

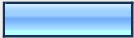







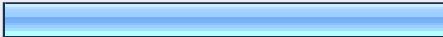
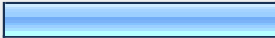



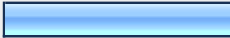
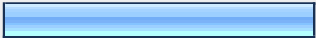
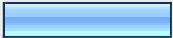


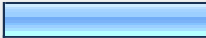
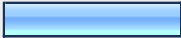


# Berkeley City College Library User Survey

1. Who are you?			Response Percent	Response Count
BCC Student			78.3%	130
BCC Staff			4.2%	7
BCC Faculty			13.9%	23
BCC Admin			1.2%	2
Laney, College of Alameda, or Merritt Student			4.8%	8
Laney, College of Alameda, or Merritt Staff			0.6%	1
Laney, College of Alameda, or Merritt Faculty			1.2%	2
Laney, College of Alameda, or Merritt Admin			2.4%	4
Peralta District employee			1.8%	3
Visitor			3.6%	6
			<b>answered question</b>	<b>166</b>
			<b>skipped question</b>	<b>3</b>

2. How often do you visit the BCC Library?						
	2-6 times a week	weekly	monthly	1-4 times a semester	never	Response Count
In Person	30.1% (50)	21.7% (36)	7.8% (13)	<b>31.9% (53)</b>	8.4% (14)	166
On the web	13.3% (14)	11.4% (12)	6.7% (7)	20.0% (21)	<b>48.6% (51)</b>	105
If you don't use the library, why not?						29
						<b>answered question</b>
						<b>167</b>
						<b>skipped question</b>
						<b>2</b>

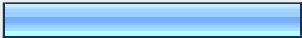
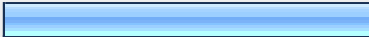
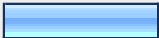

### 3. Why do you come to the BCC Library?

		Response Percent	Response Count
Find a book or magazine		48.6%	70
Access databases		29.9%	43
Get help with assignments		9.7%	14
For class instruction		7.6%	11
<b>Study alone</b>		<b>63.9%</b>	92
Group study		25.0%	36
Use study rooms		34.0%	49
Find video, DVD, CD, etc.		18.1%	26
Use Audiovisual equipment		9.7%	14
Use computers in Library		46.5%	67
Use printer in Library		22.2%	32
Personal/recreational		19.4%	28
Other (please specify)			33
		<b>answered question</b>	<b>144</b>
		<b>skipped question</b>	<b>25</b>

### 4. How often do you ask a BCC librarian for assistance?

	Always	Very often	Sometimes	Rarely	Never	Response Count
In Person	13.5% (22)	11.7% (19)	<b>30.7% (50)</b>	26.4% (43)	18.4% (30)	163
By Telephone	0.8% (1)	0.8% (1)	9.1% (11)	16.5% (20)	<b>75.2% (91)</b>	121
By Email	0.0% (0)	1.6% (2)	12.1% (15)	5.6% (7)	<b>80.6% (100)</b>	124
<b>answered question</b>						<b>164</b>
<b>skipped question</b>						<b>5</b>

5. In General:							
	Extremely	Very	Somewhat	Not very	Not at all	Never use	Response Count
How important is the BCC Library to you?	<b>49.7% (81)</b>	21.5% (35)	15.3% (25)	8.6% (14)	3.1% (5)	1.8% (3)	163
How easy is it to find what you need at the BCC Library?	14.1% (22)	28.8% (45)	<b>33.3% (52)</b>	6.4% (10)	7.1% (11)	10.3% (16)	156
How helpful is the BCC Library staff?	24.2% (37)	<b>34.6% (53)</b>	16.3% (25)	9.2% (14)	5.2% (8)	10.5% (16)	153
<i>answered question</i>							<b>164</b>
<i>skipped question</i>							<b>5</b>

6. Does the BCC Library's current hours meet your academic needs?				
			Response Percent	Response Count
Yes			32.7%	51
<b>Somewhat</b>			<b>40.4%</b>	63
Barely			16.7%	26
Not at all			10.3%	16
Would you like to recommend different BCC Library Hours?				74
<i>answered question</i>				<b>156</b>
<i>skipped question</i>				<b>13</b>

**7. BCC Library Facilities, Equipment, Services:**

	<b>Extremely</b>	<b>Very</b>	<b>Somewhat</b>	<b>Not very</b>	<b>Not at all</b>	<b>Never use</b>	<b>Response Count</b>
Open study areas	21.7% (28)	<b>25.6% (33)</b>	24.8% (32)	7.0% (9)	1.6% (2)	19.4% (25)	129
Group study rooms	24.8% (31)	<b>27.2% (34)</b>	16.0% (20)	4.8% (6)	0.0% (0)	<b>27.2% (34)</b>	125
Computer workstations	23.4% (30)	21.9% (28)	<b>26.6% (34)</b>	4.7% (6)	1.6% (2)	21.9% (28)	128
Printer	15.6% (19)	9.0% (11)	17.2% (21)	8.2% (10)	3.3% (4)	<b>46.7% (57)</b>	122
AudioVisual Equipment	6.0% (7)	9.4% (11)	17.9% (21)	3.4% (4)	2.6% (3)	<b>60.7% (71)</b>	117
Circulation Services (e.g. checking out books from the stacks)	15.6% (19)	15.6% (19)	21.3% (26)	5.7% (7)	2.5% (3)	<b>39.3% (48)</b>	122
Reserves Services (e.g. checking out items on reserve)	17.9% (22)	14.6% (18)	24.4% (30)	4.9% (6)	3.3% (4)	<b>35.0% (43)</b>	123
Reference Services (e.g. help from librarian)	20.5% (25)	19.7% (24)	15.6% (19)	6.6% (8)	5.7% (7)	<b>32.0% (39)</b>	122
Library Orientation (e.g. presentation given in your class)	11.6% (14)	10.7% (13)	9.9% (12)	3.3% (4)	6.6% (8)	<b>57.9% (70)</b>	121
Any comments regarding the Library's Facility, Equipment and/or Services?							48
<b>answered question</b>							<b>134</b>
<b>skipped question</b>							<b>35</b>

8. Library materials:							
	Extremely	Very	Somewhat	Not very	Not at all	Never use	Response Count
Library Catalog	13.2% (15)	7.9% (9)	25.4% (29)	5.3% (6)	1.8% (2)	<b>46.5% (53)</b>	114
Library Web pages	16.8% (19)	15.9% (18)	23.9% (27)	5.3% (6)	0.9% (1)	<b>37.2% (42)</b>	113
Library Online Databases	19.1% (22)	18.3% (21)	15.7% (18)	4.3% (5)	1.7% (2)	<b>40.9% (47)</b>	115
E-books (eg. NetLibrary)	12.4% (14)	10.6% (12)	15.9% (18)	4.4% (5)	1.8% (2)	<b>54.9% (62)</b>	113
Circulating Book collection	11.0% (13)	15.3% (18)	26.3% (31)	6.8% (8)	1.7% (2)	<b>39.0% (46)</b>	118
Periodicals (magazines and newspapers)	12.4% (15)	19.0% (23)	19.8% (24)	9.1% (11)	1.7% (2)	<b>38.0% (46)</b>	121
Reference collection	11.1% (13)	15.4% (18)	19.7% (23)	7.7% (9)	1.7% (2)	<b>44.4% (52)</b>	117
Course reserve collection	15.1% (18)	14.3% (17)	21.0% (25)	7.6% (9)	4.2% (5)	<b>37.8% (45)</b>	119
Audio / Video collection	10.1% (12)	9.2% (11)	20.2% (24)	4.2% (5)	1.7% (2)	<b>54.6% (65)</b>	119
Library handouts, Guides, Lists, etc.	15.7% (18)	12.2% (14)	20.0% (23)	4.3% (5)	1.7% (2)	<b>46.1% (53)</b>	115
	<b>answered question</b>						<b>126</b>
	<b>skipped question</b>						<b>43</b>

9. If you could suggest any one thing to improve the library what would it be?	
	Response Count
	75
	<b>answered question</b>
	<b>75</b>
	<b>skipped question</b>
	<b>94</b>

**10. Do you have any additional comments or suggestions?**

		<b>Response Count</b>
		42
	<i>answered question</i>	<b>42</b>
	<i>skipped question</i>	<b>127</b>