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

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 valid responses were submitted.

Are you an instructional or non-instructional faculty member?	#	%
Instructional	43	78.2
Non-Instructional	12	21.8
Total	**55**	**100.0**

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

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.)?	#	%
Occasionally	25	45.5
Yes	19	34.5
No	11	20.0
Total	55	100.0

How do you distribute library resource(s) information? (select all that apply)	#	%
Canvas	40	26.1
In class	23	15.0
Syllabi	23	15.0
Assignments	20	13.1
One-to-one meetings	17	11.1
Workshops	17	11.1
Other:	10	6.5
Starfish	3	2.0
Total	153	100.0

Other: - Text Entry (n=6)
Email
Email's
Email to students
FAQ
Refer using email info from library
Scavenger hunts

How do you utilize the library? (select all that apply)	#	%
Remote access	34	50.0
On site	27	39.7
I do not utilize the library	7	10.3
Total	68	100.0

How would you like to receive updates about library services? (select all that apply)	#	%
Email	45	41.3
Flex workshops	18	16.5
Library website/online services	18	16.5
Department meetings	17	15.6
Chairs Council/Academic Senate	11	10.1
Other:	0	0.0
Total	109	100.0

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	16	32.7	18	36.7	1	2.0	0	0.0	14	28.6	49
Student study spaces and computing resources	22	44.9	15	30.6	0	0.0	0	0.0	12	24.5	49
Library workshops for students	23	46.0	12	24.0	0	0.0	0	0.0	15	30.0	50
Access to streaming media	13	26.0	9	18.0	3	6.0	0	0.0	25	50.0	50
Access to e-books	12	24.5	13	26.5	3	6.1	0	0.0	21	42.9	49
Access to physical books	15	30.6	18	36.7	2	4.1	0	0.0	14	28.6	49
Access to journals	16	32.0	16	32.0	2	4.0	1	2.0	15	30.0	50
Access to article databases	18	36.7	18	36.7	2	4.1	1	2.0	10	20.4	49
Librarian led research assistance	18	36.0	11	22.0	0	0.0	0	0.0	21	42.0	50
Developing collections in support of academic success	10	20.4	13	26.5	3	6.1	0	0.0	23	46.9	49
Supporting faculty research	5	10.2	11	22.4	1	2.0	0	0.0	32	65.3	49
Creating in-person and online research tools (e.g., Libguides, Canvas modules, etc.)	9	18.0	12	24.0	1	2.0	1	2.0	27	54.0	50
Interlibrary Loan (Inland Empire Academic Library Cooperative, SBVC, etc.)	7	14.0	10	20.0	3	6.0	2	4.0	28	56.0	50

Please tell us why you are dissatisfied with these library services/aids? (n=8)
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.
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.
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
It would be wonderful if there could be access, even limited access, to JSTOR
Ref: streaming services: it would be great if we had kanopy!
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.
There isn't much to work with or they don't exist.
We need to add robust databases for research

After reviewing the library services/aids available above, what additional resources do you suggest the library provide? (n=13)
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.
Although we don't use the resources in our service area, students share they are extremely satisfied.
Greater consideration for outside inter-library relations. Allowance for students to attend, make use of non SBCCD library options through partnerships.
I don't know how to integrate library resources and would welcome advice.
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?
I'd love to be able to access JSTOR through the library.
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) ?
JSTOR
More eBooks and course reserve materials available to the students along with additional databases from Gale and ProQuest that address other disciplines.
Nothing I can think of
Our digital ebooks are not available without subscriptions.
Philosophers Index EthicShare PastMasters etc...
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 adn 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.

Please use the list below to <u>identify your library resources and support needs</u> (select all that apply)	#	%
Provide access to article databases	23	15.6
Textbook reserve requests	20	13.6
Library instruction	19	12.9
Creating a subject or class-specific research guide	19	12.9
Online self-paced information literacy tutorials	17	11.6
Journal purchasing suggestions	13	8.8
E-book purchasing suggestions	11	7.5
Physical book purchasing suggestions	11	7.5
Streaming media purchasing suggestions	9	6.1
Other:	5	3.4
Total	**147**	**100.0**

Other: Text Entry (n=3)
More online access to services
I have not utilized the library as much as I could
Films on Demand

Please use the space below to share suggestions or comments you have. (n=8)
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.
Thank you!
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.