside our district had a very different and helpful experience. She gave them her list and they requested it for her. She didn't have to figure out and maneuver that process on her own

Textbooks (course reserves) and books should be circulating at this time either through curbside pick-up or library lockers. There needs to be more appropriation of the budget to fund course reserves so that there is availability of at least 1 textbook for every class. Other campuses do this and it is extremely vital for our students' success. The ILL process needs some re-vamping.

After reviewing the library services/aids available above, what additional resources do you suggest the library provide? (n=2)

Although we don't use the resources in our service area, students share they are extremely satisfied.

More eBooks and course reserve materials available to the students along with additional databases from Gale and ProQuest that address other disciplines.

Faculty Satisfaction of Library Services Survey Results, May 2021

Please use the list below to <u>identify your library resources and support needs</u> (select all that apply)	#	%
Textbook reserve requests	6	24.0
Online self-paced information literacy tutorials	5	20.0
E-book purchasing suggestions	3	12.0
Creating a subject or class-specific research guide	3	12.0
Library instruction	2	8.0
Provide access to article databases	2	8.0
Other:	2	8.0
Streaming media purchasing suggestions	1	4.0
Physical book purchasing suggestions	1	4.0
Journal purchasing suggestions	0	0.0
Total	25	100.0

Other: Text Entry (n=0)
N/A

Please use the space below to share suggestions or comments you have. (n=0)
N/A

Instructional Faculty

Are you an instructional or non-instructional faculty member?	#	%
Instructional	43	78.2

Which department do you teach in?	#	%
Allied Health	3	7.3
Business and Economics	0	0.0
Communication and Language	3	7.3
English and Reading	10	24.4
Fine Arts	4	9.8
Human Development	4	9.8
Kinesiology and Health Education	2	4.9
Mathematics	4	9.8
Multimedia, Information Technology, and Noncredit	1	2.4
Physical and Biological Sciences	2	4.9
Public Safety and Services	3	7.3
Social Sciences	5	12.2
Total	41	100.0

Note: Two respondents did not designate their respective department(s).

Faculty Satisfaction of Library Services Survey Results, May 2021

How can the library better serve your department's student needs? (n=0)
N/A

Do you collaborate with library staff in your work at CHC (e.g., course reserves, acquiring resources, library workshops, etc.)?	Yes	Occasionally	No
	#	#	#
Allied Health	2	1	0
Business and Economics	0	0	0
Communication and Language	1	1	1
English and Reading	4	6	0
Fine Arts	1	1	1
Human Development	1	3	0
Kinesiology and Health Education	1	0	1
Mathematics	0	1	3
Multimedia, Information Technology, and Noncredit	0	0	1
Physical and Biological Sciences	2	0	0
Public Safety and Services	0	2	1
Social Sciences	1	3	1
Totals	13	18	9

How do you distribute library resource(s) information? (select all that apply)	Assignments	Canvas	In Class	One-to-One Meetings	Other	Starfish	Syllabi	Workshops
	#	#	#	#	#	#	#	#
Allied Health	1	3	1	0	0	0	1	1
Business and Economics	0	0	0	0	0	0	0	0
Communication and Language	1	3	1	0	0	0	1	0
English and Reading	7	10	7	6	0	0	6	6
Fine Arts	2	3	1	1	0	0	1	1
Human Development	2	3	2	1	2	0	3	0
Kinesiology and Health Education	1	2	1	0	1	0	0	1
Mathematics	0	1	1	0	1	1	1	0
Multimedia, Information Technology, and Noncredit	0	1	1	0	0	0	0	0
Physical and Biological Sciences	0	1	2	0	0	0	1	0
Public Safety and Services	0	3	1	0	0	0	2	0
Social Sciences	1	4	1	1	0	0	3	0
Totals	15	34	19	9	4	1	19	9

Other indicated: - Text Entry (n=4)
Human Development
FAQ
Refer using email info from library
Kinesiology and Health Education
Scavenger hunts
Mathematics
None

Faculty Satisfaction of Library Services Survey Results, May 2021

How do you utilize the library? (select all that apply)	On Site	Remote Access	I do not utilize the library
	#	#	#
Allied Health	2	2	1
Business and Economics	0	0	0
Communication and Language	1	1	1
English and Reading	3	8	0
Fine Arts	2	2	0
Human Development	2	4	0
Kinesiology and Health Education	1	1	0
Mathematics	1	0	2
Multimedia, Information Technology, and Noncredit	0	1	0
Physical and Biological Sciences	2	1	0
Public Safety and Services	1	0	1
Social Sciences	2	4	0
Totals	17	24	5

How would you like to receive updates about library services? (select all that apply)	Chairs Council/ Academic Senate	Department Meetings	Email	Flex Workshops	Library website/ online services	Other
	#	#	#	#	#	#
Allied Health	1	0	3	1	2	0
Business and Economics	0	0	0	0	0	0
Communication and Language	0	1	2	0	0	0
English and Reading	3	5	7	4	5	0
Fine Arts	0	0	3	1	1	0
Human Development	2	1	4	2	2	0
Kinesiology and Health Education	0	0	1	0	0	0
Mathematics	1	2	2	3	1	0
Multimedia, Information Technology, and Noncredit	0	0	1	0	0	0
Physical and Biological Sciences	0	0	2	0	0	0
Public Safety and Services	0	0	2	1	0	0
Social Sciences	0	1	4	1	1	0
Totals	7	10	31	13	12	0

Faculty Satisfaction of Library Services Survey Results, May 2021

Please rate your level of satisfaction with the following campus library services/aids available.	Extremely Satisfied		Satisfied		Dissatisfied		Extremely Dissatisfied		Don't Know/Not Applicable		Total
	#	%	#	%	#	%	#	%	#	%	
Access to course reserves/textbooks	14	37.8	15	40.5	0	0.0	0	0.0	8	21.6	37
Student study spaces and computing resources	19	51.4	11	29.7	0	0.0	0	0.0	7	18.9	37
Library workshops for students	18	48.6	11	29.7	0	0.0	0	0.0	8	21.6	37
Access to streaming media	10	27.0	8	21.6	3	8.1	0	0.0	16	43.2	37
Access to e-books	8	22.2	12	33.3	2	5.6	0	0.0	14	38.9	36
Access to physical books	11	30.6	15	41.7	1	2.8	0	0.0	9	25.0	36
Access to journals	12	32.4	13	35.1	2	5.4	1	2.7	9	24.3	37
Access to article databases	14	38.9	14	38.9	2	5.6	1	2.8	5	13.9	36
Librarian led research assistance	14	37.8	10	27.0	0	0.0	0	0.0	13	35.1	37
Developing collections in support of academic success	7	18.4	11	28.9	3	7.9	0	0.0	17	44.7	38
Supporting faculty research	3	8.1	10	27.0	1	2.7	0	0.0	23	62.2	37
Creating in-person and online research tools (e.g., Libguides, Canvas modules, etc.)	6	15.8	12	31.6	1	2.6	1	2.6	18	47.4	38
Interlibrary Loan (Inland Empire Academic Library Cooperative, SBVC, etc.)	5	13.5	8	21.6	1	2.7	2	5.4	21	56.8	37

NOTE: The data above includes all instructional departments combined.

Based upon the above table, those who expressed dissatisfaction or extreme dissatisfaction with library services/aids are listed below by such services and the respondent's designated department.

- Access to available streaming media: Fine Arts and Social sciences
- Access to e-books: English/Reading and Social Sciences
- Access to physical books: English/Reading
- Access to journals: English/Reading and Social Sciences
- Access to article databases: Social Sciences
- Developing collections in support of academic success: English/reading, Human Development, and Social Sciences
- Supporting faculty research: English/Reading
- Creating in-person and online research tools (e.g., Libguides, Canvas modules, etc.): English/Reading
- Interlibrary Loan (Inland Empire Academic Library Cooperative, SBVC, etc.): English/Reading, Human Development, and Social Sciences

Please tell us why you are dissatisfied with these library services/aids? (n=6)
English and Reading
There isn't much to work with or they don't exist.
Fine Arts
ref: streaming services: it would be great if we had kanopy!
Human Development
Historically, there has never been an active link between instructional faculty and the library staff to discuss how the collection specifically supports the academic programs offered at the college.
Social Sciences
We need to add robust databases for research
I think we need more access to scholarly journals for students, such as Jstor. We have improved, but I think we need to continue to add resources.
Unknown
It would be wonderful if there could be access, even limited access, to JSTOR

After reviewing the library services/aids available above, what additional resources do you suggest the library provide? (n=12)
Allied Health
Greater consideration for outside inter-library relations. Allowance for students to attend, make use of non SBCCD library options through partnerships.
Communication and Language
Our digital ebooks are not available without subscriptions.
English and Reading
“Students could use more guides to use library resources that correlate directly to Course Outline of Record requirements per class aimed at students. For example, they could use more upfront information about critical thinking in various disciplines, more information on how to assess/evaluate sources and evidence for different disciplines, and more accessible information on theories used in different disciplines. It would be great if we have a database of resources that could be come examples of great critical thinking and a pathway for students to follow. I'm not sure if this even exists yet. In addition to information students need to complete reading and writing assignments now, I want my students to become comfortable using library resources to develop their thinking skills for university course subjects and future independent research work. I work to help them see the library as a bridge to understanding how knowledge and theory develops in their disciplines and learn how to find evidence and learn how to understand it. Finally, as some are moving toward no-textbook classes, it would be great if we could refer students to the library to read books and resources for their assignments much as the European model of higher education. “
I'd love to be able to access JSTOR through the library.
I said IDK to some of these just because I'm not sure how we are doing it online, such as access to reserves. That may be because I use OERs. Some others I answered IDK because I haven't asked for it, such as faculty resources, except of course the library tour but perhaps by resources, you mean materials? I put Satisfied for in-person tools because I don't know what Libguides is?
Human Development
Interlibrary loan would be a great resource. Any chance that we could connect with other Public College/University library systems (e.g. UC Links, CSU, etc) ?
Unknown
Mathematics
I don't know how to integrate library resources and would welcome advice.

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Public Safety and Services
Nothing I can think of
Social Sciences
“Philosophers Index, EthicShare, PastMasters etc...”
Access to Jstor and other peer-reviewed journal subscriptions. Access to more streaming media sources such as Documentary Education Resources (der.org) There are tons of documentaries on that site that would be perfect for social science courses.
Unknown
JSTOR

Please use the list below to identify your library resources and support needs (select all that apply)	
Allied Health <ul style="list-style-type: none"> Library instruction Journal purchasing suggestions Provide access to article databases Textbook reserve requests Creating a subject or class-specific research guide 	Human Development <ul style="list-style-type: none"> Library instruction, E-book purchasing suggestions Physical book purchasing suggestions Journal purchasing suggestions Provide access to article databases Textbook reserve requests Creating a subject or class-specific research guide Online self-paced information literacy tutorials
Communication and Language <ul style="list-style-type: none"> Library instruction Provide access to article databases Textbook reserve requests Creating a subject or class-specific research guide 	Mathematics <ul style="list-style-type: none"> Creating a subject or class-specific research guide
English and Reading <ul style="list-style-type: none"> Library instruction Streaming media purchasing suggestions E-book purchasing suggestions Physical book purchasing suggestions Journal purchasing suggestions Provide access to article databases Textbook reserve requests Creating a subject or class-specific research guide Online self-paced information literacy tutorials Other: More online access to services 	Multimedia, Information Technology, and Noncredit <ul style="list-style-type: none"> Provide access to article databases
	Physical and Biological Sciences <ul style="list-style-type: none"> Physical book purchasing suggestions Textbook reserve requests
	Public Safety and Services <ul style="list-style-type: none"> Other: I have not utilized the library as much as I could
Fine Arts <ul style="list-style-type: none"> Streaming media purchasing suggestions Physical book purchasing suggestions Textbook reserve requests 	Social Sciences <ul style="list-style-type: none"> Library instruction Streaming media purchasing suggestions

Faculty Satisfaction of Library Services Survey Results, May 2021

Please use the space below to share suggestions or comments you have. (n=7)

I have taken my students on tours of the library and the librarians are super helpful for my students doing research, and for information for me to send to my students when studying.

Just wanted to say thank you to all our great librarians!

Thank you for offering this survey and for all you do in library services!

Thank you for your hard work! I'm excited about the new logins.

Thanks you all do a great job.

Very happy about the upcoming single sign-on option for students!

While math may not be the biggest users of the library resources that aren't study-space related, I do think there can be some useful services setup. Our statistics course seems one of the best starting places.

If you have any questions about this brief, please contact Ruby Zuniga, Research Data Specialist, at rzuniga@craftonhills.edu.