2005 TALLY SHEET % Tabulation

1. Most of my classes are: A. **46%** at night; **53%** during the day; **-0-** on weekends; **1%** unknown

2. I use this library **5%** daily **28%** weekly **45%** a few times a semester **22%** never

<table>
<thead>
<tr>
<th></th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Unsatisfied</th>
<th>Unknown</th>
</tr>
</thead>
<tbody>
<tr>
<td>3. Staff availability</td>
<td><strong>28%</strong></td>
<td><strong>60%</strong></td>
<td><strong>7%</strong></td>
<td><strong>5%</strong></td>
</tr>
<tr>
<td>4. Staff knowledge/</td>
<td><strong>32%</strong></td>
<td><strong>56%</strong></td>
<td><strong>2%</strong></td>
<td><strong>10%</strong></td>
</tr>
<tr>
<td>5. Staff courtesy/helpfulness</td>
<td><strong>42%</strong></td>
<td><strong>47%</strong></td>
<td><strong>2%</strong></td>
<td><strong>9%</strong></td>
</tr>
<tr>
<td>6. Hours open</td>
<td><strong>34%</strong></td>
<td><strong>53%</strong></td>
<td><strong>13%</strong></td>
<td><strong>-0-</strong></td>
</tr>
<tr>
<td>7. Availability of seating</td>
<td><strong>37%</strong></td>
<td><strong>55%</strong></td>
<td><strong>8%</strong></td>
<td><strong>-0-</strong></td>
</tr>
<tr>
<td>8. General Appearance</td>
<td><strong>42%</strong></td>
<td><strong>57%</strong></td>
<td><strong>-0-</strong></td>
<td><strong>1%</strong></td>
</tr>
<tr>
<td>9. Temperature</td>
<td><strong>29%</strong></td>
<td><strong>66%</strong></td>
<td><strong>5%</strong></td>
<td><strong>-0-</strong></td>
</tr>
<tr>
<td>10. Noise Level</td>
<td><strong>34%</strong></td>
<td><strong>63%</strong></td>
<td><strong>3%</strong></td>
<td><strong>-0-</strong></td>
</tr>
<tr>
<td>11. Library Instruction Sessions</td>
<td><strong>18%</strong></td>
<td><strong>42%</strong></td>
<td><strong>3%</strong></td>
<td><strong>37%</strong></td>
</tr>
<tr>
<td>12. Interlibrary Loan (ILL)</td>
<td><strong>11%</strong></td>
<td><strong>34%</strong></td>
<td><strong>2%</strong></td>
<td><strong>53%</strong></td>
</tr>
<tr>
<td>13. Book Collection</td>
<td><strong>16%</strong></td>
<td><strong>56%</strong></td>
<td><strong>8%</strong></td>
<td><strong>20%</strong></td>
</tr>
<tr>
<td>14. Magazines/Journals</td>
<td><strong>17%</strong></td>
<td><strong>56%</strong></td>
<td><strong>4%</strong></td>
<td><strong>23%</strong></td>
</tr>
<tr>
<td>15. Video/Audio Tapes</td>
<td><strong>21%</strong></td>
<td><strong>36%</strong></td>
<td><strong>1%</strong></td>
<td><strong>42%</strong></td>
</tr>
<tr>
<td>16. Electronic resources</td>
<td><strong>23%</strong></td>
<td><strong>43%</strong></td>
<td><strong>9%</strong></td>
<td><strong>25%</strong></td>
</tr>
<tr>
<td>17. Access to the Internet</td>
<td><strong>40%</strong></td>
<td><strong>45%</strong></td>
<td><strong>8%</strong></td>
<td><strong>7%</strong></td>
</tr>
<tr>
<td>18. Availability of computers</td>
<td><strong>22%</strong></td>
<td><strong>49%</strong></td>
<td><strong>24%</strong></td>
<td><strong>5%</strong></td>
</tr>
<tr>
<td>19. HCC Library Website</td>
<td><strong>24%</strong></td>
<td><strong>45%</strong></td>
<td><strong>5%</strong></td>
<td><strong>26%</strong></td>
</tr>
</tbody>
</table>

20. Did you find what/needed? **89%** Yes **11%** No

21. Did you ask? **46%** Yes **54%** No
"It would be nice to have a few more computers for those 'peak' times."

"No one in the library can seem to explain how to use LINCCWeb to me."

"I like the quiet periodical section. The other 'conversation permitted' areas are just too noisy to concentrate on studying."

"I feel that you should expand the library and have fiction books. It would get more people in the library. Some of us like to read."

"The HCC Library Website requires too many clicks to get to. Perhaps its own site, like hcclibraries.com would be a big help. I love the database search. By the way, you can never have too [sic] many reference computers, and you can never have too many books."

"No comments. I think everything is great to use. I do not have any complains [sic]. Thank you!!"

"The computers do not have enough space to work, such as desk or a surface to put the paper work."

"Computer research needs better explanations."

"The library is very nice and it's a great asset to HCC!"

"Awesome job! Keep up the good work!!"

"Would like library hours to be extended M-F 8:30PM Saturday 8:00PM Sunday 1-6PM."

"Some of the videos you have to watch at the library. When time does not allow you be satisfied watching the videos you get more enjoyment when you can sit, and relax while comprehending what you have watched at home."

"Very nice library, very helpful staff. Need more books about counseling/human services."

"The staff comes across as unapproachable. Unsure of services provided and how they would work for me."

"Dionne is really nice, but the other lady seems to be confused the few times I was there."
“The library is great. I especially enjoy the art that’s always on display. Thank you.”

“As an adult I enjoy the fact that the library is very accessible!”

“Only thing needed is group study area at least 2 to 3 rooms.”

“I find that Hawknet isn’t very helpful due to every time I use it, I always have to come to see a counselor.”

**Responses to “I use this library - D. never”**

“It is quicker and easier for me to use the public library which is close to my house b/c [sic] once I’m off campus I have to come all the way back over here.”

“I do any research I have to at home or at another library because whenever I try to use the computers, they are all taken.”

“Because of the time of my classes and I only come to this campus once a week.”

“I have a computer at home and a public library right near my house.”

“I work 9-5 (4) days a week, 9-2 (1) day a week, with an hours drive commute each way. I take (4) classes between Mon-Thurs. I am very familiar with the internet and can generally find enough information to complete a research project.”

“I am able to get my research at the public library which is more convenient.”

“My job have some of the resources the library have.” [sic]

“Didn’t really know about it. Now that I know I will use it to my advantage.”

“Don’t (haven’t to date) need Dale Mabry Campus library. I have however checked out prep math videos at the Brandon campus. Very satisfied.”

“Too far from home. I use the local public library.”

“After my classes I have to leave to go to work and do not get home until 11 PM. So if I need the library I go on the weekends to my local public library.”

“I have a computer at home where I do my research.”
“I use the USF and my public library.”

“I never have time, after class I go to work so if I needed to go to a library I would go on the weekends to a library by my house.”

“Never need to as of now.”

“I have no need to use the library for my classes.”

“I often use the internet, the USF library or the local public library.”

“I use other resources to get my information from such as a public library.”

“I have never had the need to use the library.”

“Because I don’t have time and their hours don’t go long with my scheduled. Have hours that will benefit the students.”

“I haven’t needed to go there.”

“I haven’t had a reason to yet. I just started school this semester. I’m only taking 2 classes.”

“Because I have a library card which I can access the library’s system through my computer at home.”

“I’ve been using the Brandon library.”

“I use an outside library.”

“I have a home computer with internet access and I’ve never been required to do any research for class beyond that. Plus, I work all day, go to school, and come home and don’t really have time.”

“I have other sources that are more convenient for me to utilize.”

“I use my local library more than the school library. I work there.”

“I am more comfortable with the library that I usually use.”

“The library is not open late enough for me. If they had better hours I might would [sic] have the chance to visit the HCC library. Set hours to work with all student times.”