INSTRUCTIONS
Please circle letter of your response:  A.   B.   C.  or   D.
215 Student Responses

1. Most of my classes this semester are
   A. at night  B. during the day  C. on weekends  Undeclared  Both A & B
   30%  65%  0%  3%  2%

2. I use this library
   A. daily  B. weekly  C. a few times a semester  D. never  Undeclared
   4%  17%  63%  13%  3%
   (if never, skip to # 22. on back)

Rate the Plant City Campus Library services listed below:

3. STAFF AVAILABILITY
   A. Very Satisfied  B. Satisfied  C. Unsatisfied  D. Unknown  Undeclared
   34%  51%  0%  14%  .5%

4. STAFF KNOWLEDGE
   A. Very Satisfied  B. Satisfied  C. Unsatisfied  D. Unknown  Undeclared
   44%  40%  0%  15%  1%

5. STAFF COURTESY/HELPFULNESS
   A. Very Satisfied  B. Satisfied  C. Unsatisfied  D. Unknown  Undeclared
   46%  35%  2%  15%  .5%

6. HOURS OPEN
   A. Very Satisfied  B. Satisfied  C. Unsatisfied  D. Unknown  Undeclared
   31%  48%  5%  14%  1%

7. AVAILABILITY OF SEATING
   A. Very Satisfied  B. Satisfied  C. Unsatisfied  D. Unknown  Undeclared
   43%  38%  3%  13%  2%

8. GENERAL APPEARANCE OF THE LIBRARY
   A. Very Satisfied  B. Satisfied  C. Unsatisfied  D. Unknown  Undeclared
   45%  40%  1%  12%  2%

9. TEMPERATURE
   A. Very Satisfied  B. Satisfied  C. Unsatisfied  D. Unknown  Undeclared
   29%  48%  10%  12%  .5%

10. NOISE LEVEL
    A. Very Satisfied  B. Satisfied  C. Unsatisfied  D. Unknown  Undeclared
    44%  41%  2%  13%  .5%

11. LIBRARY INSTRUCTION SESSIONS
    A. Very Satisfied  B. Satisfied  C. Unsatisfied  D. Unknown  Undeclared
    34%  46%  2%  17%  1%

12. INTERLIBRARY LOAN (ILL)
    A. Very Satisfied  B. Satisfied  C. Unsatisfied  D. Unknown  Undeclared
    18%  28%  .5%  50%  3%

13. BOOK COLLECTION
    A. Very Satisfied  B. Satisfied  C. Unsatisfied  D. Unknown  Undeclared
    20%  47%  7%  25%  .5%

14. MAGAZINES/JOURNALS
    A. Very Satisfied  B. Satisfied  C. Unsatisfied  D. Unknown  Undeclared
    23%  52%  1%  23%  .5%

Please turn page over to continue survey
15. **VIDEO/AUDIO TAPES**
   - A. Very Satisfied
   - B. Satisfied
   - C. Unsatisfied
   - D. Unknown
   - Undeclared
   - 13%  31%  0.5%  54%  1%

16. **ELECTRONIC RESOURCES: LINCC & OTHER DATABASES, CD-ROMS**
   - A. Very Satisfied
   - B. Satisfied
   - C. Unsatisfied
   - D. Unknown
   - Undeclared
   - 32%  32%  4%  31%  1%

17. **ACCESS TO THE INTERNET**
   - A. Very Satisfied
   - B. Satisfied
   - C. Unsatisfied
   - D. Unknown
   - Undeclared
   - 40%  35%  2%  21%  1%

18. **AVAILABILITY OF COMPUTERS**
   - A. Very Satisfied
   - B. Satisfied
   - C. Unsatisfied
   - D. Unknown
   - Undeclared
   - 32%  43%  5%  19%  2%

19. **HCC LIBRARY WEBSITE**
   - A. Very Satisfied
   - B. Satisfied
   - C. Unsatisfied
   - D. Unknown
   - Undeclared
   - 35%  40%  3%  19%  3%

What subject area did you last research in the library? (write in subject)

20. Did you find what you needed to complete the research?
   - A. yes
   - B. no
   - no answer
   - 67%  11%  22%

21. Did you ask for assistance to complete the research?
   - A. yes
   - B. no
   - no answer
   - 41%  38%  21%

22. If you answered “NEVER” in #2, please briefly explain why you never use this library

Please write any additional comments

Thank you!
2004 Student User Satisfaction Survey Responses

Those who have not used the library responded with the following reasons:

1. Work during the day and class at night. No time.
2. Taking Prep math and ENC 1101. Didn’t need it for math and used Internet for ENC papers.
3. Have always used the Success Center
4. Uses Plant City public library or Internet
5. Not time to come to campus other than for classes
6. First semester here. Haven’t had opportunity yet.
7. Uses public library
8. Uses Internet at home. Works at a school and can check out books there.
9. Prefer to do research at home. What cannot be done at home is done a public library where person is more familiar with the set up.
10. No time to visit library. Use the Internet at work. Mother works at library and can get books for student.
11. Uses home computer for references and research.
12. Never had a reason to.
13. Doesn’t need to. Has the Internet.
14. Hasn’t needed it just yet.
15. Lives in Brandon and attends classes at both campuses. Brandon’s library is closer.
16. No need to. No research for classes. Already has a BA and is just taking science classes to medical school entry.
17. Campus is far from home. Uses public library. “most necessary information can be found on the internet at home.”
18. Don’t have enough time. Uses the Brandon library because student lives next to it.
19. Has never had to use the library up to this point.
20. Hasn’t had to use the library yet this semester. “It is pointless to use our campus library when everything I need is easier to find online, while I’m at home.”
21. Uses Internet at home and books from public library.
22. Doesn’t have time. If student needs to look something up, looks it up at home on the Internet.
23. Used the online library and associated links.
24. Studies in the student center or at home. Uses Internet at home for information.
25. Hasn’t really needed to.
26. Does all research at home.
27. No time

Subjects researched:

1. Western Civilization
2. Sociology – 22 times
   Domestic violence
   Teen pregnancy
3. Confederate Generals
4. English on FCAT
5. Artemisia Gentileschi
6. Vitamin B-17 – 3 times
7. Study Area
8. Civil rights
9. Drugs and Alcohol
10. Milk
11. Disney – twice
12. Biology – 3 times
13. Journal articles – 7 times
14. Sports management
15. College Success – 3 times
16. Mad cow crisis
17. Psychology – 22 times
18. Dev. Psychology – 3 times
19. English – 23 times
20. Music/history Miles Davis
21. Math
22. FCAT
23. Nursing – 3 times
24. Careers – 3 times
25. Diverse populations / ethnic groups / cultures – 3 times
26. Heart Attacks
27. Strokes
28. Minerals
29. Poetry
30. Marijuana
31. USA Patriot Act
32. Biography – twice
33. Fairy tales – twice
34. Microbiology – twice
35. Virginia Woolf
36. Public speaking
37. Animal research (cruelty)
38. Literary
39. Steroids
40. Famous mysteries
41. F. Scott Fitzgerald
42. Generation gap
43. Eating disorders – twice
44. Religion
45. Mental disorders – twice
46. Civil disobedience
47. Obesity in America
48. Book review
49. Human development – twice
50. College majors
51. Autism
52. Characteristics of a good manager
53. 19th Century writer
54. TV violence and effects on adolescents
55. Davy Crockett biography
56. History
57. Socrates
58. Maya Angelou
59. Intro to teaching – twice
60. Mexico
61. Revolutionary War
62. Egypt
63. Jim Morrison
64. Downs Syndrome
65. Roots of Baptist
66. Breast cancer
67. Earth science
68. Botticelli’s Allegories
69. Sports in America
70. Gertrude Stein
71. Railroad history
72. Speech
73. Art
74. Low-carb diets
75. AIDS in Africa

Assorted Comments:

“Very pleased with library, staff and computers.”

“It is very hard for me to use the library because have to get children after school”

“Carlene was extremely helpful in assisting and guiding me to the sources that helped me write several papers. Many thanks!”

“I think that the library should be open on the weekends, not all day long because I know people have other stuff to do but a few hours a day would be really helpful.”
“Thank you for your help!”

‘Thank you for a beautiful library!”

“I wasn’t able to use the library as often as I’d like because of my own time constraints, but when I did, the library and workers were all very helpful and knowledgeable.”

“Library is very helpful with its services”

“Please if possible add Microsoft word to a computer due to the computer lab closes early and I had to type up a few papers.”

“Please add Microsoft word system. Add a recliner for leisure reading.”

“I would like to see more computers in the library.”

“The library is always cold.”

“More books, warmer air, good library”

“There was only one book on the subject that I was researching.” (TV violence and effects on adolescents)

“Not enough hours”
“The front door “slams” – if it could be adjusted to simply close without making this huge noise every time someone come sin or goes out – it would be wonderful.”

“I like to go on-line and print vs paying for a copier”

“The library assistants were very helpful and nice. I feel that if I need help with research then they will be more than happy to help me. They are much appreciated.”

“Mostly I have used the library for research paper in English. I wish they’d have newer info. Mostly info was as current as 1955 though” (looking for famous mysteries)

“I believe the library is a great place to go for quite down time. The dew a good into what they are working for.”

“When uses the database page to find my journals for Psychology class everything was easy to find.”

“More books please 😊”

“Sometimes the girls seem unapproachable, like today she had on headphones. I didn’t want to bother her.”

“Weekend hours on the PC campus would be helpful for those who work during the week and have classes at night.”

“😊”

“Library needs new computers”

“Library needs new computers!”

“Later in evening would be helpful” (next to hours open)

“More needed” (next to availability of seating)

“I think the staff should set the example of being quiet, and I believe they should inforce it also!!! I believe the library should be open on Sat. Sometimes the temp is too cold! There should be signs around the library tell people to keep their voices down, and any briefing done should be given outside the Library or in an enclosed environment so students that are studying are not disturbed. Any more questions please ask. (Name and phone number given, but withheld for patron’s privacy).