



**Monterey Peninsula College Library**  
 980 Fremont Street  
 Monterey, CA 93940  
 (831) 646-4095

# Library Assessment Survey

Please take a moment to help us improve your experience in the MPC Library. When you're done, please drop the questionnaire in the box at the Reference desk. PLEASE DO NOT FILL OUT MORE THAN ONE.

## Services

<p>Are you...? Check all that apply:</p> <p>An MPC student 82.0% 584</p> <p>    Evening student 22.2% 127</p> <p>    Day student 42.4% 243</p> <p>    Full-time 61.6% 353</p> <p>    Part-time 27.2% 156</p> <p>    Distance Ed student 1.6% 9</p> <p>CSUMB student .07% 5</p> <p>Student enrolled at another school 1.0% 7</p> <p>MPC Staff 8.4% 60</p> <p>MPC Faculty 8.7% 62</p> <p>MPC Administration 1.0% 7</p> <p>Community user 1.5% 11</p> <p>Visitor from outside the area .01% 1</p> <p>Other (see attached) 1.4 % 10</p>	<p>How satisfied were you with the service you received?</p> <p>Very satisfied 64.1% 433</p> <p>Somewhat satisfied 24.0% 162</p> <p>Felt neglected 1.8% 12</p> <p>Walked away frustrated 1.3% 9</p> <p>Didn't require service 8.7% 59</p> <p>Comments: 39 (see attached)</p>
<p>Your primary language is:</p> <p>English 90.6% 638</p> <p>Other 9.4% 66</p> <p>(Top 3 languages other than English are Korean, Spanish and Vietnamese, respectively. See attached for complete listing)</p>	<p>What are your reasons for using the Library? Check all that apply:</p> <p>Research, class assignments 69.4% 471</p> <p>Studying 63.3% 430</p> <p>Group study rooms 29.6% 201</p> <p>TVs, DVD/VHS players 10.0% 68</p> <p>Computer access: 64.4% 437</p> <p>    94.3% 400 Internet</p> <p>    36.6% 155 databases</p> <p>    67.9% 288 Microsoft Word, Excel, PowerPoint, Access</p> <p>    8.7% 37 scanning</p> <p>Reserves 16.2% 110</p> <p>Browsing the stacks 14.1% 96</p> <p>Borrowing materials from our library 27.7% 188</p> <p>Borrowing materials from other libraries 3.1% 21</p> <p>Magazines &amp; newspapers 16.3% 111</p> <p>Copy machines 35.8% 243</p> <p>Conference rooms 14.0% 95</p> <p>Food for Thought Lounge 32.8% 223</p> <p>Instructional Technology &amp; Development Dept 10.9% 74</p> <p>Restrooms 52.0% 353</p> <p>Other (See attached): 11.8% 80</p> <p>Comments: (see attached)</p>
<p>How often do you visit the Library?</p> <p>Daily 22.9% 161</p> <p>More than once a week 34.0% 239</p> <p>Less than once a week 16.8% 118</p> <p>Once a month 11.7% 82</p> <p>First time 2.0% 14</p> <p>Never 4.8% 34</p> <p>Other (see attached) 7.7% 54</p>	<p>If you rarely use the Library, please indicate why. Check all that apply:</p> <p>I buy what I read 19.2% 57</p> <p>No parking 12.8% 38</p> <p>Poor service 3.4% 10</p> <p>Inconvenient hours 15.2% 45</p> <p>I can't find what I want 9.4% 28</p> <p>I get most of my info from home or use the web 71.0% 211</p> <p>Other (see attached): 30.3% 90</p>
<p>How would you rate the Library staff?</p> <p>Friendly, helpful and courteous 62.5% 421</p> <p>Above average 15.7% 106</p> <p>Average, okay 10.1% 68</p> <p>Varies on each visit 5.0% 34</p> <p>Depends on staff member 6.1% 41</p> <p>Poor service 0.6% 4</p> <p>Comments: 78 (see attached)</p> <p>—</p>	

## Resources

<p>How often do you use the <b>Library website while you are on campus?</b></p> <table border="0"> <tr> <td>Daily</td> <td>8.0%</td> <td>53</td> </tr> <tr> <td>More than once a week</td> <td>12.5%</td> <td>83</td> </tr> <tr> <td>Once a week</td> <td>10.0%</td> <td>66</td> </tr> <tr> <td>Less than once a week</td> <td>33.6%</td> <td>223</td> </tr> <tr> <td>Never</td> <td>35.9%</td> <td>238</td> </tr> </table> <p>Comments: 33 (see attached)</p>	Daily	8.0%	53	More than once a week	12.5%	83	Once a week	10.0%	66	Less than once a week	33.6%	223	Never	35.9%	238	<p>How often do you use the <b>Library website from home or off campus?</b></p> <table border="0"> <tr> <td>Daily</td> <td>4.3%</td> <td>26</td> </tr> <tr> <td>More than once a week</td> <td>11.9%</td> <td>72</td> </tr> <tr> <td>Once a week</td> <td>9.3%</td> <td>56</td> </tr> <tr> <td>Less than once a week</td> <td>29.0%</td> <td>175</td> </tr> <tr> <td>Never (have access but do not use)</td> <td>34.0%</td> <td>205</td> </tr> <tr> <td>Never (don't have access)</td> <td>11.4%</td> <td>69</td> </tr> </table> <p>Comments: 17 (see attached)</p>	Daily	4.3%	26	More than once a week	11.9%	72	Once a week	9.3%	56	Less than once a week	29.0%	175	Never (have access but do not use)	34.0%	205	Never (don't have access)	11.4%	69						
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<p>If you have had a class that came to the Library for instruction, how was it?</p> <table border="0"> <tr> <td>Very helpful</td> <td>56.7%</td> <td>228</td> </tr> <tr> <td>Somewhat helpful</td> <td>26.1%</td> <td>105</td> </tr> <tr> <td>Okay</td> <td>11.9%</td> <td>48</td> </tr> <tr> <td>Boring</td> <td>3.2%</td> <td>13</td> </tr> <tr> <td>Not useful</td> <td>2.0%</td> <td>8</td> </tr> </table> <p>Comments: 49 (see attached)</p>	Very helpful	56.7%	228	Somewhat helpful	26.1%	105	Okay	11.9%	48	Boring	3.2%	13	Not useful	2.0%	8	<p>How would you rate the <b>Library's magazines, journals, and newspapers?</b></p> <table border="0"> <tr> <td>Excellent</td> <td>20.2%</td> <td>132</td> </tr> <tr> <td>Good</td> <td>27.0%</td> <td>176</td> </tr> <tr> <td>Average</td> <td>8.9%</td> <td>58</td> </tr> <tr> <td>Needs improvement:</td> <td>2.0%</td> <td>13</td> </tr> <tr> <td colspan="3">In what areas? (see attached)</td> </tr> <tr> <td>Don't use these items</td> <td>41.9%</td> <td>273</td> </tr> </table> <p>Comments: 20 (see attached)</p>	Excellent	20.2%	132	Good	27.0%	176	Average	8.9%	58	Needs improvement:	2.0%	13	In what areas? (see attached)			Don't use these items	41.9%	273						
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<p>What additional <b>services</b> and/or <b>resources</b> would you like the Library to offer? Check all that apply:</p> <table border="0"> <tr> <td>More hours (when): (see attached)</td> <td>57.5%</td> <td>258</td> </tr> <tr> <td>More non-print materials (videos, DVDs, CDs)</td> <td>17.6%</td> <td>79</td> </tr> <tr> <td>More databases, such as: (see attached)</td> <td>10.0%</td> <td>45</td> </tr> <tr> <td>More classes</td> <td>8.5%</td> <td>38</td> </tr> <tr> <td>General orientations to services</td> <td>20.7%</td> <td>93</td> </tr> <tr> <td>Introduction to computer basics</td> <td>14.7%</td> <td>66</td> </tr> <tr> <td>Information in other languages (see attached) (French was the #1 request)</td> <td>8.0%</td> <td>36</td> </tr> </table> <p>Comments: 74 (see attached)</p>	More hours (when): (see attached)	57.5%	258	More non-print materials (videos, DVDs, CDs)	17.6%	79	More databases, such as: (see attached)	10.0%	45	More classes	8.5%	38	General orientations to services	20.7%	93	Introduction to computer basics	14.7%	66	Information in other languages (see attached) (French was the #1 request)	8.0%	36	<p>How would you rate the <b>Library's online/electronic databases?</b></p> <table border="0"> <tr> <td>Excellent</td> <td>28.9%</td> <td>189</td> </tr> <tr> <td>Good</td> <td>35.3%</td> <td>231</td> </tr> <tr> <td>Average</td> <td>7.5%</td> <td>49</td> </tr> <tr> <td>Needs improvement:</td> <td>2.0%</td> <td>13</td> </tr> <tr> <td colspan="3">In what areas? (see attached)</td> </tr> <tr> <td>Don't use the databases</td> <td>26.4%</td> <td>173</td> </tr> </table> <p>Comments: 24 (see attached)</p>	Excellent	28.9%	189	Good	35.3%	231	Average	7.5%	49	Needs improvement:	2.0%	13	In what areas? (see attached)			Don't use the databases	26.4%	173
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**Please provide any other comments, suggestions and ideas that might help us serve you better!**

155 Comments (see attached)

**What is your zip code?** \_\_\_\_\_ (see attached)

**Thank you for your participation!**