Library Satisfaction Survey
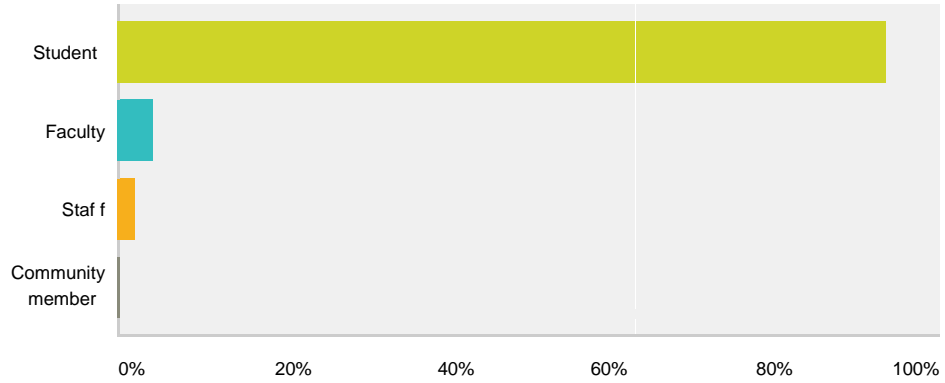
Q1 Please select the choice that best describes you:

Answered: 171   Skipped: 0
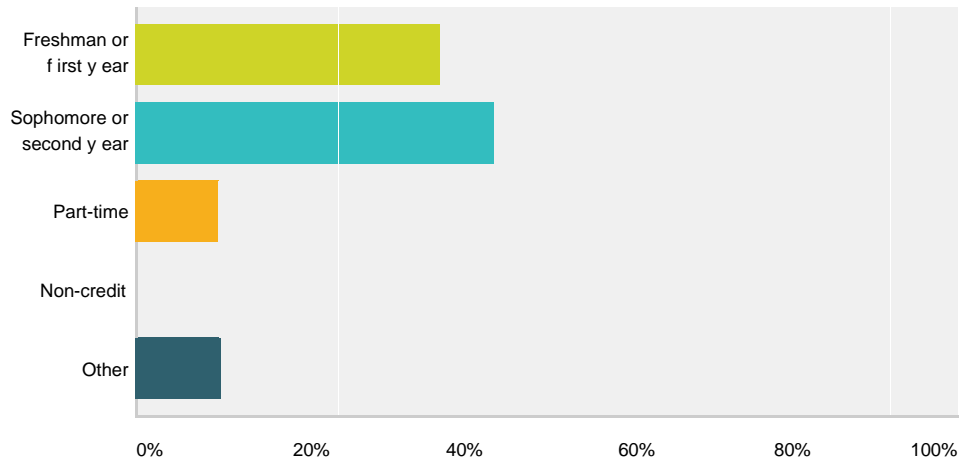

Answer Choices	Responses	
Student	**93.57%**	160
Faculty	**4.09%**	7
Staff	**1.75%**	3
Community member	**0.58%**	1
Total		171

Library Satisfaction Survey

Q2 Please indicate your current class level:

Answer Choices	Responses	
Freshman or first year	**37.06%**	63
Sophomore or second year	**43.53%**	74
Part-time	**9.41%**	16
Non-credit	**0%**	0
Other	**10%**	17
Total		170

Library Satisfaction Survey

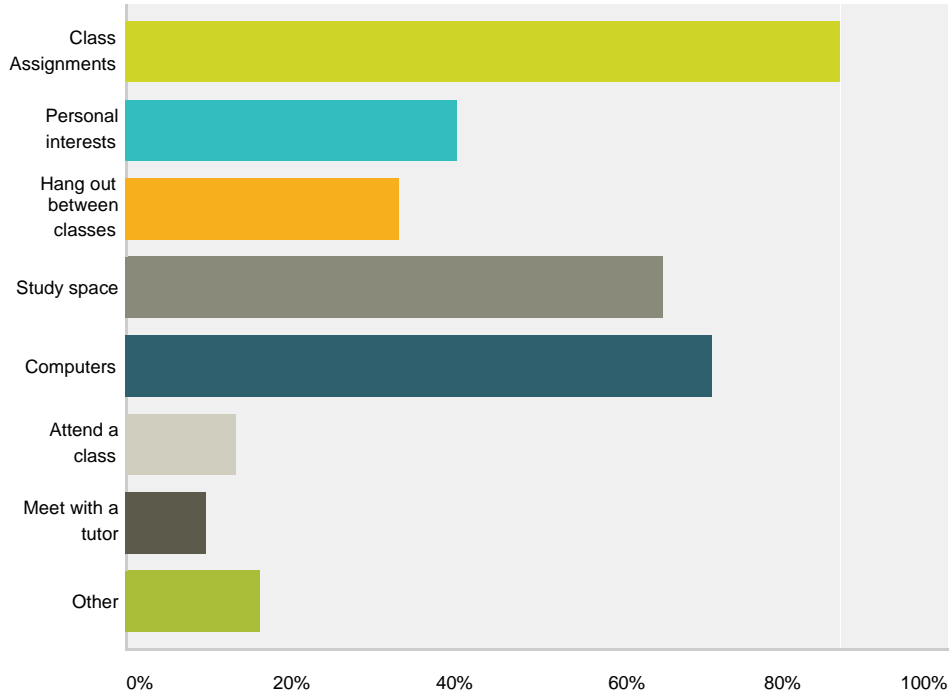## Q3 How often do you use either of the college libraries?

Answered: 170   Skipped: 1
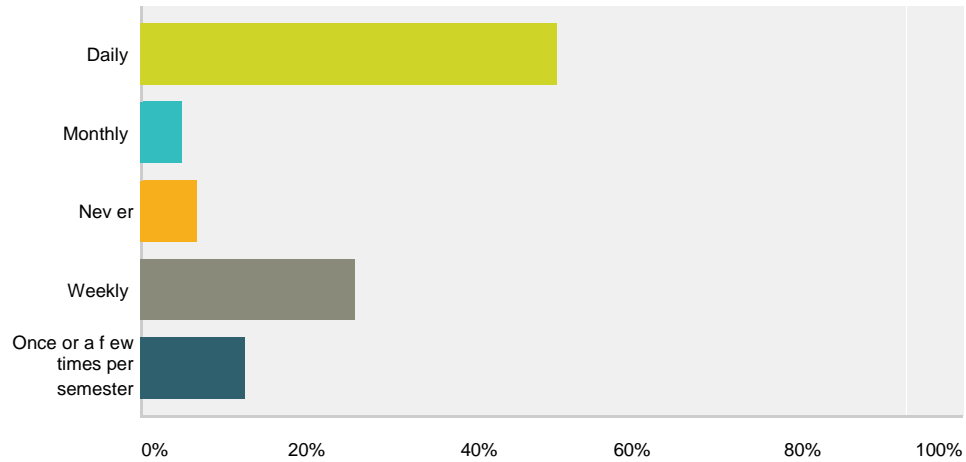
Answer Choices	Responses	
Daily	**50.59%**	86
Monthly	**4.71%**	8
Never	**6.47%**	11
Weekly	**25.88%**	44
Once or a few times per semester	**12.35%**	21
Total		170

Library Satisfaction Survey

Q4 What do you primarily use the Library for (check all that apply)?
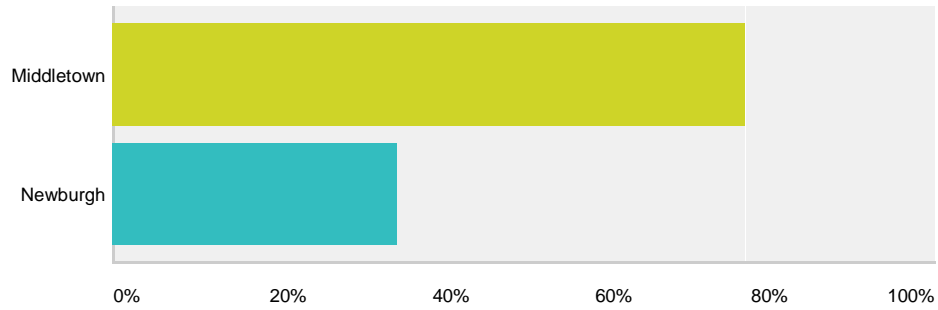
Answered: 169   Skipped: 2

Answer Choices	Responses	
Class Assignments	**86.98%**	147
Personal interests	**40.24%**	68
Hang out between classes	**33.14%**	56
Study space	**65.09%**	110
Computers	**71.01%**	120
Attend a class	**13.02%**	22
Meet with a tutor	**9.47%**	16
Other	**15.98%**	27
Total Respondents: 169		

Q5 If you use the Library, which one do you use (check all that apply)?
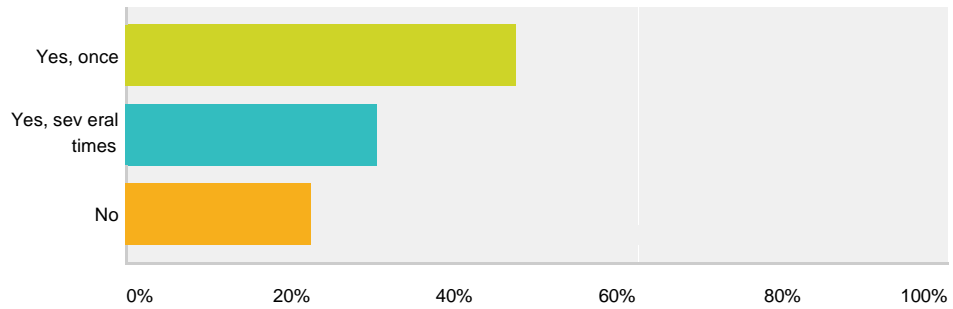
Answered: 169 Skipped: 2

Answer Choices	Responses	
Middletown	**76.92%**	130
Newburgh	**34.32%**	58
Total Respondents: 169		

Q6 Within the past year, have you had instruction from a librarian on how to do research?

Answered: 167   Skipped: 4

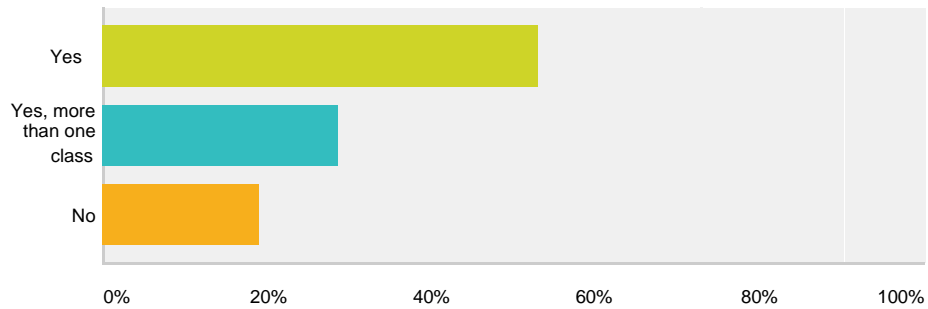| Answer Choices	Responses	
Yes, once	**47.31%**	79
Yes, several times	**30.54%**	51
No	**22.16%**	37
Total		167

Library Satisfaction Survey

Q7 During this semester, did any of your assignments for any of your classes require/recommend that you do library/internet research?
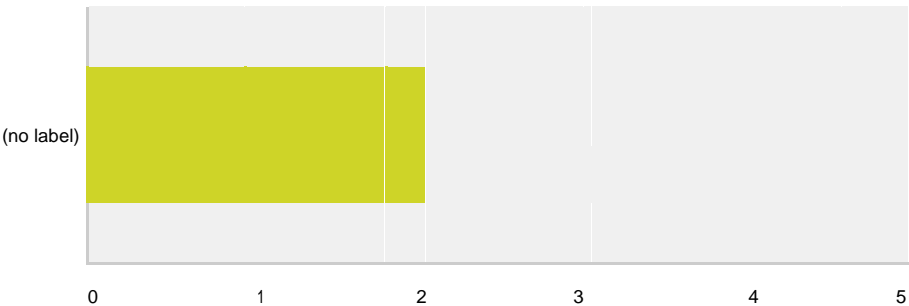
Answered: 165   Skipped: 6

Answer Choices	Responses	
Yes	**52.73%**	87
Yes, more than one class	**28.48%**	47
No	**18.79%**	31
Total		165

Q8 Overall how satisfied are you with the Library collections? (books, journals, databases, etc)

Answered: 169 Skipped: 2

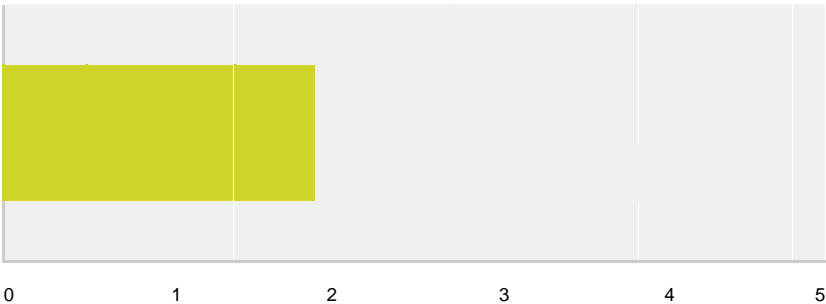|	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Total	Average Rating
(no label)	**27.81%** 47	**46.15%** 78	**20.71%** 35	**2.96%** 5	**2.37%** 4	169	2.06

Library Satisfaction Survey

Q9 Overall how satisfied are you with library services? (reference assistance, reserve textbooks, computer assistance, etc.)

Answered: 168 Skipped: 3

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total	Average Rating
'	**41.07%** 69	**38.10%** 64	**14.29%** 24	**2.98%** 5	**3.57%** 6	168	1.90

- Librarys use to be library's, now they're Rec-rooms! Too loud, too much loud-talk, wide open cell phone conversations, videos online, people there just hanging out!! And very dirty!! Computers & tables are filthy.
- 8. I haven't used the library collections yet.
- I think there should be more of a variety of personal interest books for Young Adults.
- The best.
- more library books please!
- There needs to be more fiction books around to read
- LIBRARY SHOULD OPEN AT 8AM IN NEWBURGH, NURSING STUDENTS NEED IT.
- The book collection is old, dirty, and moldy.
- there are never all of the books required for the classes. two of the classes i am taking neither texts are in the library on reserve
- THE MIDDLETOWN CAMPUS LIBRARY SHOULD INVEST IN A SCANNER FOR STUDENT USE!!!!! As TEXTBOOKS ARE NOT VERY AFFORDABLE AND THE OPTION TO SCAN SOME PAGES RATHER THAN PAY TO MAKE PHOTOCOPIES AT A COLLEGE WHERE A STUDENT ALREADY PAYS TUITION AND TECHNOLOGY FEES ETC MAKES ALOT MORE COMMON SENSE ! More RESERVE TEXTBOOKS if possible as professor do typically obtain extra copies from textbook companies. MORE COMPUTERS.

Library Satisfaction Survey

Q11 **Please select your level of satisfaction with each item.**

Answered: 164 Skipped: 7
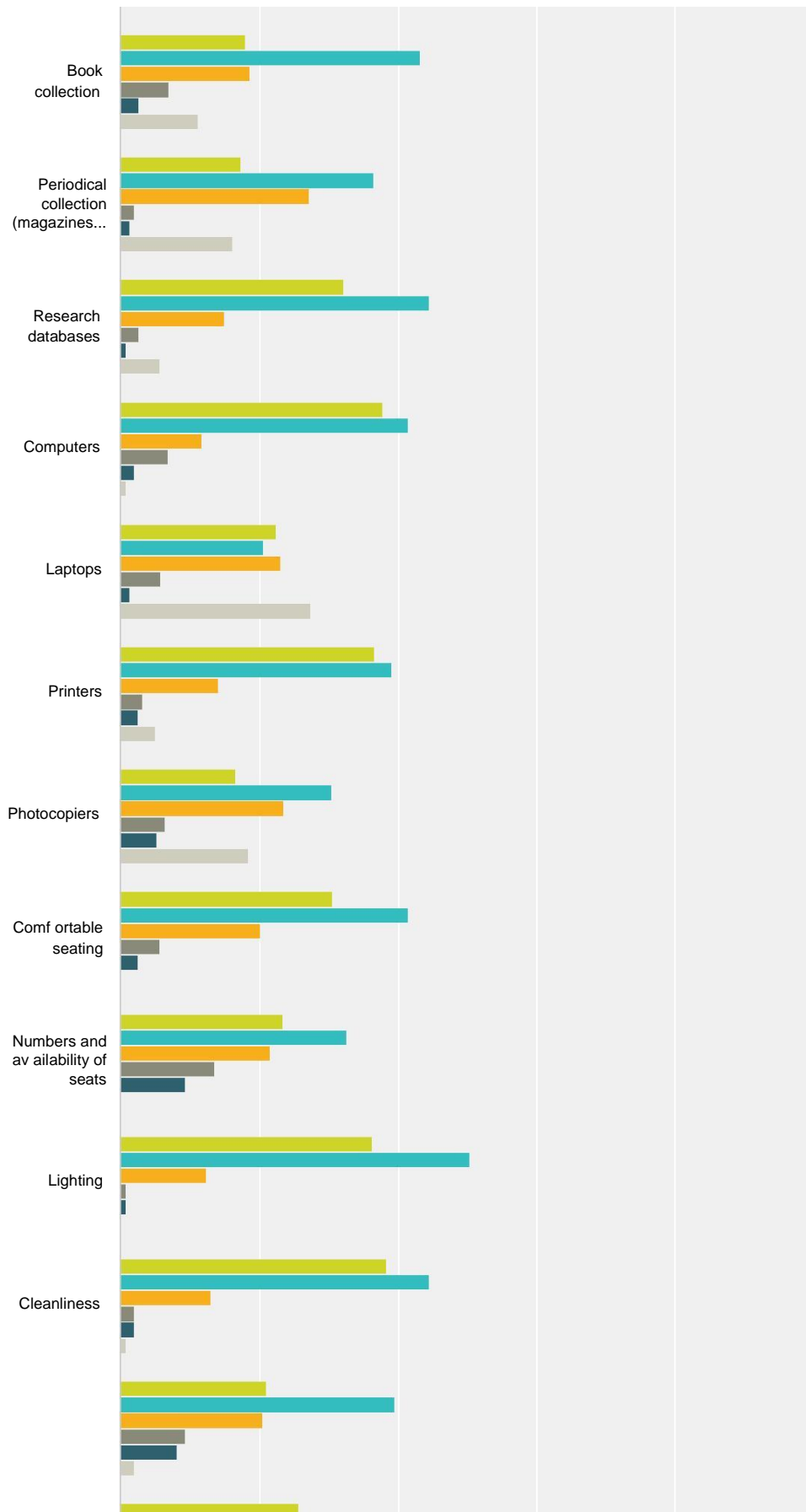
Noise
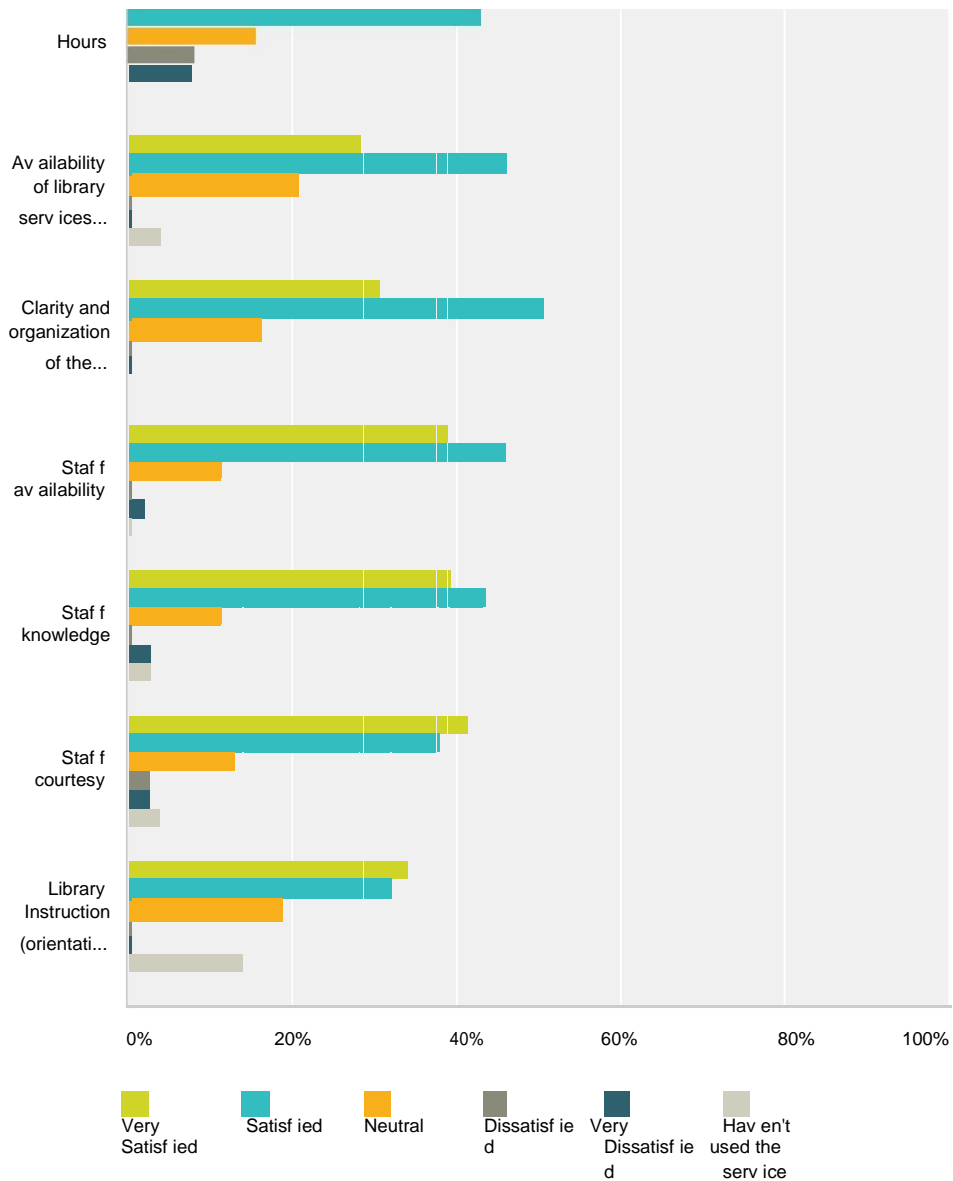
Library Satisfaction Survey

Legend:
- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- Haven't used the service

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Haven't used the service	Total
Book collection	17.90% 29	43.21% 70	18.52% 30	6.79% 11	2.47% 4	11.11% 18	162
Periodical collection (magazines, journals, newspapers)	17.28% 28	36.42% 59	27.16% 44	1.85% 3	1.23% 2	16.05% 26	162
Research databases	32.10% 52	44.44% 72	14.81% 24	2.47% 4	0.62% 1	5.56% 9	162
Computers	37.80% 62	41.46% 68	11.59% 19	6.71% 11	1.83% 3	0.61% 1	164
Laptops	22.36% 36	20.50% 33	22.98% 37	5.59% 9	1.24% 2	27.33% 44	161
Printers	36.59% 60	39.02% 64	14.02% 23	3.05% 5	2.44% 4	4.88% 8	164
Photocopiers	16.46% 26	30.38% 48	23.42% 37	6.33% 10	5.06% 8	18.35% 29	158
Comfortable seating	30.49% 	41.46% 	20.12% 	5.49% 	2.44% 	0% 	

	50	68	33	9	4	0	164
Numbers and availability of seats	**23.31%** 38	**32.52%** 53	**21.47%** 35	**13.50%** 22	**9.20%** 15	**0%** 0	163
Lighting	**36.20%** 59	**50.31%** 82	**12.27%** 20	**0.61%** 1	**0.61%** 1	**0%** 0	163

Library Satisfaction Survey

Cleanliness	**38.27%** 62	**44.44%** 72	**12.96%** 21	**1.85%** 3	**1.85%** 3	**0.62%** 1	162
Noise	**20.99%** 34	**39.51%** 64	**20.37%** 33	**9.26%** 15	**8.02%** 13	**1.85%** 3	162
Hours	**25.63%** 41	**43.13%** 69	**15.63%** 25	**8.13%** 13	**7.50%** 12	**0%** 0	160
Availability of library services remotely	**27.95%** 45	**45.96%** 74	**20.50%** 33	**0.62%** 1	**0.62%** 1	**4.35%** 7	161
Clarity and organization of the library website	**30.25%** 49	**50.62%** 82	**16.05%** 26	**1.23%** 2	**1.23%** 2	**0.62%** 1	162
Staff availability	**38.89%** 63	**45.68%** 74	**11.11%** 18	**1.23%** 2	**1.85%** 3	**1.23%** 2	162
Staff knowledge	**39.51%** 64	**43.21%** 70	**11.11%** 18	**1.23%** 2	**2.47%** 4	**2.47%** 4	162
Staff courtesy	**41.10%** 67	**37.42%** 61	**12.88%** 21	**2.45%** 4	**2.45%** 4	**3.68%** 6	163
Library Instruction (orientation) classes	**33.54%** 54	**31.68%** 51	**18.63%** 30	**1.24%** 2	**1.24%** 2	**13.66%** 22	161

Library Satisfaction Survey

Q12 If you would like to comment on any of your answers to the previous questions, please do so here.

Showing 46 responses

- Enfore the "quiet" rule, it is hard for students who want to focus when other people are talking loudly even in the quiet study area.
- Lots of obnoxious students being loud, but you can't really expect any better from the scholarly student body at OCCC.
- the library needs more than one book for most part.
- The laptops the library provides seem cheap they are very small and hard to work off of. The computers are filthy- as I am looking at my screen and those next to me they are covered in dust so heavy I can write my name in it. :(Another thing that is not just the library but all over campus the vending machine is extremely expensive. It's sad that the machines are ridiculously over priced because the company knows we will pay it because we are hungry and its convenient. An average bag of chips is 75cent to a dollar in prison vending machines why is is $1.50 at a college?
- cleaner keyboards :)
- There aren't many computers to work on in the library around 10-12 P.M. A lot of people have to wait a long time until they are avalible. I think more computers will ease the influx of people and quicken the process.
- This library sucks!!!
- I looked up a book by James Mellow "Ernest Hemingway: A Life Without Consequences", which I had to drive up to New Paltz to acquire. It is seemingly a popular book but I had to go there instead. It should have been available in the OCCC system (Newburgh or Middletown).
- Both libraries are very loud which it is hard to concentrate. This is in the gerneral areas and the quite areas. It is not only the students but the library staff as well. Sometimes when I ask them for help it as if I have no right to interupt their private conversations. I know too much about some of their personal buisness just by sitting in the library trying to do my work. I would be better served if I did not have to find an out of the way computer lab to study because of the noise level in the library or the librariens rudeness.
- I think with all do respect that your computer room labeled QUIET, needs to be reinforced as such. The sign on the outside of the door seems muted, or the placement is not being noticed by many. I use this room a lot to take exams and it is not fair. Please see what you can do. Maybe make another sign that can be more noticed and placed in several spots even inside the room. Just ask people to relocated if they need to talk. Thanks
- The Newburgh computers are always having issues, sometimes they don't even work. Also, it isn't fair that the afternoon librarians in Newburgh are allowed to talk extremely loud, but they feel the need to contact security if you whisper and have you leave the library. I have an extreme issue with them doing this, especially when I was doing school work and wasn't even involved in the noisemaking!
- The library hours are very limited and should be a consideration into having more hours in the weekdays and it should be open on the weekends as well. Since there are Saturday classes in session and the public library is not fully available and limited during the weekends, the library should be open even on Saturday for a few hours.
- It can be hard for me to find some novels (including The Chronicles of Narnia and other bestsellers.) and books needed for an English.
- The libraries have terrible hours. The times you can use them for any length of time they are closed.
- There are usually not enough computers, especially around noon. I some times bring my laptop in due to this reason, and then I cant get into the wifi. I am a student, I have a student ID but it is difficult to get onto the wifi and not get kicked. There needs to be a better system
- The library is pretty noisy sometimes and I can't concentrate on anything. Sometimes I can even hear it in the quiet study.
- Andy was very knowelegable!
- librarians are nasty and rude
- NNewburgh needs better hours. Open before 9 am. Better yet open at 7:30 or 8 am.

- I greatly appreciate the training for my students the library provides.
- I found the staff to be very helpful and friendly. Coming back as an older student is not as easy as I thought. Thank goodness for patient people teaching me how to use a computer.
- Lighting is to bright. Computers hardware is poorly maintained.
- Though we are facing increased budget constraints, I think that it is important to continue to expand the number and type of database offerings as well as to grow the book collection.
- Stephanie is a great librarian and helped me a lot
- The Newburgh library should open at 8am. First the Middletown library does, and classes start at 8am.
- The library is to loud, especialy the staff.
- Open the library before 8am.
- It would be really awesome if the library could be open at 730 in the mornings. Because as a student i tend to get here early in the morning and would like a place to be able to go and get stuff started or finished before classes. sense we get here really early for parking anyway because everything gets full so fast,
- I do not appreciate the fact that textbooks are not permitted to leave the building; some people simply cannot the prices on the required readings.
- the library at the newburgh campus really should open at 8.
- If there are classes at 8am than the libarary should also be open. Librarians arent the police. They are here to assist the students.
- (O)> "tweet tweet" good stuff
- N/A
- A lot of kids are there playing around on computer not doing class work and taking up valuable computer time. The bathrooms need more cleaning. Nursing students need more printing money. Photo copy machines are out of date and one is always broken.
- There are times when I have gone into the fish tank and kids are WAY too loud. I though it was a hushed room.
- It would be nice if there were more computers available instead of having to wait for them during the day
- The women's bathroom always has ants in the first stall and the sanitry trash could be disposed of more often. Possibly the bathroom could be checked up on more often.
- When borrowing a laptop there's always an issue with printing...we have to go through the extra steps or waiting for a desktop to print..This doesn't work out if you are pressed for time. Half the time you go use the photocopier its out of order or doesn't copy properly. The dust all around the computers is accummilating and it not sanitary. Going into the ladies room in the library is like going back to highschool. Out of control. Thanks
- There aren't enough computers in the Library. When people are free from classes, there can be a long period time of waiting for computers and even laptops.
- Library hours should start at 7AM on weekdays.
- Im a student aid at the library, so i get to see the processes behind all of what each staff member does to achieve the very prestegious status of Excellence each day. thank you for asking us to complete the survey. i lvoe being a studnet here.
- Decline To Answer
- The photocopies are a little expensive. I wish that the copy machines could be tied into our student account somehow.
- LIBRARY SHOULD OPEN EARLIER, LIKE AT 8AM.
- It would be nice if the library was open before 8am for the students who dont have access to a printer at home and need it for an 8am class. even 30 minutes earlier would help a great deal!
- I feel you need to be more accessible and have more hours, be open 7 days a week to accommodate the students and have longer hours. You close before classes get out.

14 / 16

Library Satisfaction Survey

Q13 If you have any additional feedback or suggestions for us on how we might improve the Library, please tell us here.

Answered: 33 Skipped: 138

- Showing 33 responses

- control the amount of noise and conversation going on in the library. students are way too loud. Library is supposed to be a quiet place to study and concentrate on working to improve grades, but the amount of noise and personal conversation going on here on a daily basis is unbelievable
- Please have maintenance clean the computers once in a while and perhaps reorganize an agreement with the vending machine Co. other than that the library is great
- Get more books!
- I understand that the library is only so big, but if a textbook for a service class is required by an instructor, it should be readily available at the school. Case in point, an English instructor here at OCCC in Middletown requires Perrine's Literature 11th edition by Thomas Arp and Greg Johnson but the Gilman Ctr did not possess a copy. Nor did they have a copy of the Practical English Handbook 11th edition by Watkins, Dillingham, and Hiers. Both books are well over a hundred dollars brand used.
- Be somewhat more clear when showing students how to use the library resources.
- Please please PLEASE open the library at 8m. Many students have classes that early, so why is the Middletown library open for students early but not the Newburgh library? It is quite an inconvenience when I have to be late for class because I need to wait for the library to open. It may only be an hour, but it would make all the difference. :)
- The library should have more open hours during the semester.
- More seating, more couches. A place where people can go and hang out, because there are so many times when I am trying to read a book but there are people talking loudly next to me.
- When we log in we put in our A# and password and we have to do it again to log into our sunyonline. I think you should work it out so all we have to do is log on to the computer and then we're logged into our sunyonline too.
- it will be good that lib opens before 9.00 or even at 8.00 that helps students to take print for their class or else will have to run up and down during class time. the other thing is try to include the photostat machine in the second floor with our print money of 40$ / sem, because we now pay extra money for photostat
- dimmer computer lab/area would be niice
- Call me old-fashioned, but I am concerned by the degree to which the traditional library is replaced by spaces for social interaction. Hip though it may be to transform the library into a space for mindless chatter and friendship-building, I think that we need to recognize that a library is, first and foremost, a space of study. It should be a space brimming over with texts, and it should be a space that encourages students to think and read--not chat, check facebook, or anything else. Learning is a sacred activity, and the Library is a sacred space. We need to keep it that way.
- You guys are great ! keep up the good work.
- More seats please; at least 20 more
- Open the library before 8am.
- It would be really awesome if the library could be open at 730 in the mornings. Because as a student i tend to get here early in the morning and would like a place to be able to go and get stuff started or finished before classes. sense we get here really early for parking anyway because everything gets full so fast.
- There should be more available textbooks esp. when only two hours are alloted for a person to borrow.
- sometimes, the library gets too loud because of the students - the library staff should try to restrict that much noise to a minimum
- The librarians should be more assertive in following their own policies. I was in a "quiet study area" and heard people crunching on their snacks and chatting away on their cellphones.
- the library at the newburgh campus really should open at 8.
- couches.
- Completely satified

- N/A
- The staff is just so helpful! Thanks so much...especiall with my limited technological expertice.
- I think the library should open before 8 because so kids have classes at 8 and need to be in here earlier.
- Staff is very helpful. However, librarys use to be library's, now they're Rec-rooms! Too loud, too much loud-talk, wide open cell phone conversations,Utube videos online, people there just hanging out!! Odor!! And very dirty!! Computers & tables are filthy.
- This first semester the noise level all around the library has been out of control even in the quiet rooms. There needs to be some kind of way to better way to enforce the rules. The waiting period for a computer in the IT room has been frustrating...and if you look around half the people are on facebook or just browsing or on youtube. There needs to be some regulation on the usage when the library is at its busiest. Thank you
- No comment.
- Decline To Answer
- See above.
- OPEN LIBRARY AT 8AM, NURSING STUDENTS NEED IT.
- there needs to be a better method for logging into the computers. once you sign in, it still prompts you to reenter your a number and password.
- BUY A SCANNER FOR STUDENTS TO USE AT MIDDLETOWN CAMPUS!!!!!!