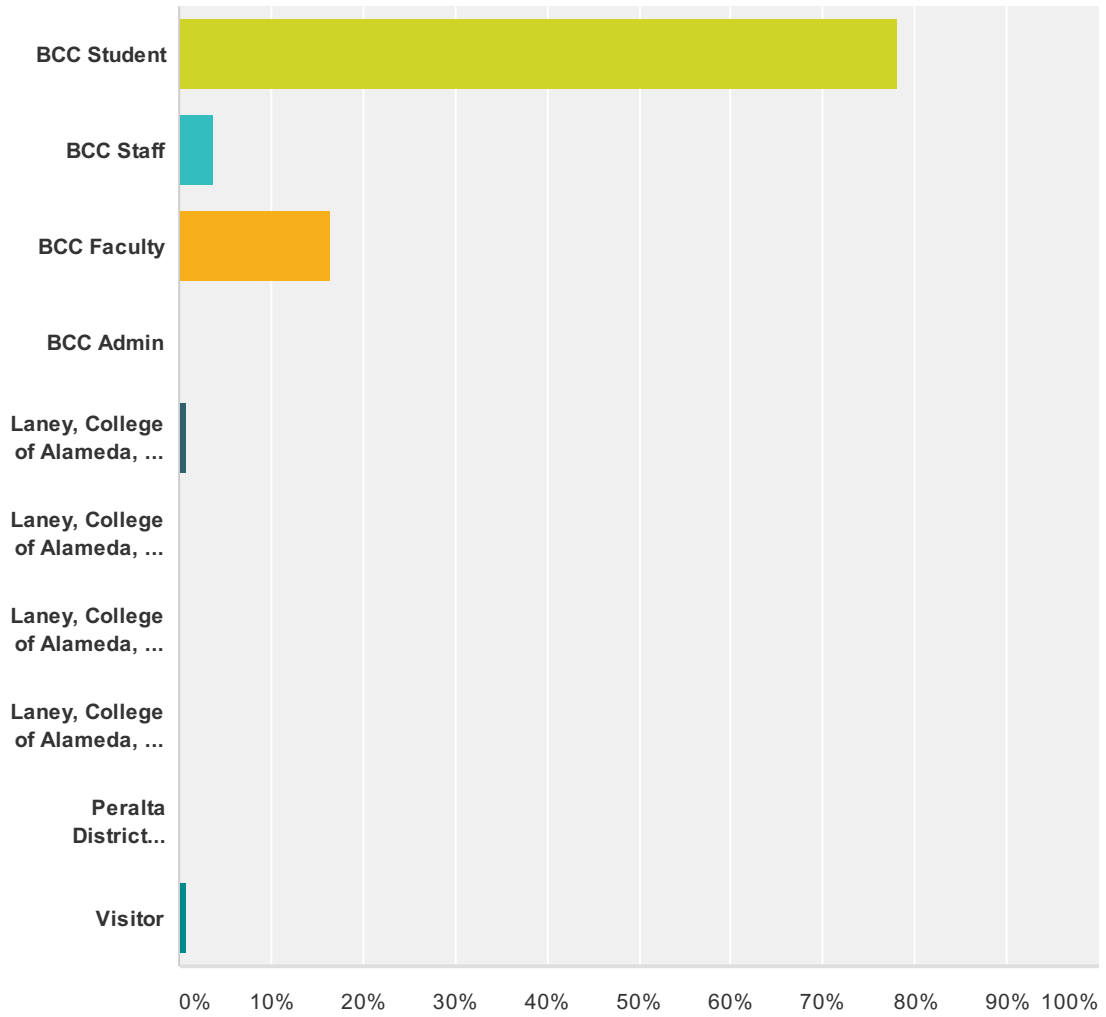


Q1 Who are you?

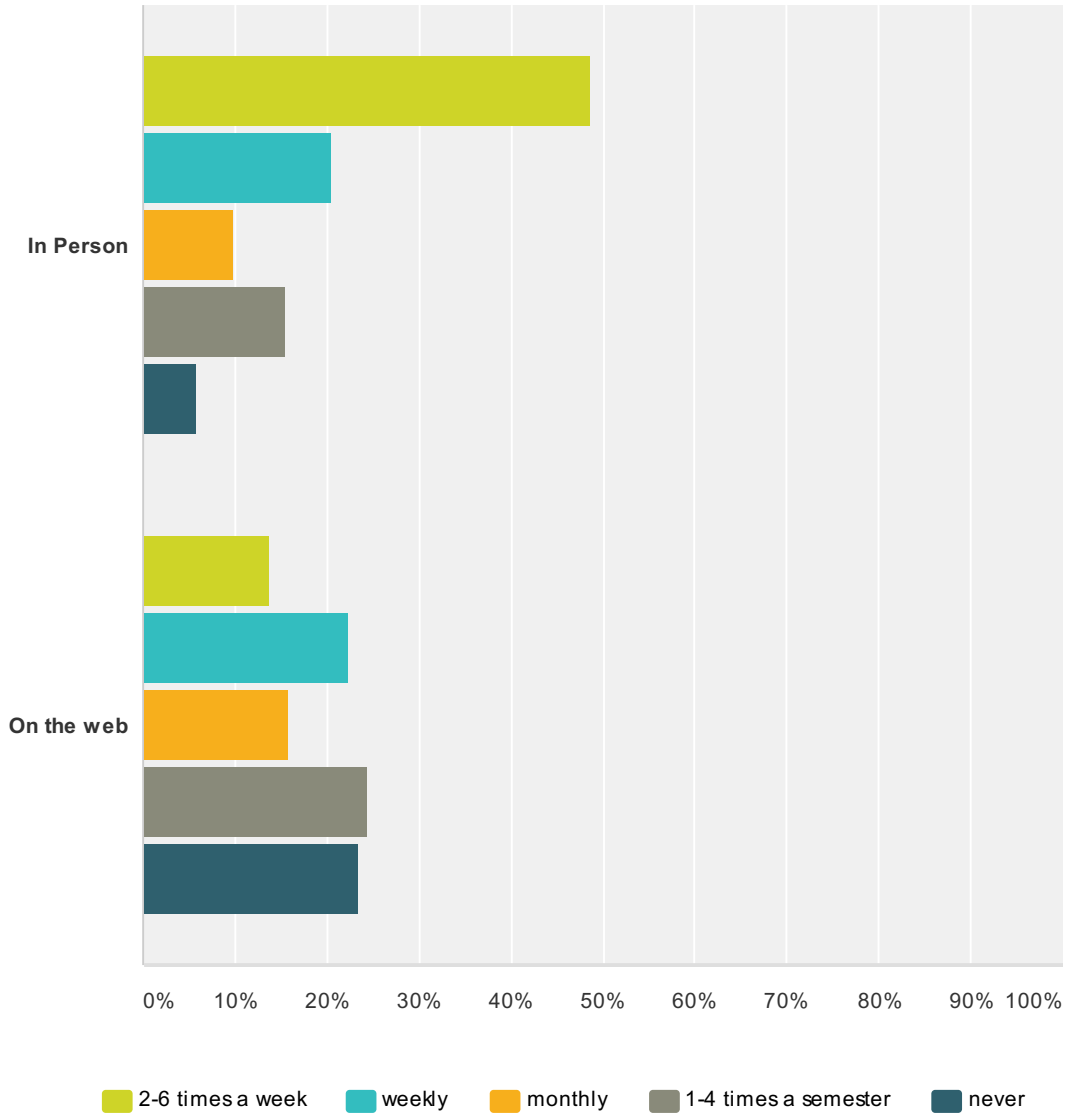
Answered: 109 Skipped: 1



Answer Choices	Responses
BCC Student	77.98% 85
BCC Staff	3.67% 4
BCC Faculty	16.51% 18
BCC Admin	0.00% 0
Laney, College of Alameda, or Merritt Student	0.92% 1
Laney, College of Alameda, or Merritt Staff	0.00% 0
Laney, College of Alameda, or Merritt Faculty	0.00% 0
Laney, College of Alameda, or Merritt Admin	0.00% 0
Peralta District employee	0.00% 0
Visitor	0.92% 1
Total	109

Q2 How often do you visit the BCC Library?

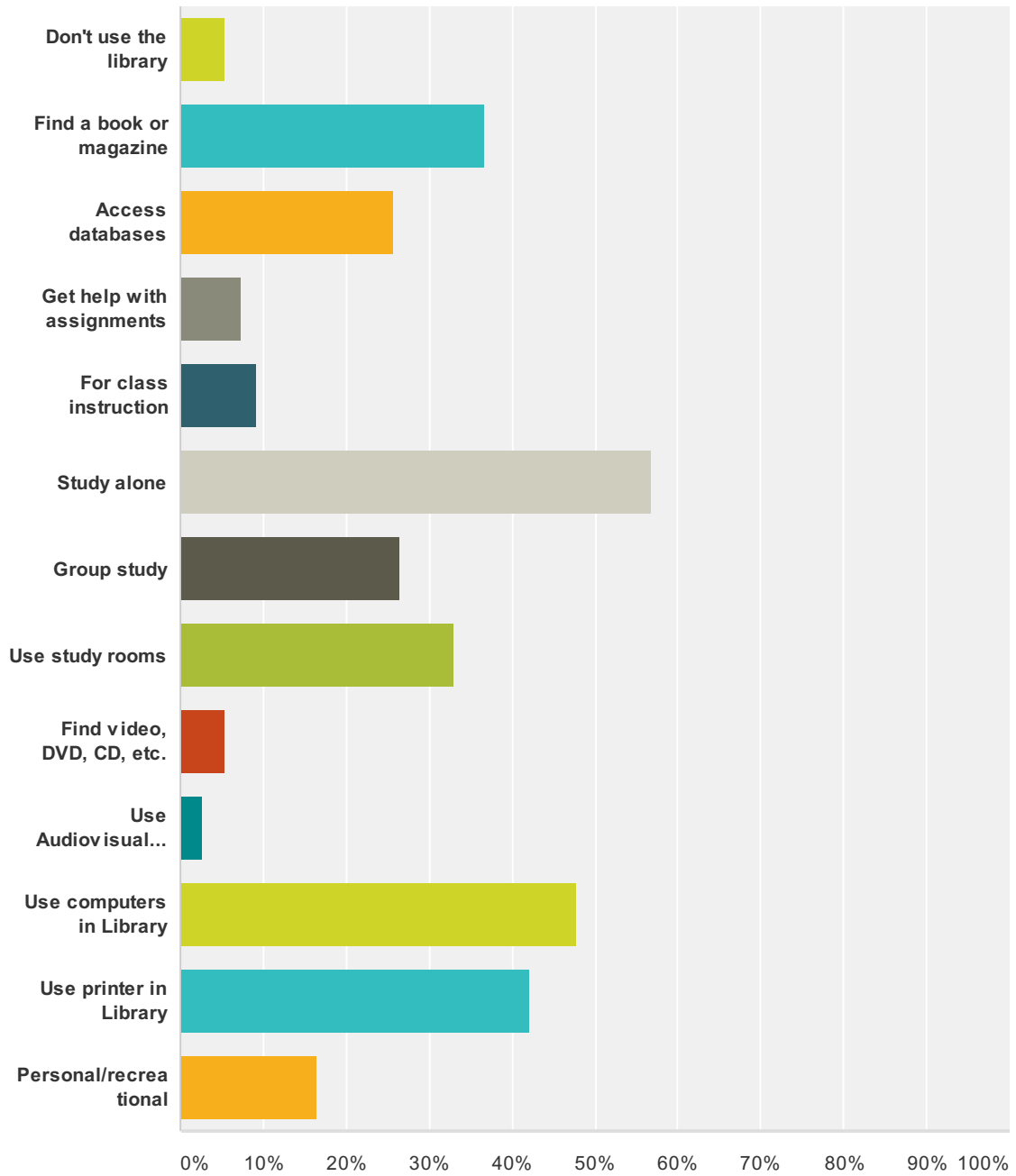
Answered: 109 Skipped: 1



	2-6 times a week	weekly	monthly	1-4 times a semester	never	Total
In Person	48.54% 50	20.39% 21	9.71% 10	15.53% 16	5.83% 6	103
On the web	13.83% 13	22.34% 21	15.96% 15	24.47% 23	23.40% 22	94

Q3 Why do you come to the BCC Library? (please check all that apply)

Answered: 109 Skipped: 1



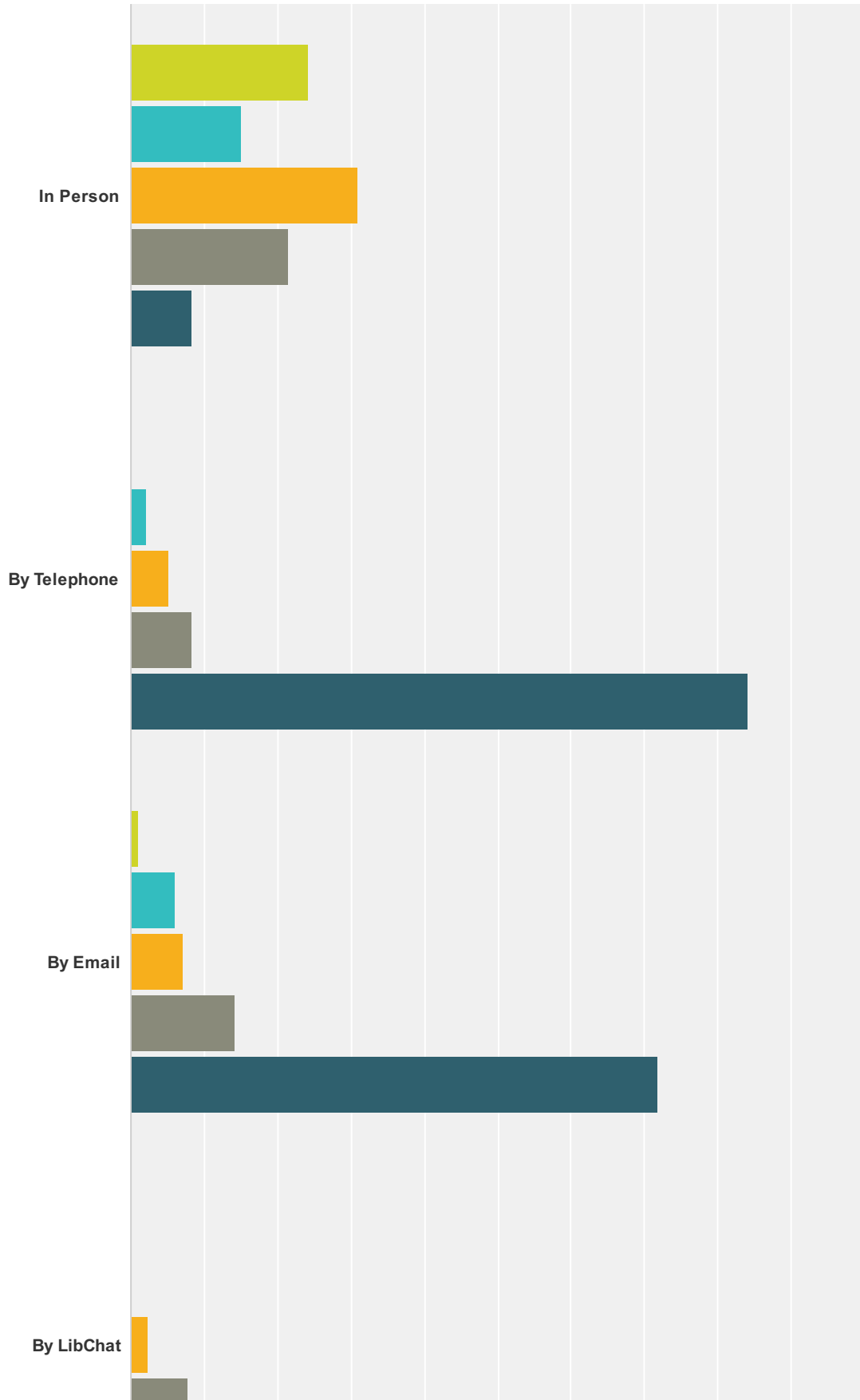
Answer Choices	Responses
Don't use the library	5.50% 6
Find a book or magazine	36.70% 40
Access databases	25.69% 28
Get help with assignments	7.34% 8
For class instruction	9.17% 10

Berkeley City College Library User Survey

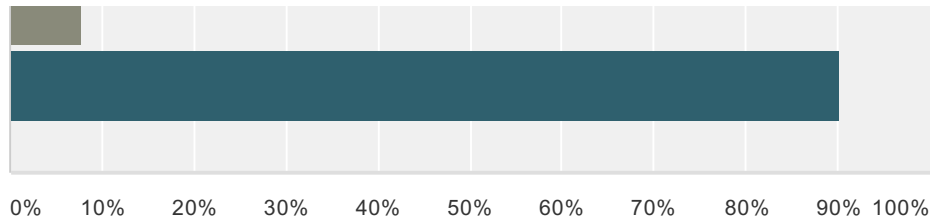
Study alone	56.88%	62
Group study	26.61%	29
Use study rooms	33.03%	36
Find video, DVD, CD, etc.	5.50%	6
Use Audiovisual equipment	2.75%	3
Use computers in Library	47.71%	52
Use printer in Library	42.20%	46
Personal/recreational	16.51%	18
Total Respondents: 109		

Q4 How often do you ask a BCC librarian for assistance?

Answered: 109 Skipped: 1



Berkeley City College Library User Survey



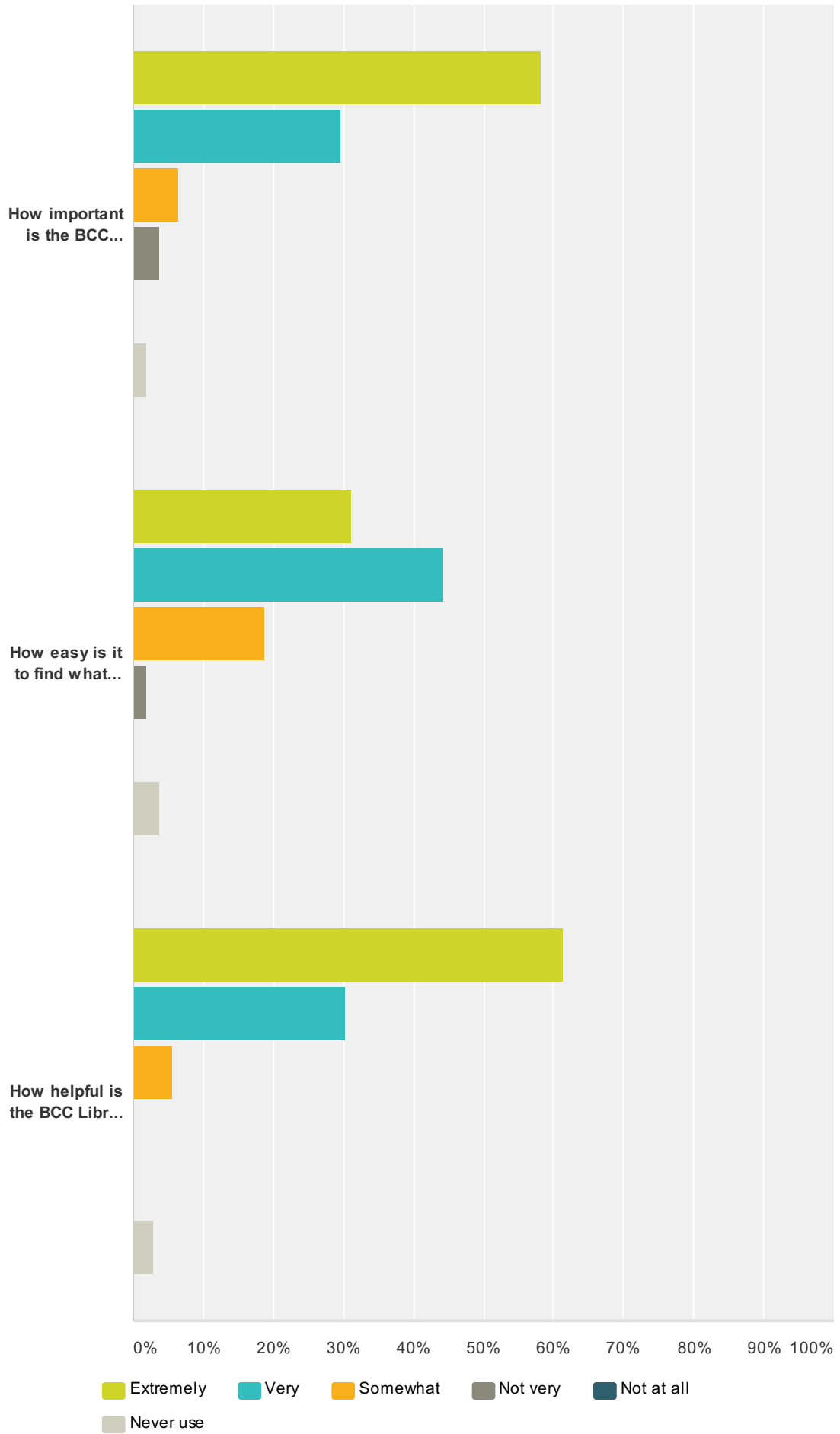
■ Always
 ■ Very often
 ■ Sometimes
 ■ Rarely
 ■ Never

	Always	Very often	Sometimes	Rarely	Never	Total
In Person	24.30% 26	14.95% 16	30.84% 33	21.50% 23	8.41% 9	107
By Telephone	0.00% 0	2.11% 2	5.26% 5	8.42% 8	84.21% 80	95
By Email	1.01% 1	6.06% 6	7.07% 7	14.14% 14	71.72% 71	99
By LibChat	0.00% 0	0.00% 0	2.20% 2	7.69% 7	90.11% 82	91

Q5 In General:

Answered: 109 Skipped: 1

Berkeley City College Library User Survey

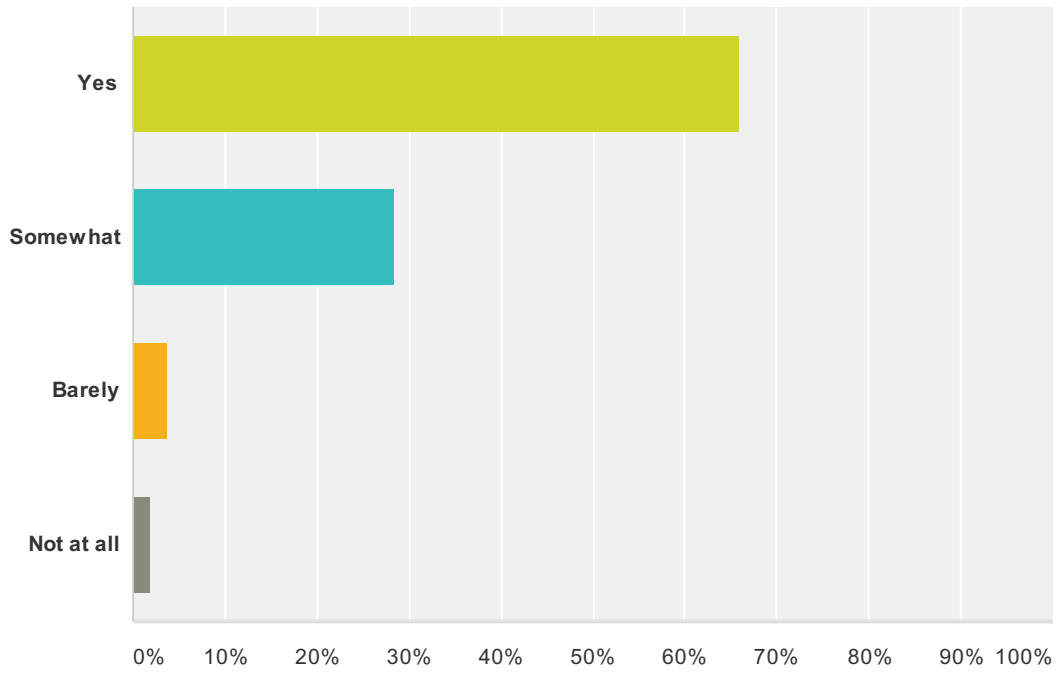


Berkeley City College Library User Survey

	Extremely	Very	Somewhat	Not very	Not at all	Never use	Total
How important is the BCC Library to you?	58.33% 63	29.63% 32	6.48% 7	3.70% 4	0.00% 0	1.85% 2	108
How easy is it to find what you need at the BCC Library?	31.13% 33	44.34% 47	18.87% 20	1.89% 2	0.00% 0	3.77% 4	106
How helpful is the BCC Library staff?	61.32% 65	30.19% 32	5.66% 6	0.00% 0	0.00% 0	2.83% 3	106

Q6 Does the BCC Library's current hours meet your academic needs?

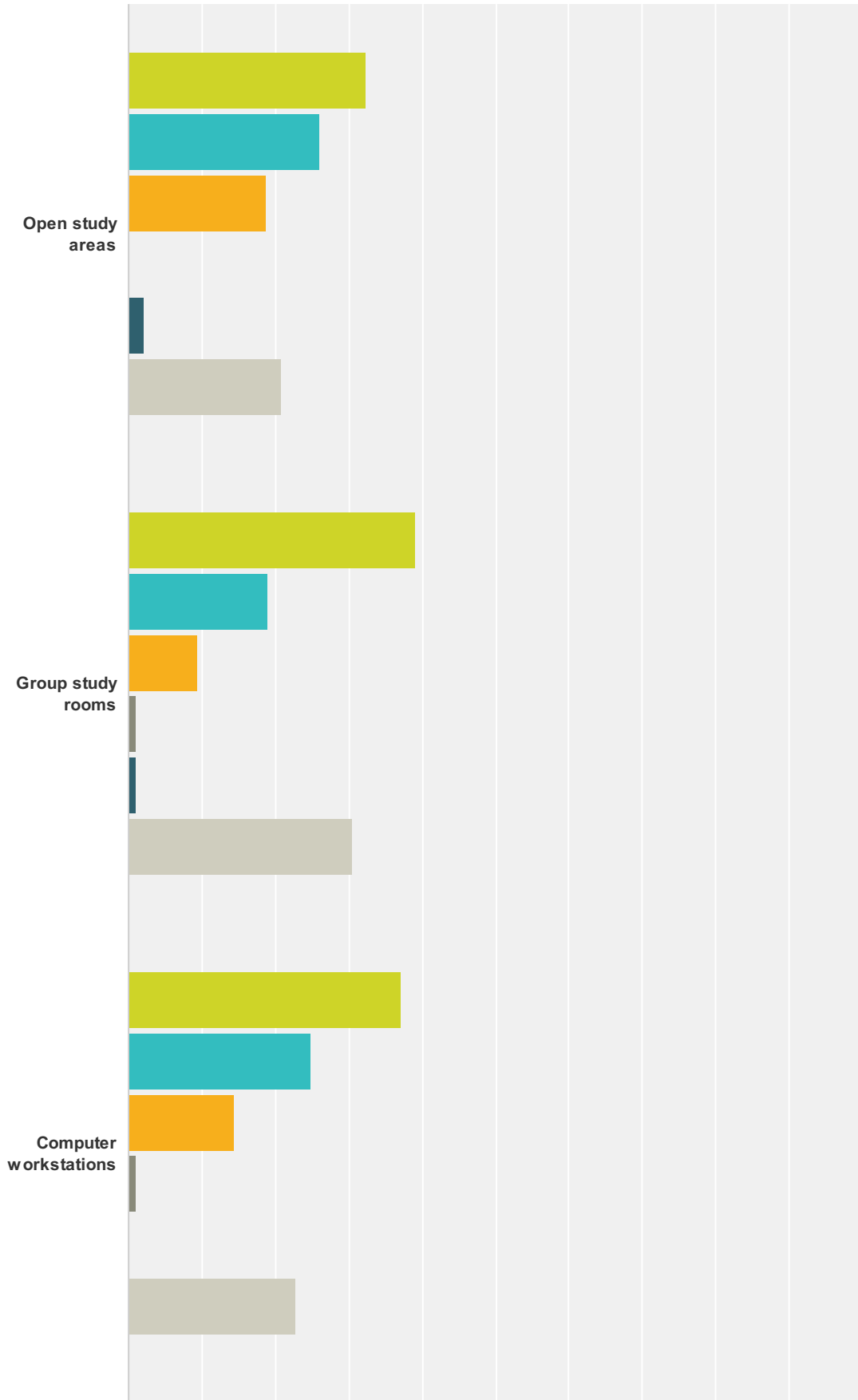
Answered: 109 Skipped: 1



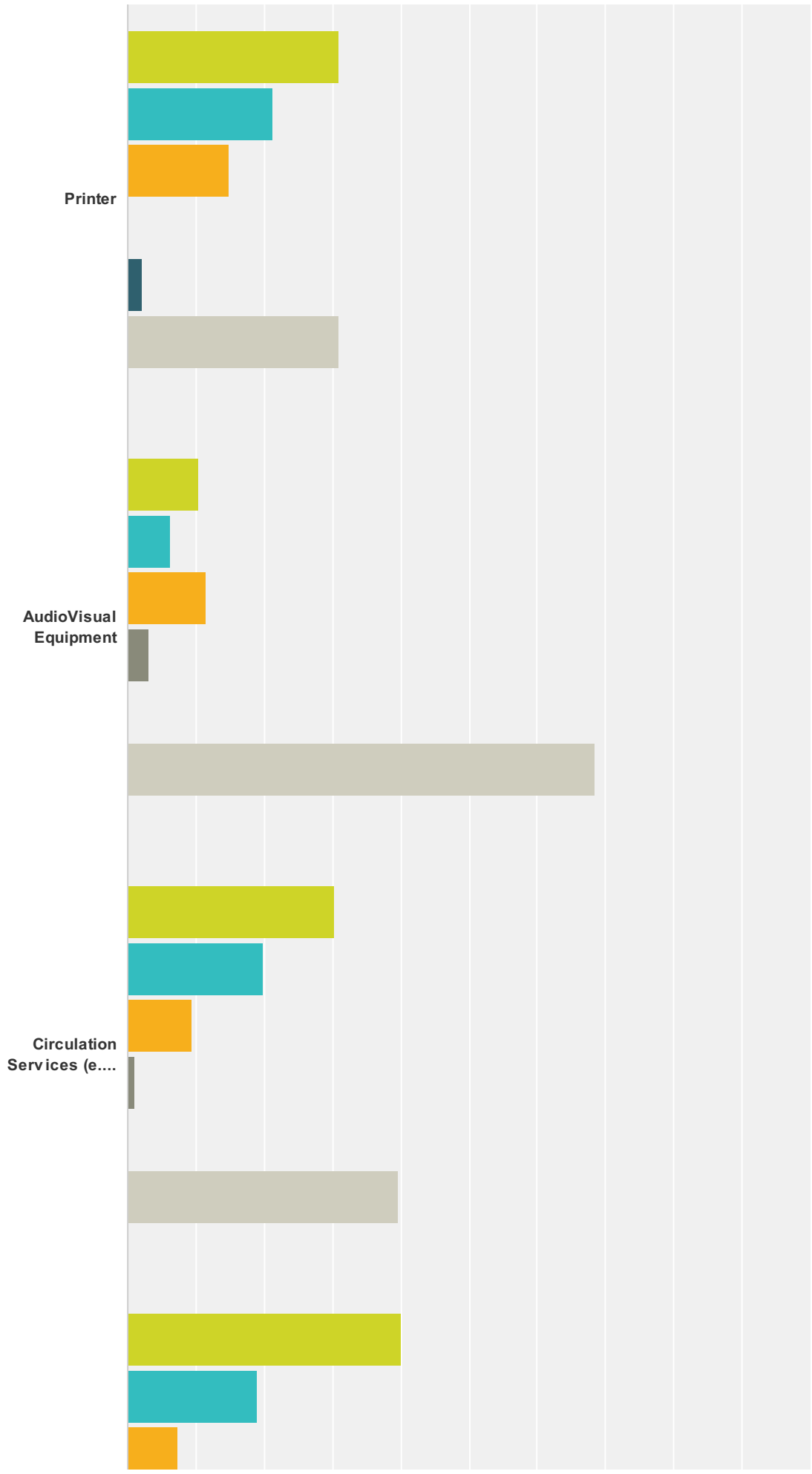
Answer Choices	Responses	
Yes	66.06%	72
Somewhat	28.44%	31
Barely	3.67%	4
Not at all	1.83%	2
Total		109

Q7 BCC Library Facilities, Equipment, Services:

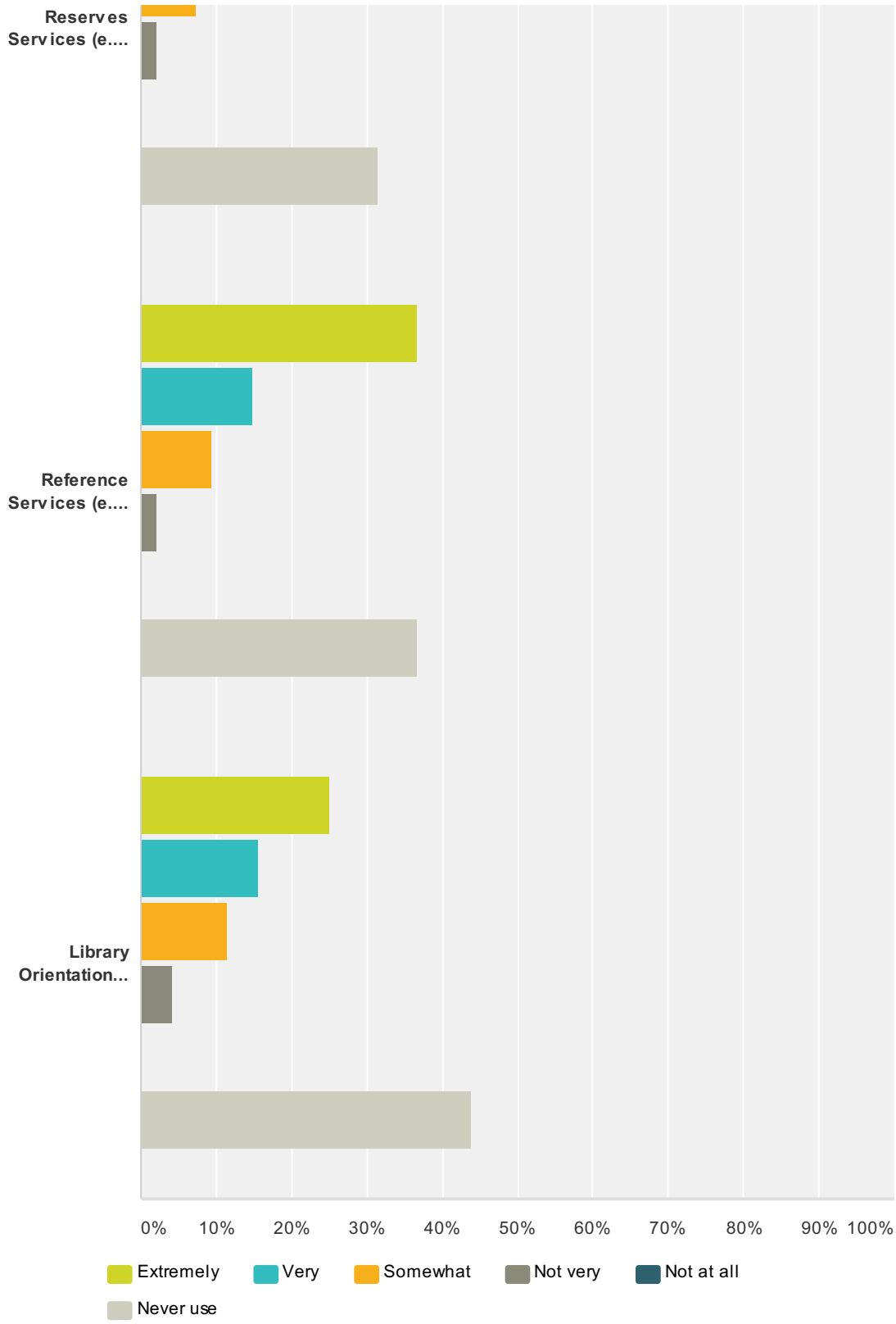
Answered: 100 Skipped: 10



Berkeley City College Library User Survey



Berkeley City College Library User Survey



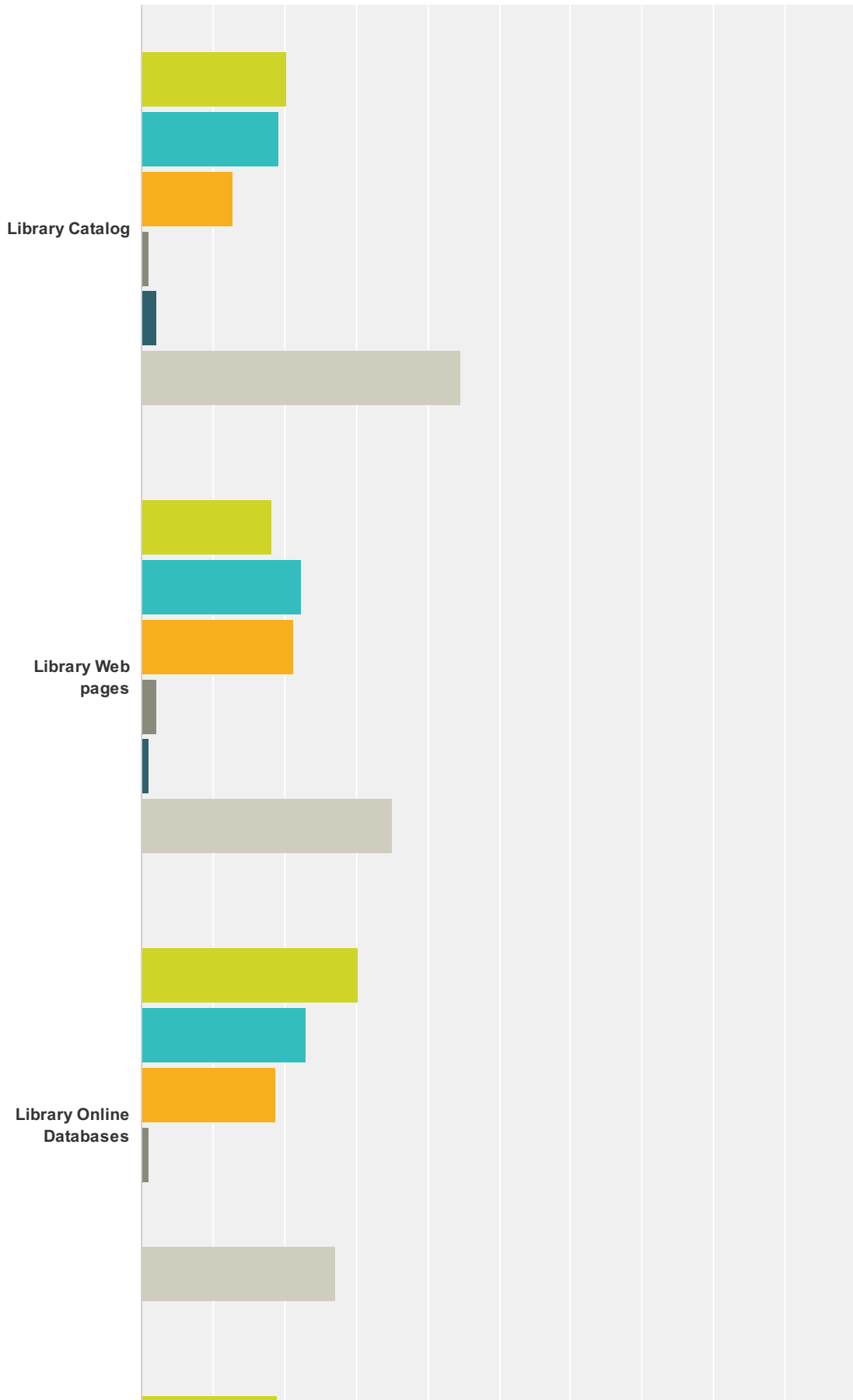
	Extremely	Very	Somewhat	Not very	Not at all	Never use	Total
Open study areas	32.29% 31	26.04% 25	18.75% 18	0.00% 0	2.08% 2	20.83% 20	96
Group study rooms	38.95% 37	18.95% 18	9.47% 9	1.05% 1	1.05% 1	30.53% 29	95

Berkeley City College Library User Survey

Computer workstations	37.11% 36	24.74% 24	14.43% 14	1.03% 1	0.00% 0	22.68% 22	97
Printer	30.85% 29	21.28% 20	14.89% 14	0.00% 0	2.13% 2	30.85% 29	94
AudioVisual Equipment	10.53% 10	6.32% 6	11.58% 11	3.16% 3	0.00% 0	68.42% 65	95
Circulation Services (e.g. checking out books from the stacks)	30.21% 29	19.79% 19	9.38% 9	1.04% 1	0.00% 0	39.58% 38	96
Reserves Services (e.g. checking out items on reserve)	40.00% 38	18.95% 18	7.37% 7	2.11% 2	0.00% 0	31.58% 30	95
Reference Services (e.g. help from librarian in person or via LibChat or email)	36.84% 35	14.74% 14	9.47% 9	2.11% 2	0.00% 0	36.84% 35	95
Library Orientation (e.g. presentation given in your class)	25.00% 24	15.63% 15	11.46% 11	4.17% 4	0.00% 0	43.75% 42	96

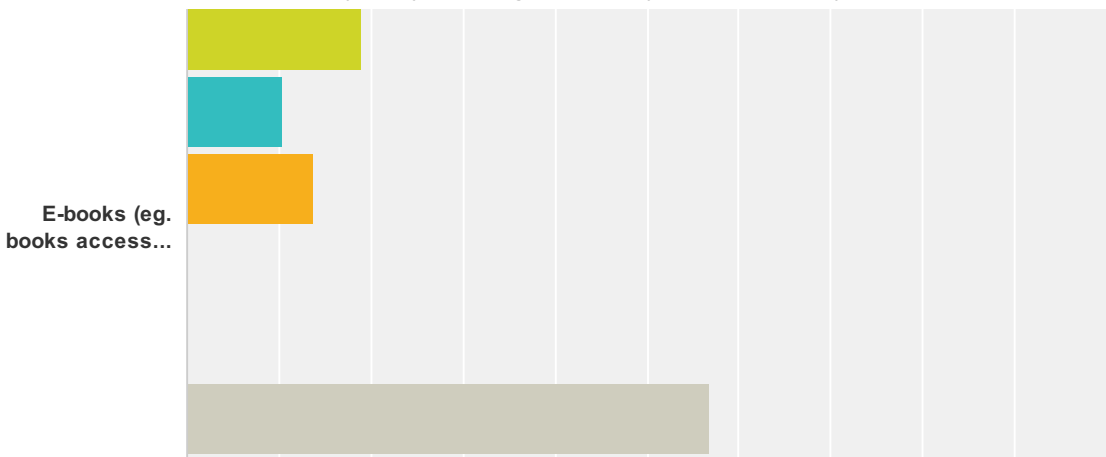
Q8 Library materials:

Answered: 100 Skipped: 10

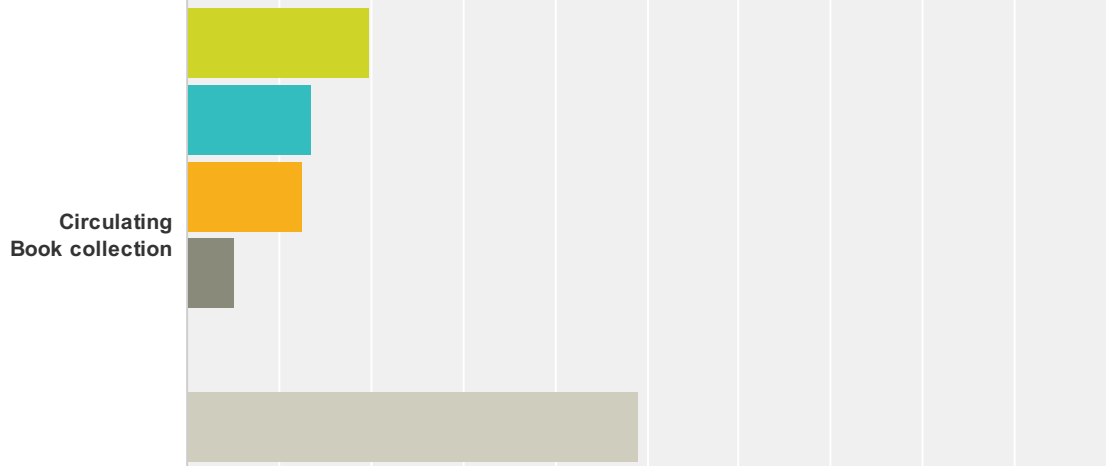


Berkeley City College Library User Survey

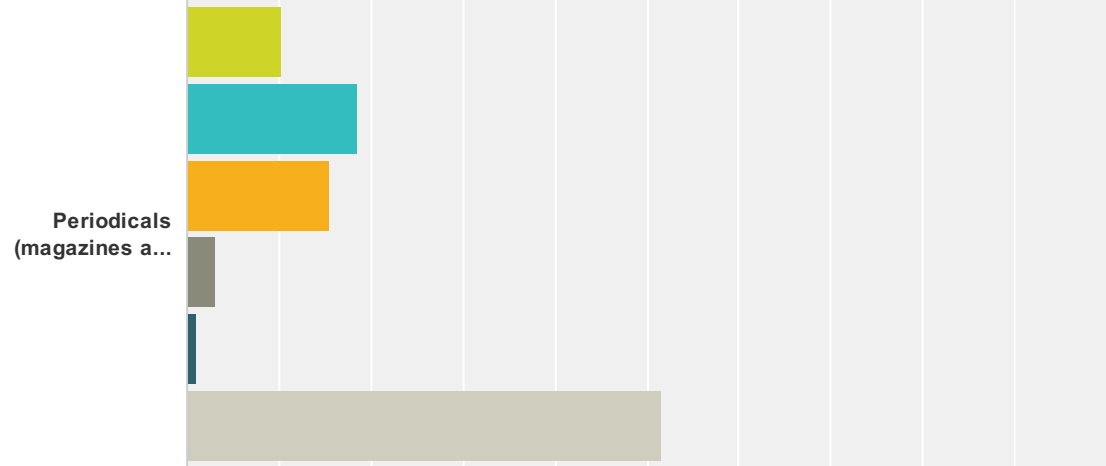
E-books (eg. books access...



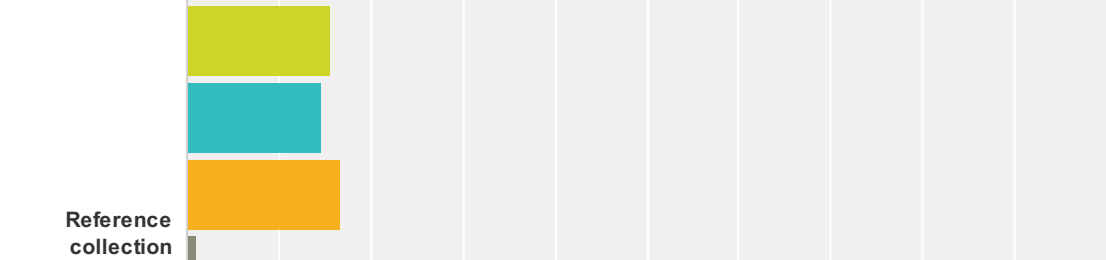
Circulating Book collection



Periodicals (magazines a...



Reference collection

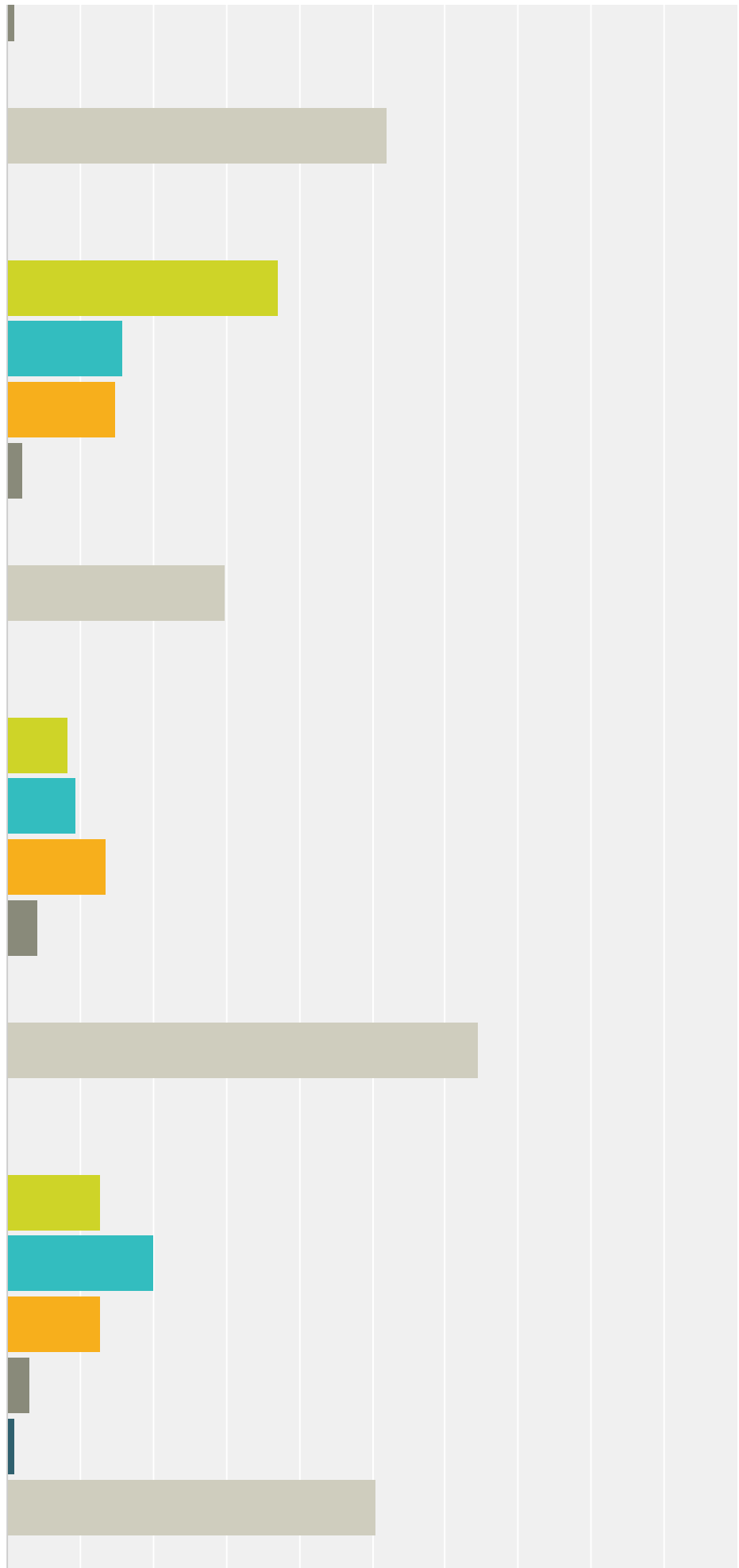


Berkeley City College Library User Survey

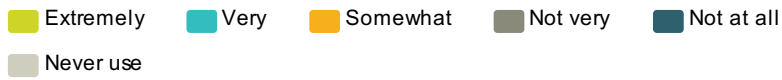
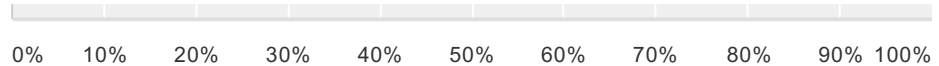
Course reserve collection

Audio / Video collection

LibGuides (e.g. resour...



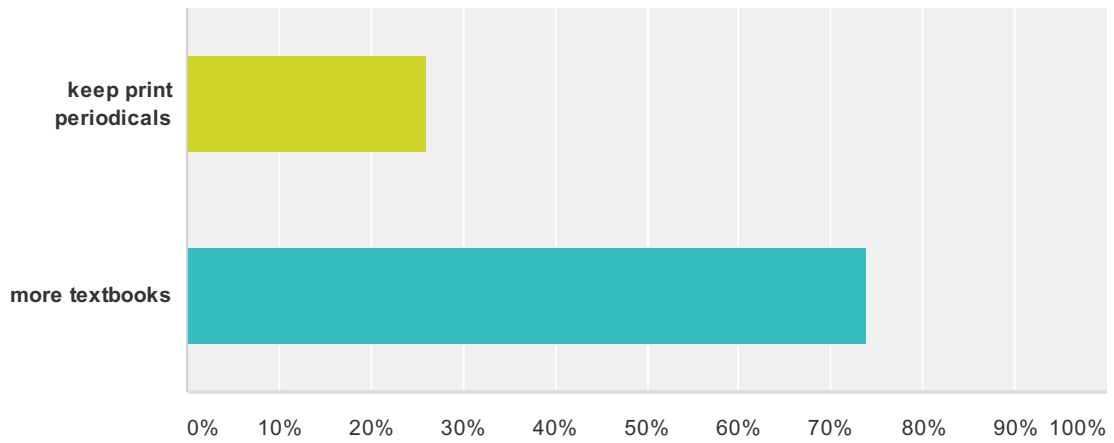
Berkeley City College Library User Survey



	Extremely	Very	Somewhat	Not very	Not at all	Never use	Total
Library Catalog	20.21% 19	19.15% 18	12.77% 12	1.06% 1	2.13% 2	44.68% 42	94
Library Web pages	18.09% 17	22.34% 21	21.28% 20	2.13% 2	1.06% 1	35.11% 33	94
Library Online Databases	30.21% 29	22.92% 22	18.75% 18	1.04% 1	0.00% 0	27.08% 26	96
E-books (eg. books accessed via EBSCO)	18.95% 18	10.53% 10	13.68% 13	0.00% 0	0.00% 0	56.84% 54	95
Circulating Book collection	19.79% 19	13.54% 13	12.50% 12	5.21% 5	0.00% 0	48.96% 47	96
Periodicals (magazines and newspapers)	10.31% 10	18.56% 18	15.46% 15	3.09% 3	1.03% 1	51.55% 50	97
Reference collection	15.63% 15	14.58% 14	16.67% 16	1.04% 1	0.00% 0	52.08% 50	96
Course reserve collection	37.23% 35	15.96% 15	14.89% 14	2.13% 2	0.00% 0	29.79% 28	94
Audio / Video collection	8.33% 8	9.38% 9	13.54% 13	4.17% 4	0.00% 0	64.58% 62	96
LibGuides (e.g. resource guides found on library website)	12.63% 12	20.00% 19	12.63% 12	3.16% 3	1.05% 1	50.53% 48	95

Q9 Would you rather keep print periodicals (magazines, journals) in the library or have more textbooks on reserve?

Answered: 100 Skipped: 10



Answer Choices	Responses
keep print periodicals	26.00% 26
more textbooks	74.00% 74
Total	100

Q10 If you could suggest any one thing to improve the library what would it be?

Answered: 53 Skipped: 57

**Q11 Do you have any additional comments
or suggestions?**

Answered: 25 Skipped: 85