**Library Department SUO Data Summary 2011-2013**

**Overall % that Responded Satisfactory or Greater, with the benchmark being 70% Satisfactory.**

|  |  |
| --- | --- |
| Circulation % | 81% |
| Media Services % | 79% |
| Reference Service % | 81% |
| Research Center % | 84% |
| Department Overall % | 81% |

|  |  |  |  |
| --- | --- | --- | --- |
|  | Library Department SUO Data October 2011 | |  |
| Circulation % | 100% |  |  |
| Media Services % | 100% |  |  |
| Reference Service % | 100% |  |  |
| Reserve Room % | 95% |  |  |
| Research Center % | 97% |  |  |
| Department Overall % | 98% |  |  |
|  | Total Collected | Total Satisfactory | % Satisfactory |
| Circulation | 37 | 37 | 100% |
| Media Services | 9 | 9 | 100% |
| Reference Service | 17 | 17 | 100% |
| Reserve Room | 40 | 38 | 95% |
| Research Center | 38 | 37 | 97% |
| Department Overall | 141 | 138 | 98% |

Library Department SUO Data Spring 2013

| 1. How often did you visit the Library this semester? | | | |
| --- | --- | --- | --- |
|  | **answered question** | | **99** |
|  | **skipped question** | | **1** |
|  | | Response Percent | Response Count |
| **Never** | http://www.surveymonkey.com/i/t.gif | 8.1% | 8 |
| **Once a semester** | http://www.surveymonkey.com/i/t.gif | 15.2% | 15 |
| **Once a month** | http://www.surveymonkey.com/i/t.gif | **20.2%** | **20** |
| **Once a week** | http://www.surveymonkey.com/i/t.gif | **20.2%** | **20** |
| **2 - 3 times per week** | http://www.surveymonkey.com/i/t.gif | 19.2% | 19 |
| **More than 3 times a week** | http://www.surveymonkey.com/i/t.gif | 17.2% | 17 |
| Other (please specify) [Show Responses](http://www.surveymonkey.com/MySurvey_Responses.aspx?sm=ZyHJkt8mrKQw35F2MVNu1%2fJ9m7QchozhZbIfv8Yom4c%2bAMWH51iEv0hkvv6pnn7X) | | | 1 |

| 2. In general, my ability to find and evaluate information in the Library was improved by the Library's faculty and services. | | | |
| --- | --- | --- | --- |
|  | **answered question** | | **99** |
|  | **skipped question** | | **1** |
|  | | Response Percent | Response Count |
| **Strongly Agree** | http://www.surveymonkey.com/i/t.gif | 30.3% | 30 |
| **Agree** | http://www.surveymonkey.com/i/t.gif | **42.4%** | **42** |
| **Neutral** | http://www.surveymonkey.com/i/t.gif | 23.2% | 23 |
| **Disagree** | http://www.surveymonkey.com/i/t.gif | 2.0% | 2 |
| **Strongly Disagree** | http://www.surveymonkey.com/i/t.gif | 2.0% | 2 |

| 3. Overall, I was satisfied with the services I received in the Library. | | | |
| --- | --- | --- | --- |
|  | **answered question** | | **99** |
|  | **skipped question** | | **1** |
|  | | Response Percent | Response Count |
| **Strongly Agree** | http://www.surveymonkey.com/i/t.gif | 33.3% | 33 |
| **Agree** | http://www.surveymonkey.com/i/t.gif | **48.5%** | **48** |
| **Neutral** | http://www.surveymonkey.com/i/t.gif | 15.2% | 15 |
| **Disagree** | http://www.surveymonkey.com/i/t.gif | 1.0% | 1 |
| **Strongly Disagree** | http://www.surveymonkey.com/i/t.gif | 2.0% | 2 |

| 4. In General, the Library staff was approachable and helpful. | | | |
| --- | --- | --- | --- |
|  | **answered question** | | **98** |
|  | **skipped question** | | **2** |
|  | | Response Percent | Response Count |
| **Strongly Agree** | http://www.surveymonkey.com/i/t.gif | 26.5% | 26 |
| **Agree** | http://www.surveymonkey.com/i/t.gif | **42.9%** | **42** |
| **Neutral** | http://www.surveymonkey.com/i/t.gif | 21.4% | 21 |
| **Disagree** | http://www.surveymonkey.com/i/t.gif | 6.1% | 6 |
| **Strongly Disagree** | http://www.surveymonkey.com/i/t.gif | 3.1% | 3 |

| 5. I received prompt service while at the Library. | | | |
| --- | --- | --- | --- |
|  | **answered question** | | **97** |
|  | **skipped question** | | **3** |
|  | | Response Percent | Response Count |
| **Strongly Agree** | http://www.surveymonkey.com/i/t.gif | 27.8% | 27 |
| **Agree** | http://www.surveymonkey.com/i/t.gif | **46.4%** | **45** |
| **Neutral** | http://www.surveymonkey.com/i/t.gif | 21.6% | 21 |
| **Disagree** | http://www.surveymonkey.com/i/t.gif | 3.1% | 3 |
| **Strongly Disagree** | http://www.surveymonkey.com/i/t.gif | 1.0% | 1 |

| 6. Did you visit the Library Reference desk this semester? If Yes, please rate your overall satisfaction with the Reference department. | | | |
| --- | --- | --- | --- |
|  | **answered question** | | **90** |
|  | **skipped question** | | **10** |
|  | | Response Percent | Response Count |
| **Very Satisfied** | http://www.surveymonkey.com/i/t.gif | 31.1% | 28 |
| **Satisfied** | http://www.surveymonkey.com/i/t.gif | 31.1% | 28 |
| **Neutral** | http://www.surveymonkey.com/i/t.gif | **34.4%** | **31** |
| **Dissatisfied** | http://www.surveymonkey.com/i/t.gif | 2.2% | 2 |
| **Very Dissatisfied** | http://www.surveymonkey.com/i/t.gif | 1.1% | 1 |

| 7. Did you visit the Library Circulation desk this semester? If Yes, please rate your overall satisfaction with the Circulation department. | | | |
| --- | --- | --- | --- |
|  | **answered question** | | **85** |
|  | **skipped question** | | **15** |
|  | | Response Percent | Response Count |
| **Very Satisfied** | http://www.surveymonkey.com/i/t.gif | 29.4% | 25 |
| **Satisfied** | http://www.surveymonkey.com/i/t.gif | 32.9% | 28 |
| **Neutral** | http://www.surveymonkey.com/i/t.gif | **36.5%** | **31** |
| **Dissatisfied** | http://www.surveymonkey.com/i/t.gif | 1.2% | 1 |
| **Very Dissatisfied** |  | 0.0% | 0 |

| 8. Did you visit the Library Media department this semester? If Yes, please rate your overall satisfaction with the Media department. | | | |
| --- | --- | --- | --- |
|  | **answered question** | | **70** |
|  | **skipped question** | | **30** |
|  | | Response Percent | Response Count |
| **Very Satisfied** | http://www.surveymonkey.com/i/t.gif | 22.9% | 16 |
| **Satisfied** | http://www.surveymonkey.com/i/t.gif | 34.3% | 24 |
| **Neutral** | http://www.surveymonkey.com/i/t.gif | **41.4%** | **29** |
| **Dissatisfied** |  | 0.0% | 0 |
| **Very Dissatisfied** | http://www.surveymonkey.com/i/t.gif | 1.4% | 1 |

| 9. Did you visit the Library Research Center this semester? If Yes, please rate your overall satisfaction with the Research Center. | | | |
| --- | --- | --- | --- |
|  | **answered question** | | **76** |
|  | **skipped question** | | **24** |
|  | | Response Percent | Response Count |
| **Very Satisfied** | http://www.surveymonkey.com/i/t.gif | **32.9%** | **25** |
| **Satisfied** | http://www.surveymonkey.com/i/t.gif | **32.9%** | **25** |
| **Neutral** | http://www.surveymonkey.com/i/t.gif | **32.9%** | **25** |
| **Dissatisfied** | http://www.surveymonkey.com/i/t.gif | 1.3% | 1 |
| **Very Dissatisfied** |  | 0.0% | 0 |

10. Please share any comments on your answers above, or suggestions for how the Library can improve its services. If you would like to be entered in a prize drawing, then please include your email address in the box below.

 answered question **57**

skipped question **43**

jenni\_539@yahoo.com

6/4/2013 12:52 AMView Responses

need improvement

6/4/2013 11:53 AMView Responses

j\_mhuerta@yahoo.com

6/4/2013 11:41 AMView Responses

The staff in the library are very kind and helpful. ArielBaca.21@gmail.com

6/4/2013 11:27 AMView Responses

You need more print stations.

6/4/2013 10:59 AMView Responses

no comments. speckthelma@yahoo.com

6/4/2013 10:48 AMView Responses

this was my first semester and i found the library resources very helpful. The staff helped alot and were very knowledgable. my email is: newman.julie2011@gmail.com

6/4/2013 10:31 AMView Responses

each time I 've come to the library everyone was very helpful, even when the item was not available here but at the public library the were awsome at getting it put on hold for me . Thanks so much for being helpful, because without you a lot of papers that I had to write would not have gotten the fantastic grades they recieved.

6/4/2013 9:03 AMView Responses

I used the online "ask a librarian" 3 times and every time they helped me find nursing articles! Love this feature. The online librarian is the best!

6/4/2013 8:42 AMView Responses

Nothing to be improve for the library.

6/4/2013 8:34 AMView Responses

Charlizzo@aol.com

6/4/2013 7:00 AMView Responses

abeerayoubi24@gmail.ccom

6/4/2013 1:39 AMView Responses

The only problem I had was on Saturdays when I came to do homework the attendant didn't abide by the rules of no cell phones. He was extremely loud and not once stepped outside to take the call. The guy on the computer next to me had to ask him to be quiet which he said he would but did not. So if you could inform your employees to abide by the posted signs that would be nice. Afterall we are there to study. Thill25@aol.com

6/3/2013 11:30 PMView Responses

muro\_angelica@yahoo.com

6/3/2013 10:24 PMView Responses

ylndmnz@yahoo.com

6/3/2013 10:17 PMView Responses

Lesliecruz87@gmail.com

6/3/2013 9:44 PMView Responses

I love the library: it has all the information I need in a calm, friendly environment.

6/3/2013 9:32 PMView Responses

I would like to take this moment to thank everyone for their helpful and wonderful service. estephany93@aol.com

6/3/2013 8:09 PMView Responses

I hope I can receive a survey like this for the BOOK-STORE.. They have I am very dissatisfied with the service provided ... Please take and minute like I did for this survey.....

6/3/2013 6:58 PMView Responses

Overall, I can say I visited the library 98% of the Spring 2013 semester. I learned about many different ways to research and get my assignments done.

6/3/2013 6:22 PMView Responses

the assistant was helpful.chinel.chatman@gmail.com

6/3/2013 6:19 PMView Responses

thomaswooten88@yahoo.com

6/3/2013 6:14 PMView Responses

annaremedial@gmail.com

6/3/2013 5:56 PMView Responses

It would be very helpful if you could provide some QUIET computer areas to work on research papers etc. So many times I go to the computer labs and people are yammering about dates, sex, etc, I am an older student and I find it hard to concentrate with all the back ground noise.

6/3/2013 5:21 PMView Responses

celine.agui@yahoo.com

6/3/2013 5:16 PMView Responses

Gbazan110@gmail.com

6/3/2013 4:41 PMView Responses

claudialimas@yahoo.com

6/3/2013 2:55 PMView Responses

Maybe they could indicate more where and for what every desk is for, so etudents like me could know where to go first. milenk15\_11@hotmail.com

6/3/2013 2:55 PMView Responses

molmos@paramount.l12.ca.us or mina.olmos@gmail.com

6/3/2013 2:29 PMView Responses

The library is a key element for a quiet place to study and complete class assignments throughout the semester.

6/3/2013 2:23 PMView Responses

desantiagolizette@yahoo.com

6/3/2013 2:17 PMView Responses

Karen was wonderful I didn't find the book I needed for clasd at LAC but she did find it for me at PCC and had them hold it for me ninaentice@gmail.com

6/3/2013 2:07 PMView Responses

larrypheav@yahoo.com

6/3/2013 2:04 PMView Responses

the Library runs very efficiently and i have had no problems or ways of changing how it funtions. santiago11.1@netzero.net

6/3/2013 12:51 AMView Responses

Great staff! I do understand that with budget cuts some staff are over worked and underpaid but this doesn't seem to affect you guys. :) Or at least it doesn't show.

6/3/2013 12:16 AMView Responses

The Computer Lab is very importan to me because I do not have a computer at home. Please have the Lab available for the summer and extended hours in the semesters to come. Thank You Steve sp223ds@yahoo.com

6/3/2013 12:14 AMView Responses

I think the library should have more promotional events to bring up their image or at least have a booth at any major school events to let students know about workshops, services. melindacabrera411@yahoo.com

6/3/2013 12:05 AMView Responses

deennayte@yahoo.com

6/3/2013 11:43 AMView Responses

chelseayoung32@yahoo.com

6/3/2013 11:42 AMView Responses

I think all everybody should take library 1 classin threir first semester. howellmason34@yahoo.com

6/3/2013 11:40 AMView Responses

sidlay28@yahoo.com

6/3/2013 11:16 AMView Responses

During this semester I became aware of the many helpful services the library provides. For me it was relieving to know most of the of the knowledge and supplies needed werw available at the school's library.

6/3/2013 11:14 AMView Responses

I mainly visit to use the computer lab and it is very helpful except that the machines to add money for the printer cards need to be upgraded because they don't get the new $5 bills. ivnn056@hotmail.com.

6/3/2013 11:05 AMView Responses

Cara VanSteenwyk

6/3/2013 10:55 AMView Responses

The staff who are students need to be trained in customer service. They do not pay attention when you speak to them, are rude, with just horrible attitudes. It just seems like they don't want to be there. They must not have the need for a job. Very disappointed.

6/3/2013 10:21 AMView Responses

njacky26@yahoo.com

6/3/2013 10:18 AMView Responses

Research center student workers are either rude, refuse to help me, or cannot be found. roachrunning@gmail.com

6/3/2013 10:12 AMView Responses

I'am very pleased with the overall services that I have received over the years. acglass10@yahoo.com

6/3/2013 10:08 AMView Responses

ashley.michelle\_mendez@yahoo.com Overall, love the library, however, the man working the front desk in the computer lab upstairs is always asleep when go to ask him for headphones and is still asleep when I go back to return them. Not professional.

6/3/2013 9:41 AMView Responses

dyinggiraffeclothing@gmail.com

6/3/2013 9:41 AMView Responses

Everyone is very helpful at the library if I needed help with anything all I had to do was just ask. lorix2@hotmail.com

6/3/2013 9:38 AMView Responses

none

6/3/2013 9:26 AMView Responses

In the library there are a lot of information, sometimes it is hard the find the exact information I want from home.

6/3/2013 9:04 AMView Responses

The Research center in the library is very helpful I never had trouble finding a computer for homework and was always helped in the reference room. clara\_morales@sbcglobal.net

6/3/2013 8:56 AMView Responses

clg09love@yahoo.com

6/3/2013 7:48 AMView Responses

mclatrease@yahoo.com

6/3/2013 7:30 AMView Responses

As a new student transferring from another college, I am so far pleased with the services within the library. valerie\_delvalle@yahoo.com

6/3/2013 7:28 AMView Responses

beckyjjc@yahoo.com

6/3/2013 6:10 AMView Responses

rude staff

6/3/2013 2:38 AMView Responses

P.Aguirre1992@gmail.com

6/3/2013 1:46 AMView Responses

artispure@ymail.com

6/3/2013 1:12 AMView Responses

the library is a great place to go to. however, the best part of it are the study rooms such a great service . pcatheryne@yahoo.com

6/3/2013 12:11 AMView Responses

I love the library! There are many services, everything is organized well, I made good use of the free-textbook pricing, and much more. Thanks LBCC! jessruiz88@yahoo.com

6/3/2013 12:10 AMView Responses

I like how I can get an answer when I need help. rukia\_in\_action@yahoo.com

6/2/2013 9:16 PMView Responses

wassilla\_82@hotmail.fr

6/2/2013 8:03 PMView Responses

very good service and helpful. Always bringing new books, and with helpful resources.

6/2/2013 7:53 PMView Responses

good school

6/2/2013 7:23 PMView Responses

310-654-3480

6/2/2013 6:39 PMView Responses

Very pleased overall. :) Cgarcia\_1121@hotmail.com

6/2/2013 5:35 PMView Responses

benavides2540@gmail.com

6/2/2013 5:25 PMView Responses

I love the LBCC library and staff. Everything is easy to find and it is a nice area to study on campus. rychai88@aol.com

6/2/2013 4:18 PMView Responses

The library is great as it is. I don't have any suggestions for change. fatscruff@yahoo.com

6/2/2013 3:53 PMView Responses

Awesome!

6/2/2013 3:10 PMView Responses

villa112009@yahoo.com

6/2/2013 2:40 PMView Responses

When I go to the Library its usually to reserved office to check out a book. I never, really speak to anyone but if I do they always seem very nice.

6/2/2013 2:13 PMView Responses

They were wonderful all around.

6/2/2013 2:12 PMView Responses

I was very satisfied with the Library and it's staff and it would be unacceptable to lose any of those services that is provided by the Library.

6/2/2013 1:46 PMView Responses

aldair.verdejo@yahoo.com

6/2/2013 1:21 PMView Responses

none

6/2/2013 1:20 PMView Responses

The services at the library is very helpful! Arielynn23@yahoo.com

6/2/2013 1:09 PMView Responses

magali.salazar04@gmail.com

6/2/2013 12:39 AMView Responses

reanne.cardenas@gmail.com

6/2/2013 12:18 AMView Responses

Instead of us typing our school id numbers a barcode scaner should be able to sign us in

6/2/2013 11:20 AMView Responses

Gomezana1993@yahoo.com

6/2/2013 10:56 AMView Responses

veronicajobennett@gmail.com

6/2/2013 10:55 AMView Responses

Thanks for genuinely caring, keep up the good work!

6/2/2013 9:53 AMView Responses

Jocy6j@aol.com

6/2/2013 9:44 AMView Responses

When I went into the Library I had to wait a bit but once someone arrived they were quite helpful and even walked me over to the section I was looking for.

6/2/2013 9:40 AMView Responses

I did not go to Media Dept or the Research Center, I use the library for the rooms they provide for studying and sometimes to use the computers to research, finish a paper and print. Everybody is friendly and knowedgable and I love our library and what it provides. Next year, I will be using it even more and the thing I like the most about it, is the late hours. This means a lot to a student with an extremely varied schedule and strict time lines to get things done. Being open until 10pm for us is a Godsend. Thank You for asking for our input. Student Cindy Nelson

6/2/2013 9:18 AMView Responses

I enjoyed reading and studying at the library.

6/2/2013 8:40 AMView Responses

design1byjcm@yahoo.com

6/2/2013 8:40 AMView Responses

The library staff is rude and acts like they can't be bothered...jantipton@ymail.com

6/2/2013 8:30 AMView Responses

Everyone was very helpful and polite, thanks. E- mail is Star2wills@yahoo.com

6/2/2013 8:18 AMView Responses

this semester I found the library to be a wonderful source of information as well as a great place to study I love the study rooms

6/2/2013 6:58 AMView Responses

The library is a great help to students especially the computer, online, and printing services. The quiet study space is especially helpful and offers a good place for students to take care of homework or study.

6/2/2013 2:22 AMView Responses

I needed to make copies of information and had to get a copy card. However the card machine only takes one dollar bills and there was no where in the Library to get change. I had to go to the cafeteria and but something to get change for a five dollar bill. The copy machines either need to be coin operated or one of the desks in the library needs to have change available for the students.

6/2/2013 1:22 AMView Responses

The Library is very good, only suggestion I could think of is to update the film section with more modern texts. Email: royallen1701@gmail.com

6/2/2013 12:51 AMView Responses

Cuellarjackie@gmail.com

6/2/2013 12:24 AMView Responses

Staff is very helpful, and kind to every student. JKCBird91@yahoo.com

6/2/2013 12:07 AMView Responses