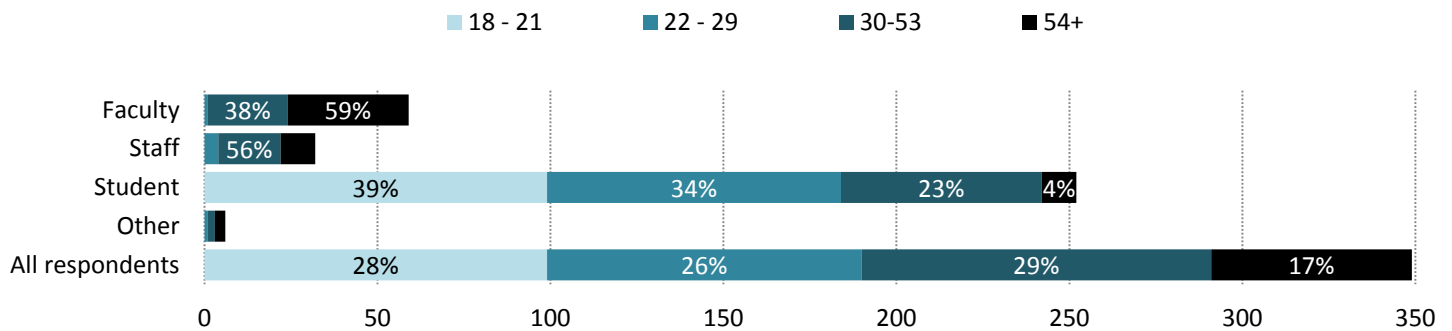


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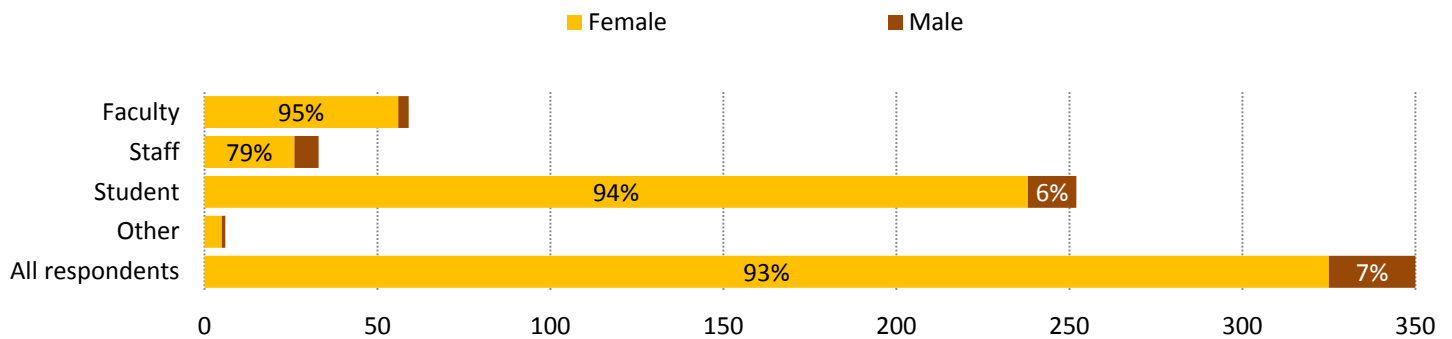
Surveyed Group: All current MCCN faculty, staff, and students enrolled in the Spring 2018 term
Survey Period: April 3 – May 5, 2018
Data Source: Qualtrics responses from students as defined in the Jenzabar Student Information System and from faculty and staff as defined by the current "CON@mccn.edu" email distribution list
Response/Sample Size: 351 / 1221
Response Rate: 29%
Notes: Students were invited to participate via email. Reminders were sent on days 4, 8, and 10.

I. Respondent Demographics

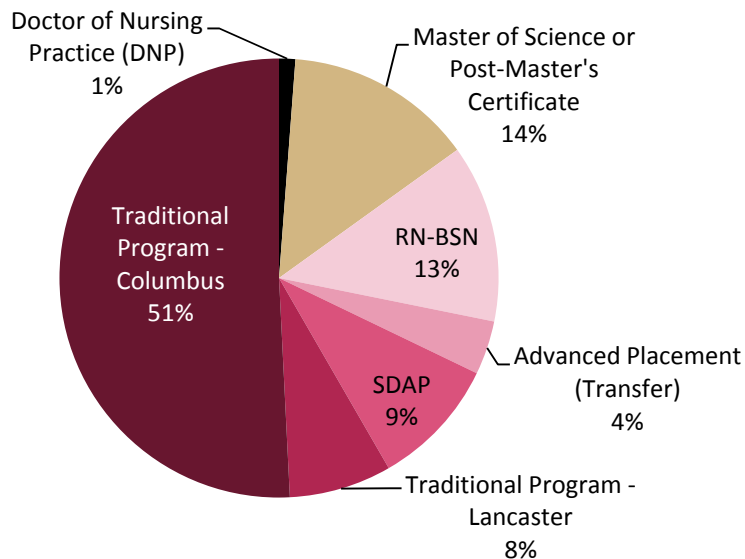
Number of Respondents and Age Distribution by Primary Role at MCCN (N=349)



Number of Respondents and Gender Distribution by Primary Role at MCCN (350)



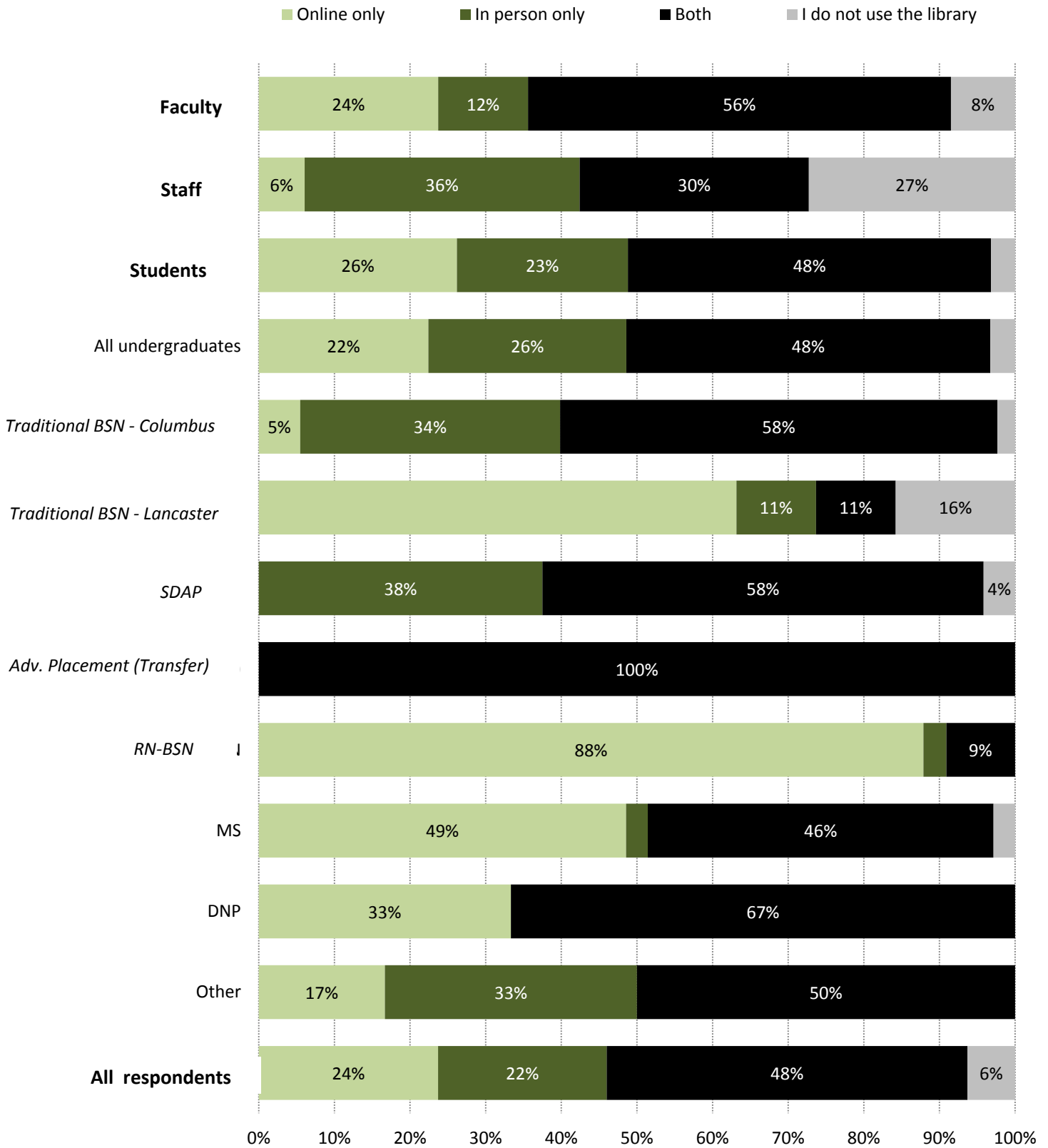
Distribution of Student Respondents by Program Type (N=252)



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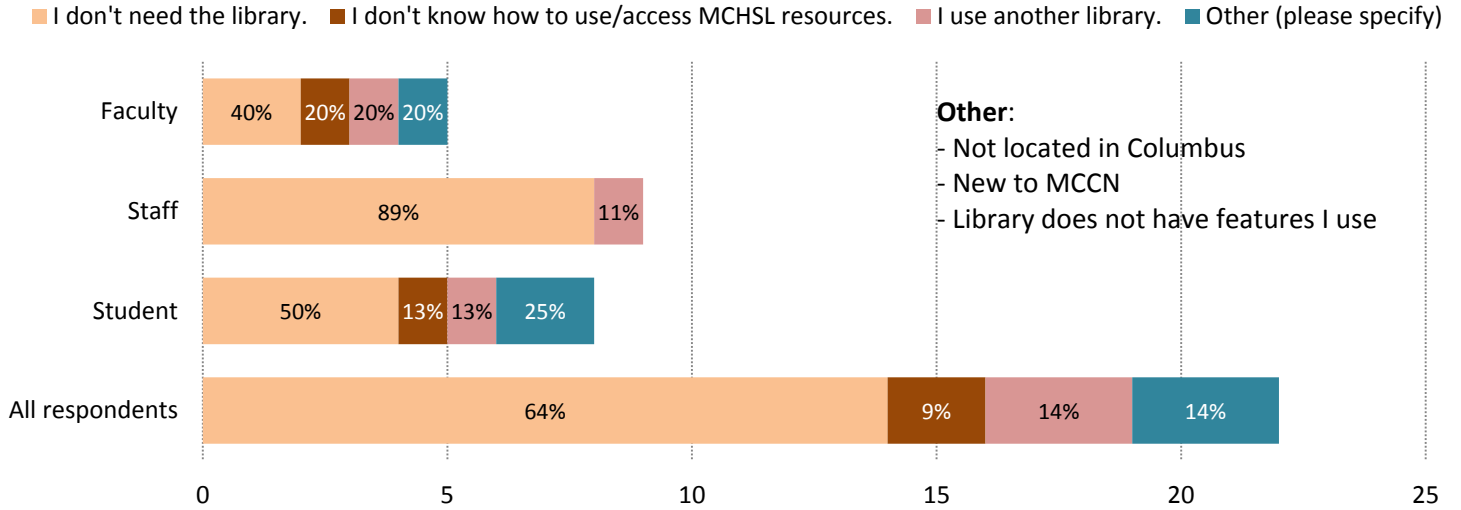
II. Survey Results

How do you use the library? (N=350)

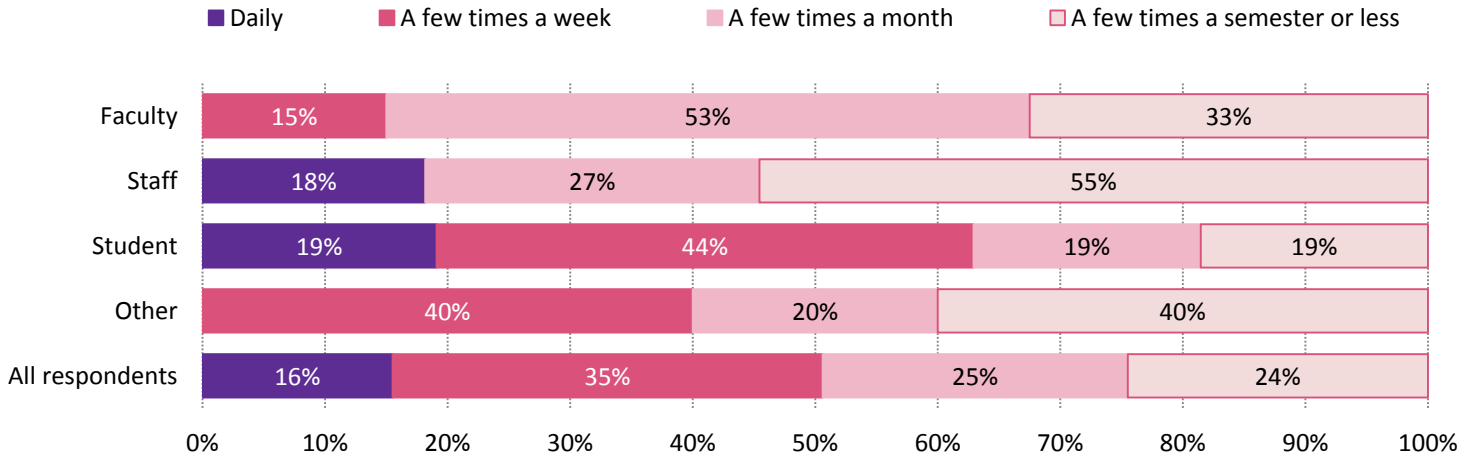


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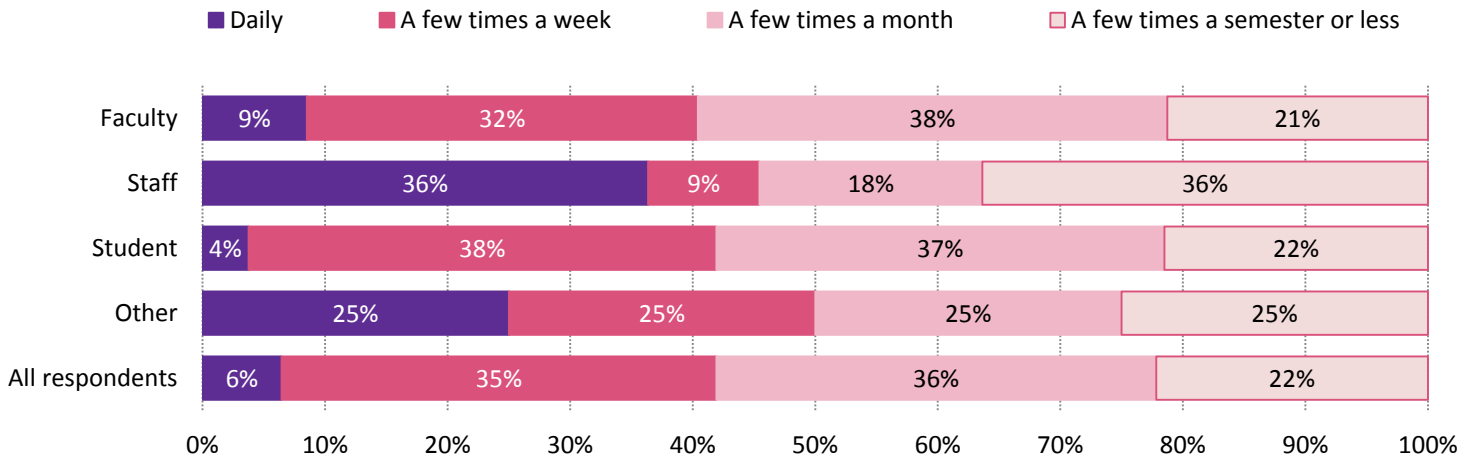
If you do not use the library, please identify the primary reason why: (N=22)



How frequently do you visit the library in person? (N=245)

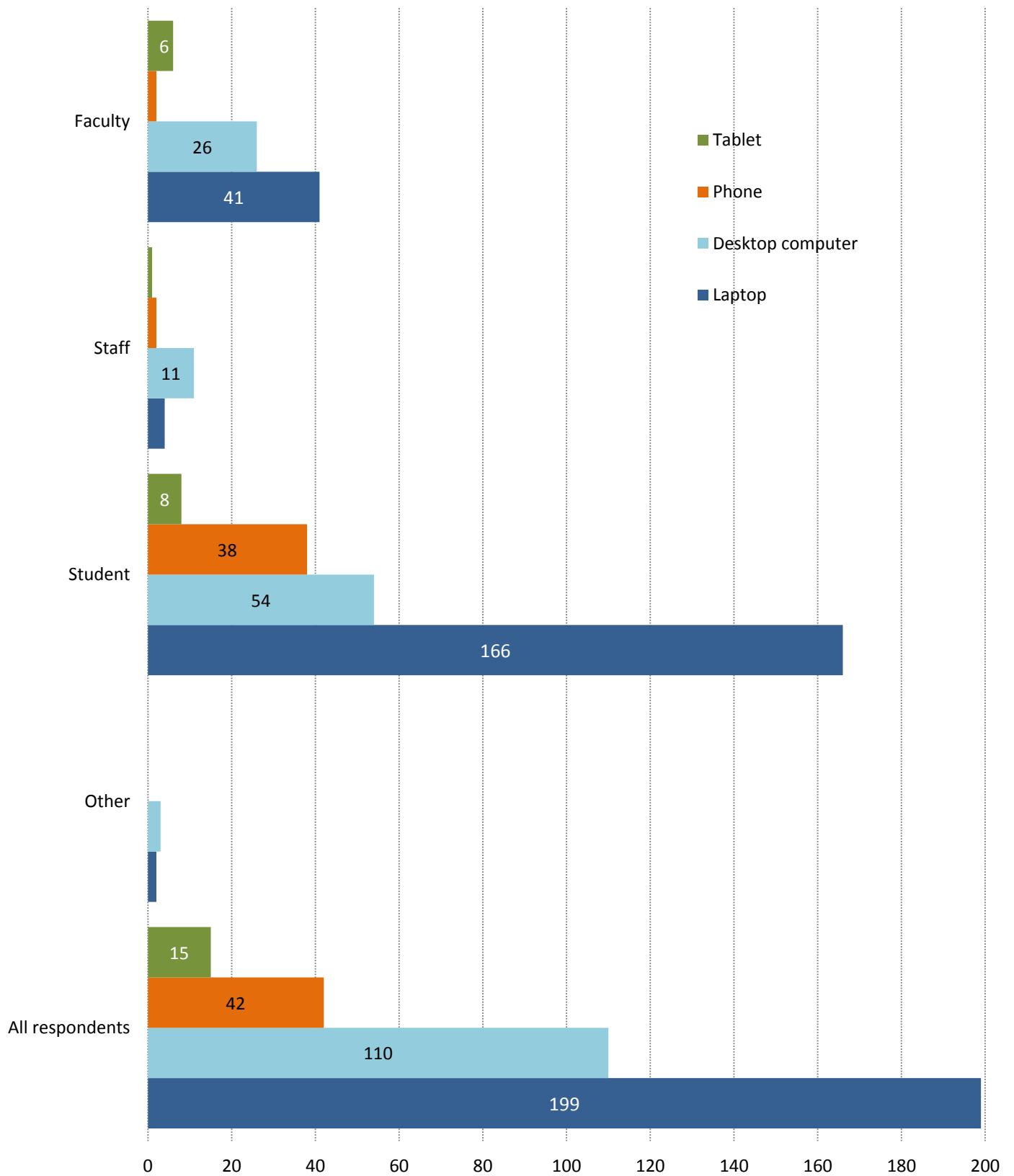


How often do you access the library website online? (N=248)



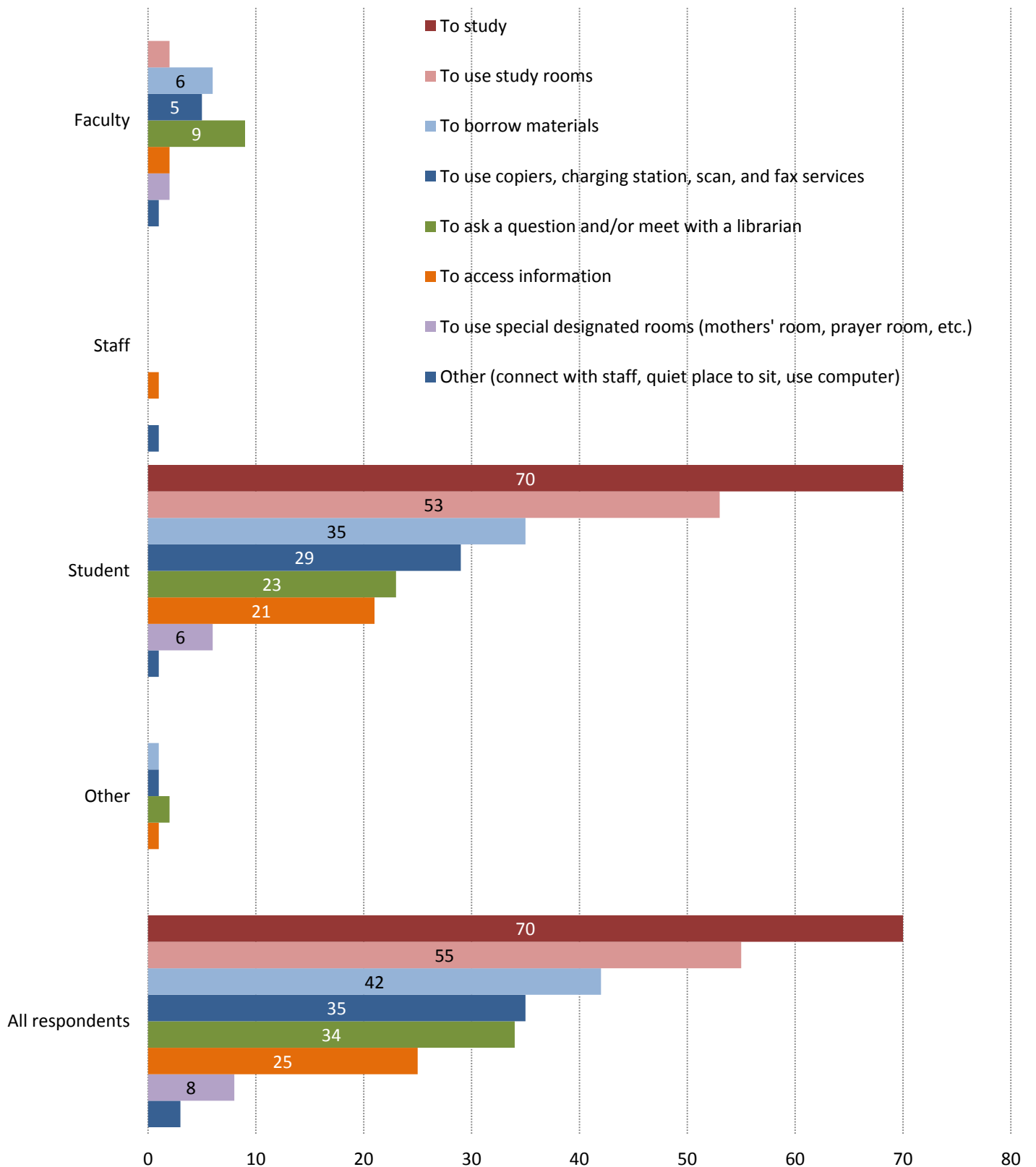
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What do you use to access the library website online? (N=248)



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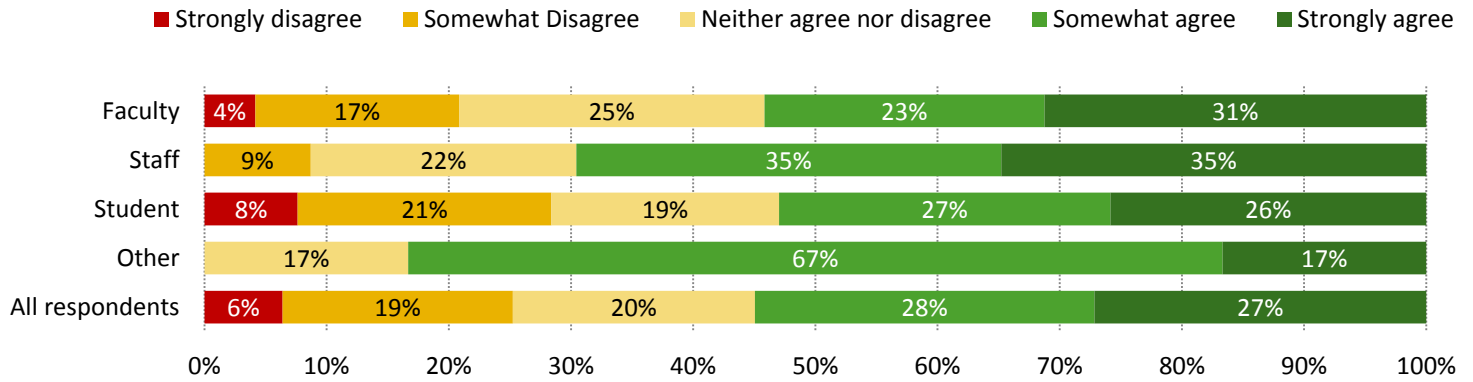
Why do you visit the library in person? (N=274)



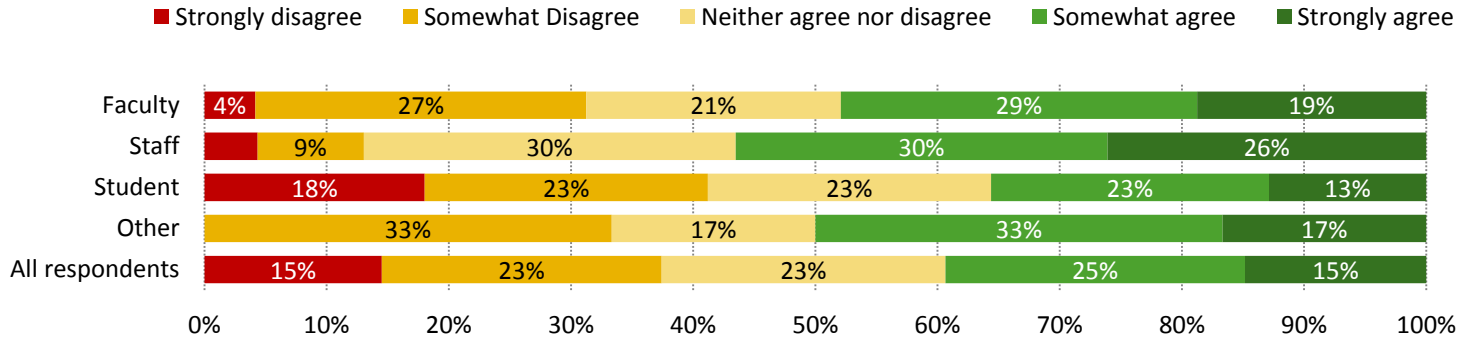
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Please indicate whether you agree or disagree with the following statements about the library space:

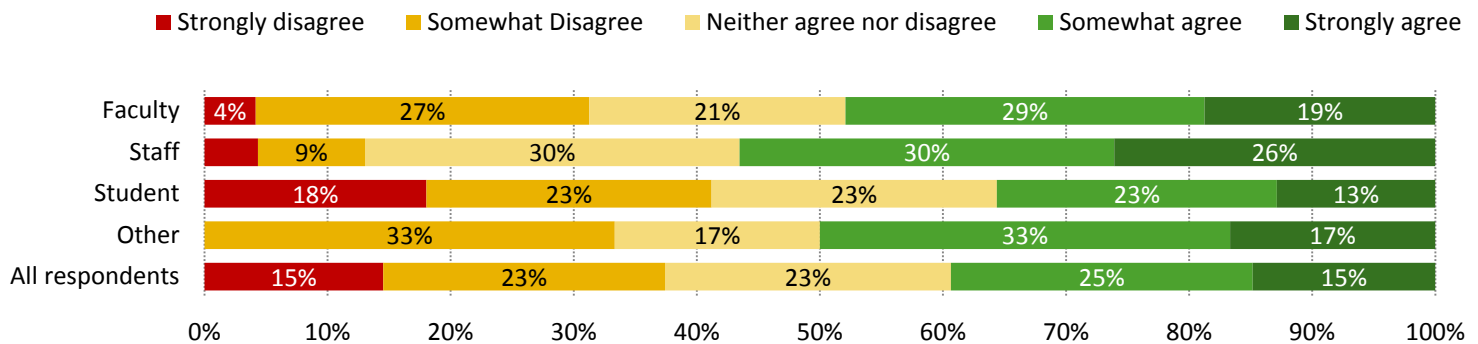
There is enough study space (N=313)



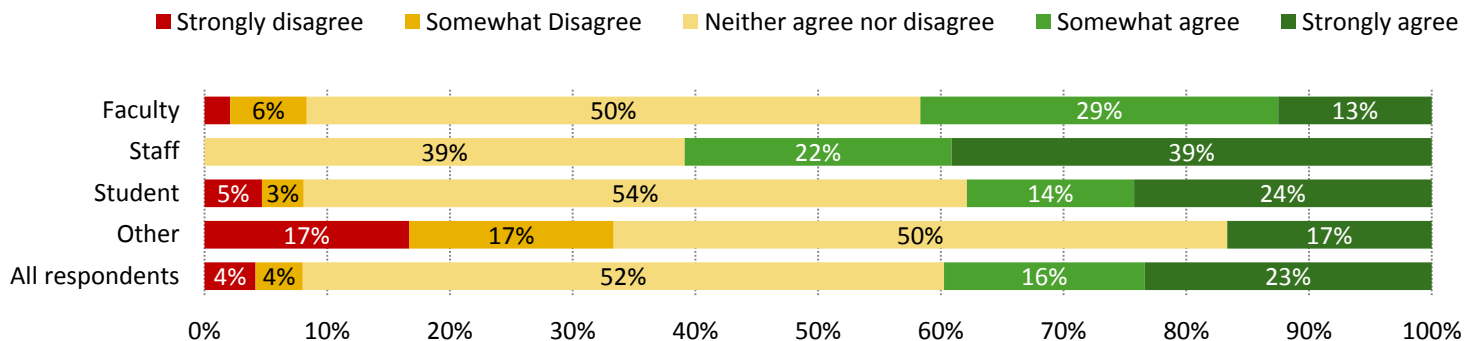
There are enough study rooms (N=310)



There are enough computer stations (N=313)

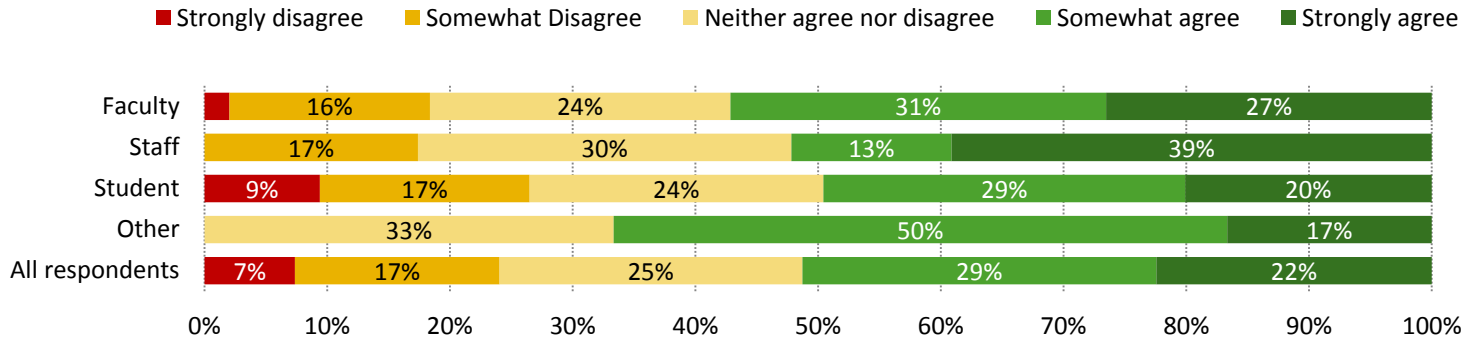


There are enough laptops to check out (N=312)

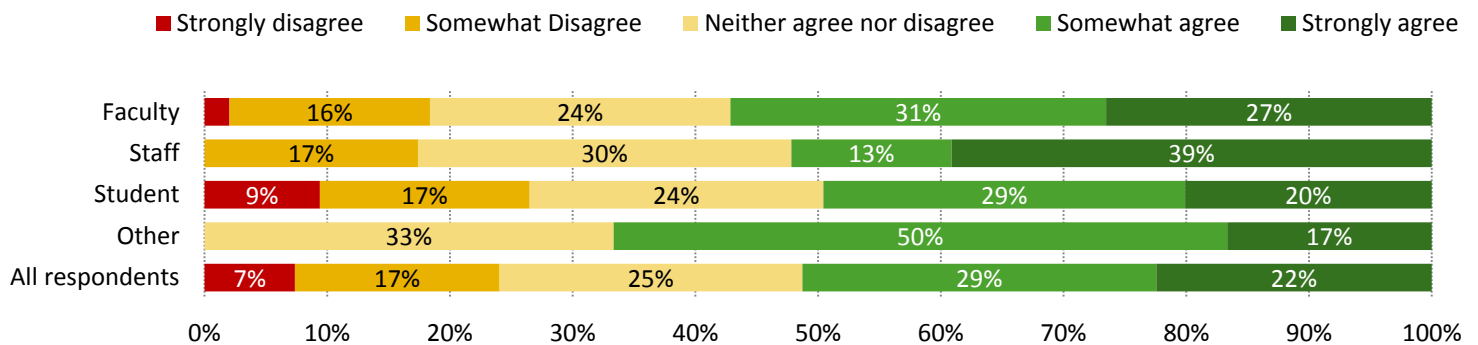


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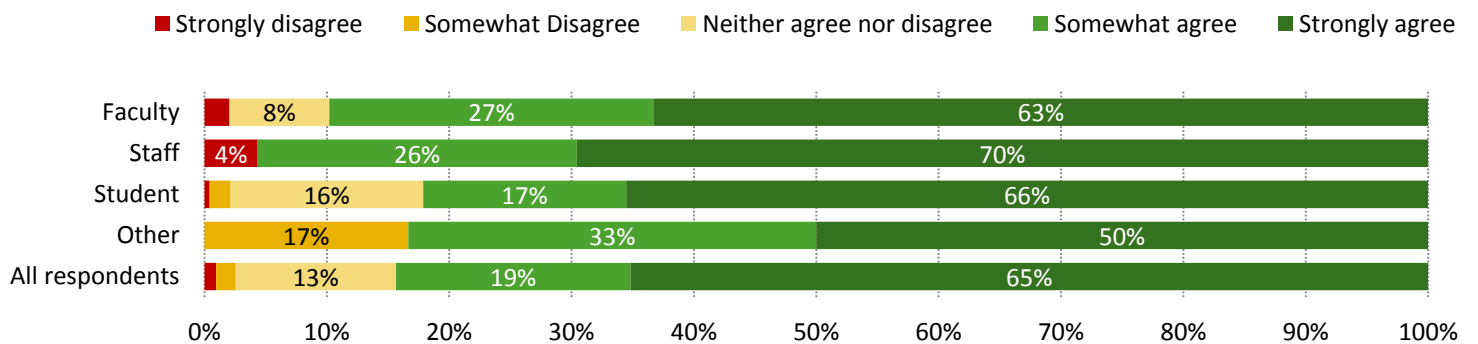
There are enough rest or lounge spaces (N=312)



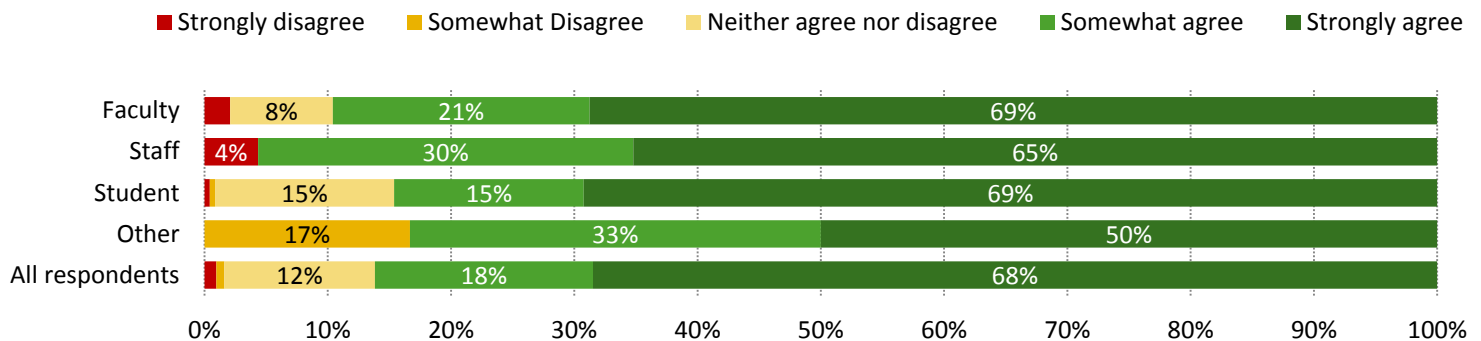
There is enough comfortable seating (N=311)



It is a safe and secure environment (N=313)

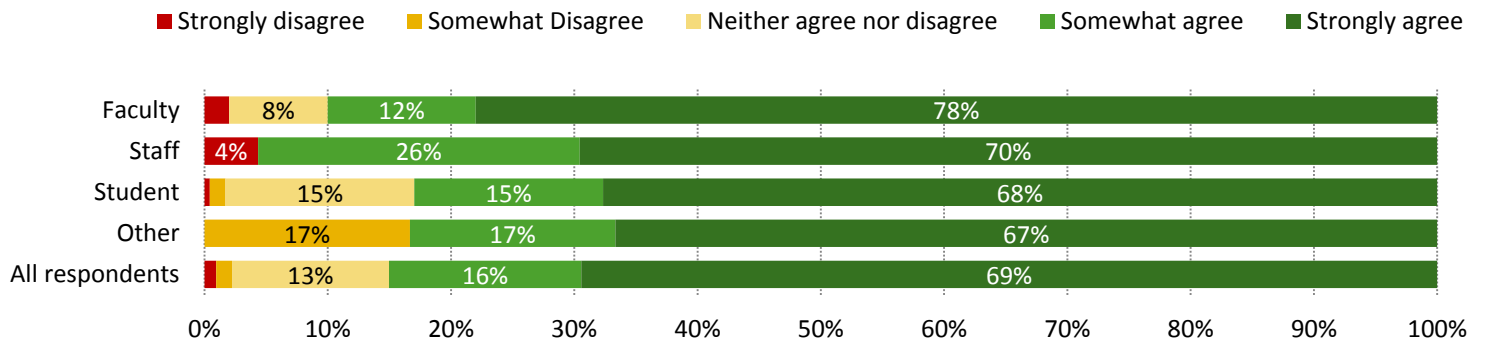


There is adequate lighting (N=311)

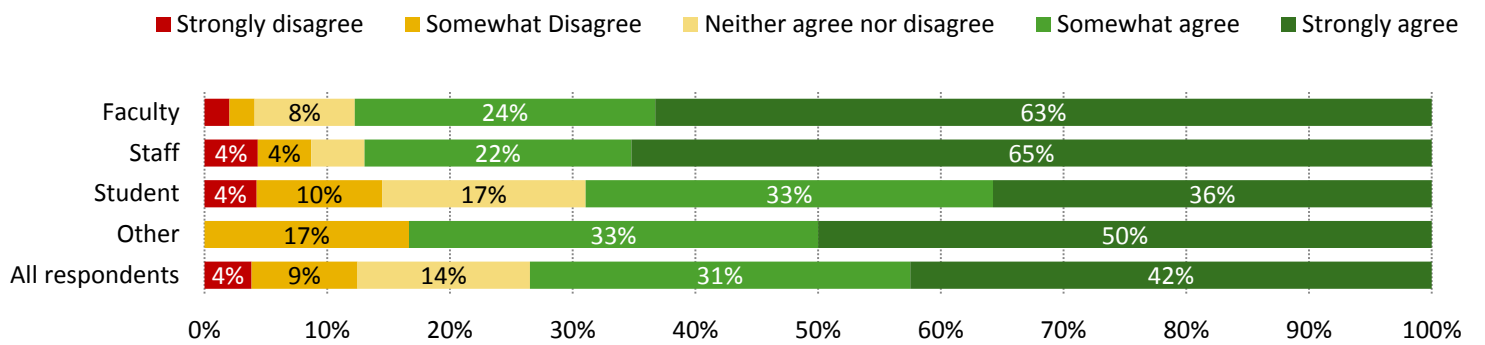


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The space is clean (N=314)



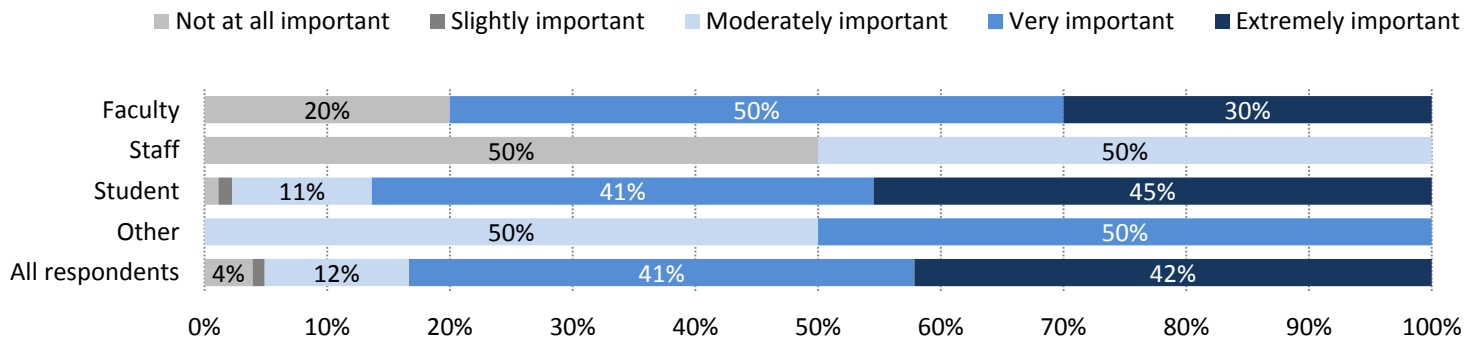
It offers a quiet environment (N=313)



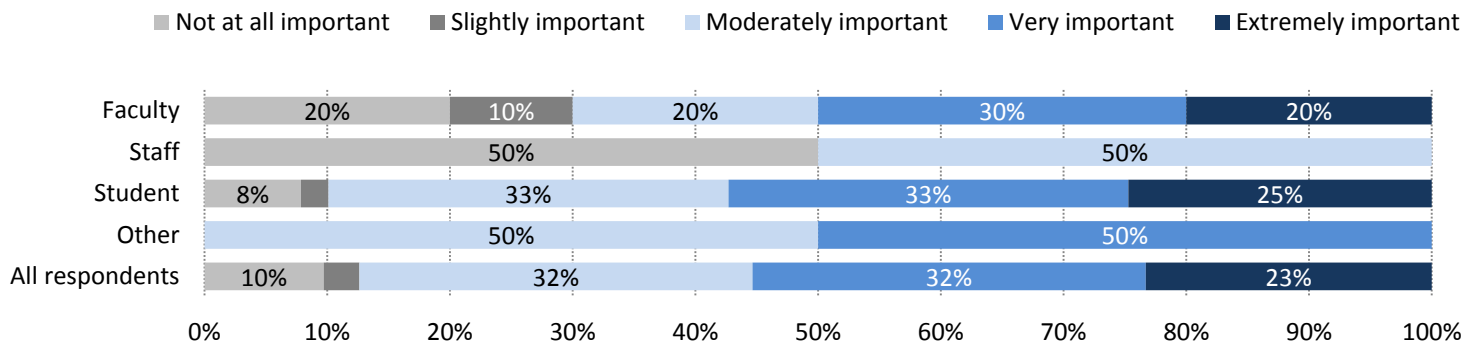
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Please indicate how important the follow study spaces are to you:

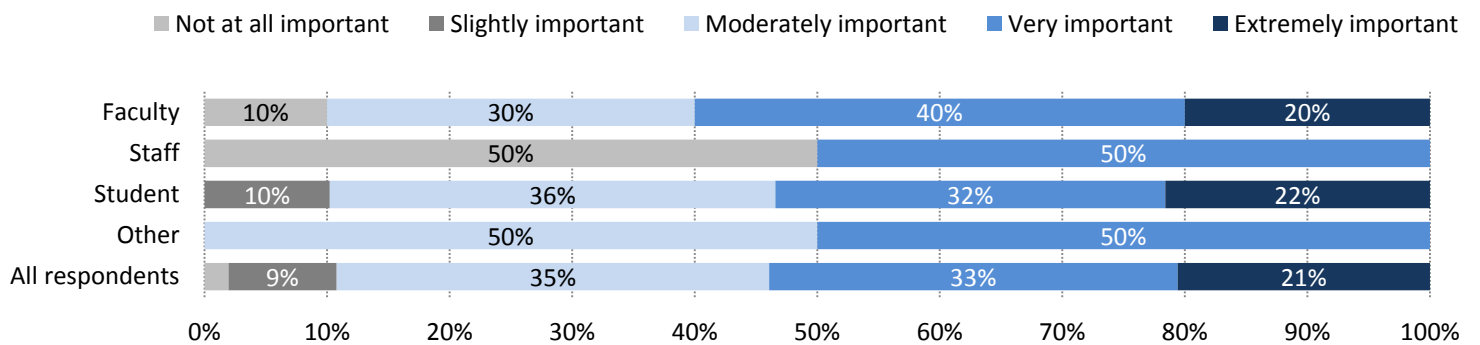
Quiet designated study space (N=102)



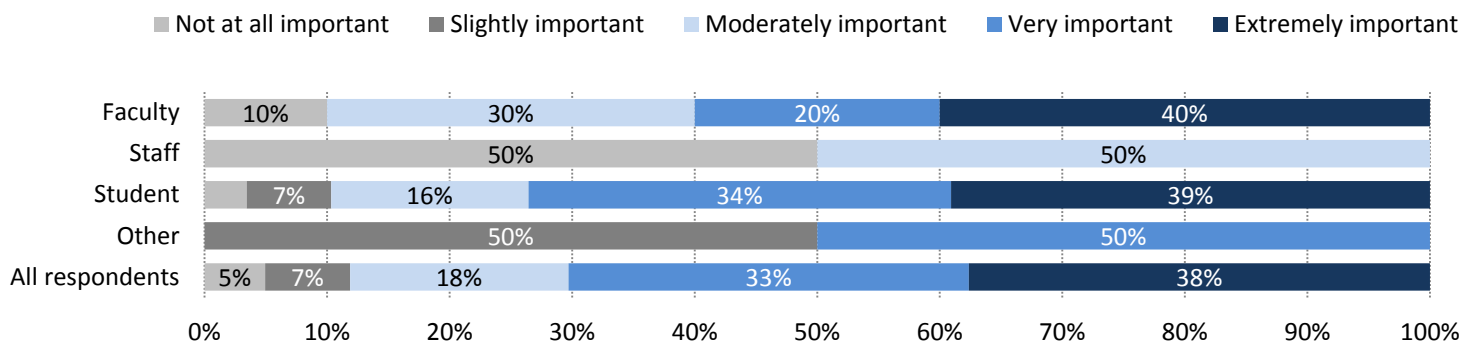
Study carrels (N=103)



Open study spaces (N=102)

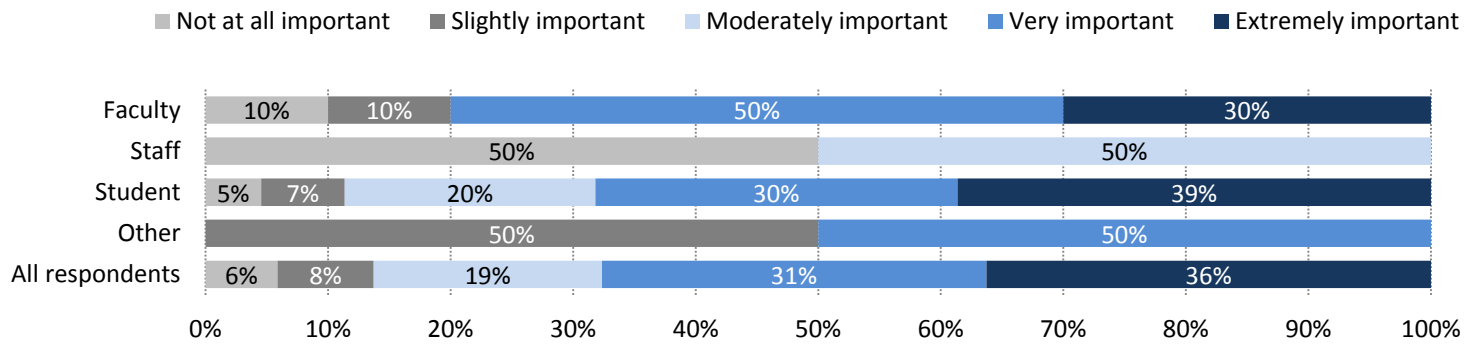


Individual study rooms (N=102)



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Group study rooms (N=102)



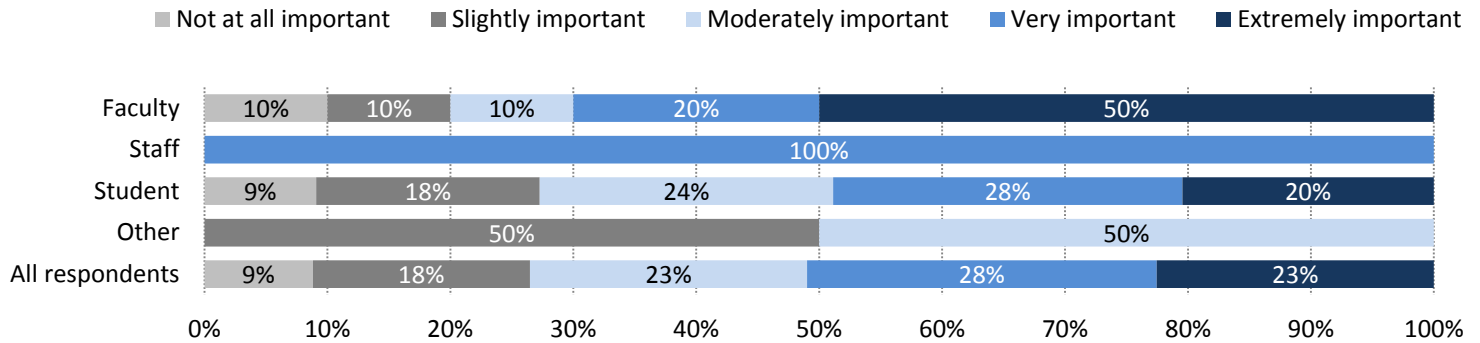
Please tell us if there is any other type of study space that you would like to library to provide:

Students	Library at the Lancaster campus
	Less noise in open study areas
	Group study room with desktop computer
	More access to power outlets
	More group study rooms
	More tables upstairs
	Small study spaces for 1-2 people
Faculty	Calculators available to check out

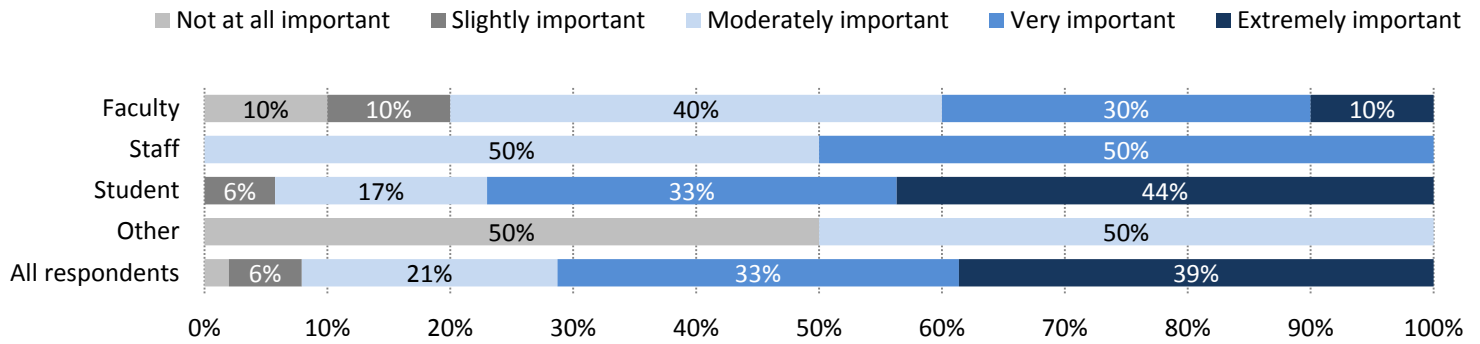
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Please tell us how important each of the following elements is to your study environment comfort and convenience:

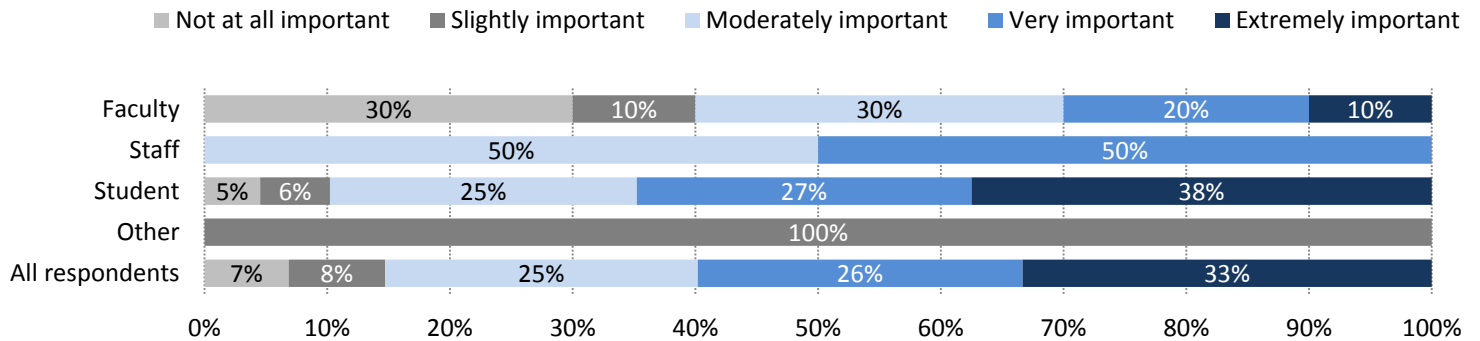
Having a separate space dedicated to conversation and cell phone use (N=102)



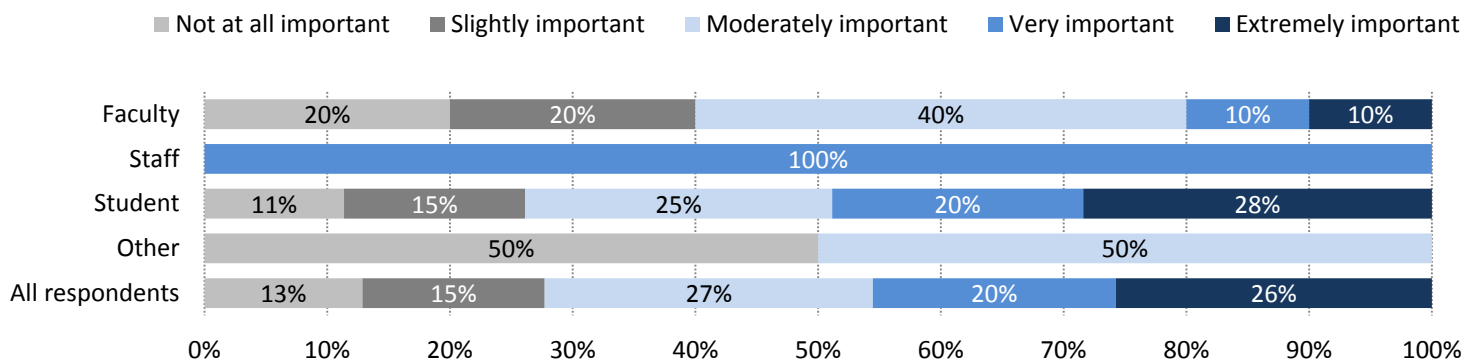
Being able to consume cold food, snacks, and beverages in the library (N=101)



Having a refreshment station that provides free ice water, tea, and coffee (N=102)

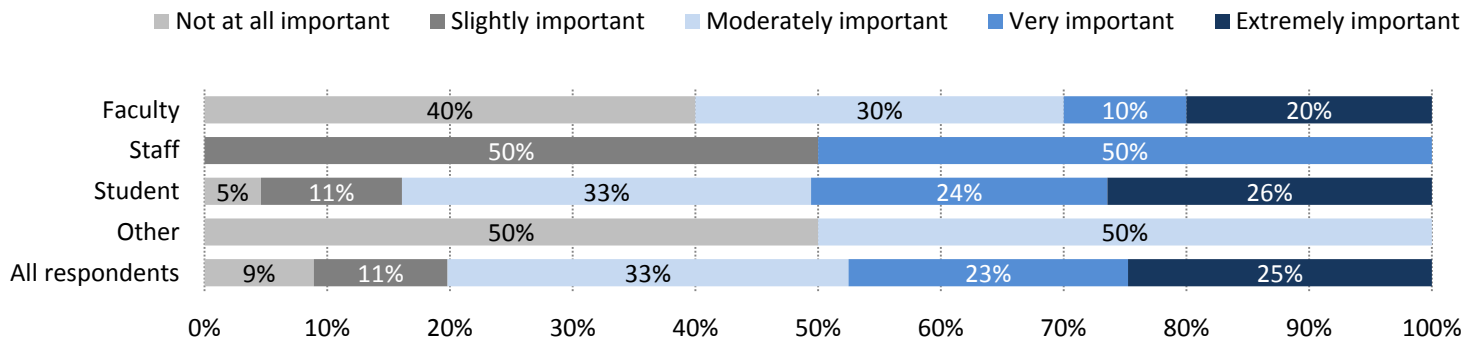


Having free hard candies available at the library front desk (N=101)

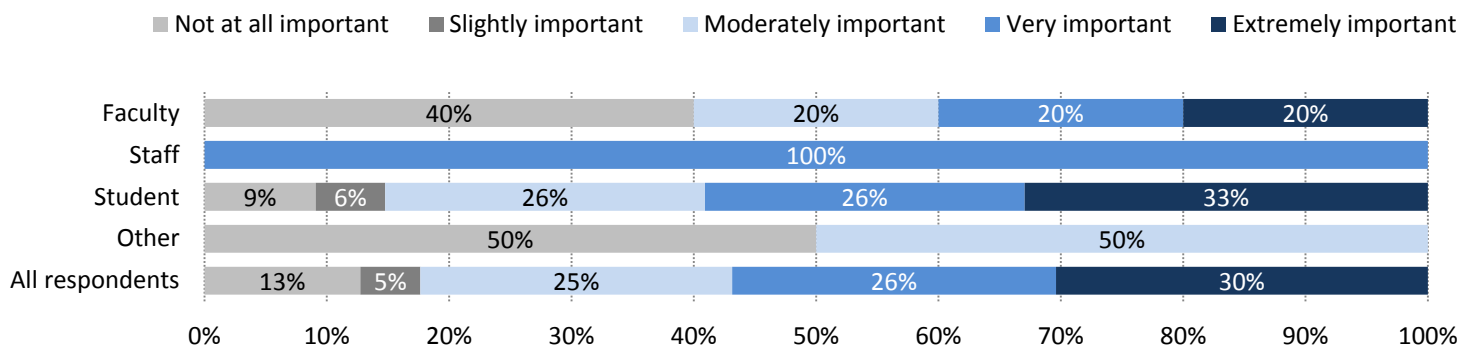


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Having a bookstore as an integral part of the library (N=101)



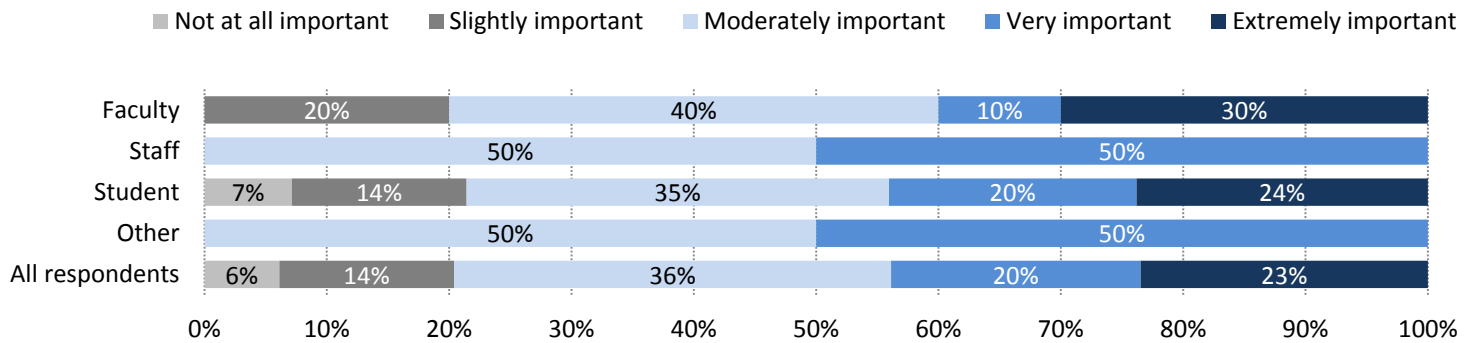
Having an MCCN store that would sell MCCN merchandise (N=102)



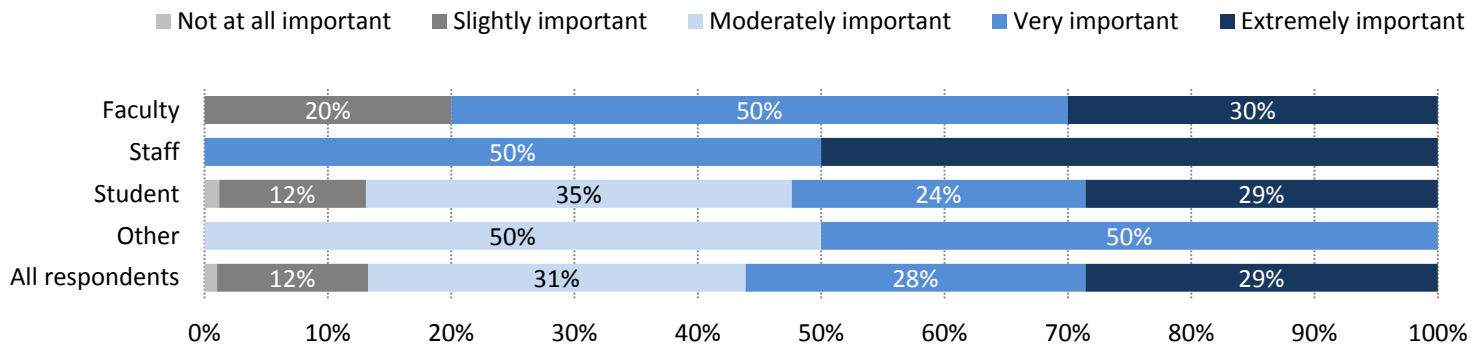
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Please indicate how important the following resources are for your academic work:

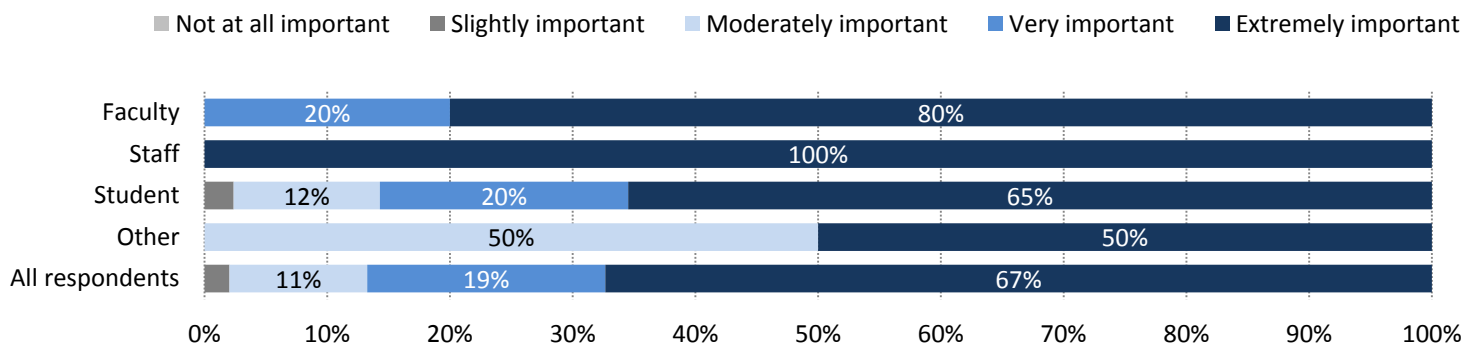
Print collections of books and journals (N=98)



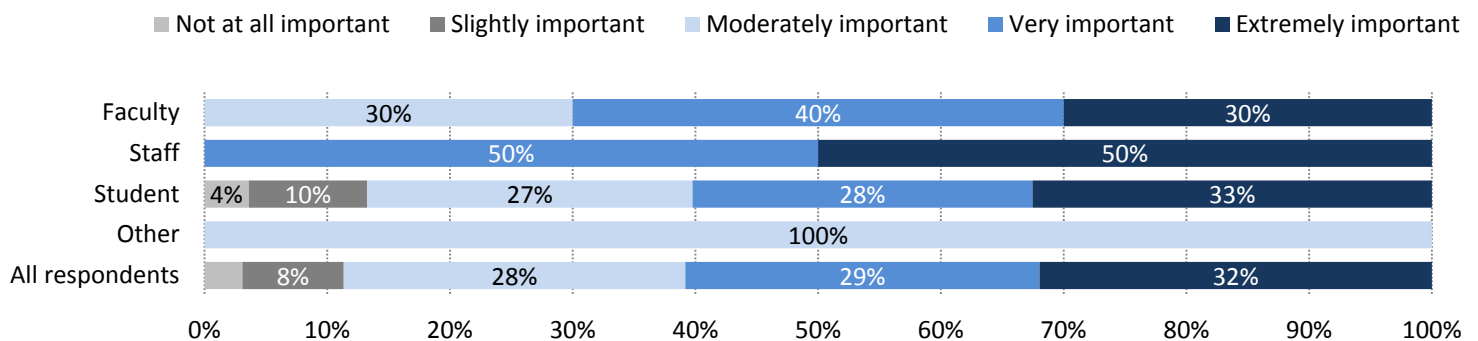
Available "Closed Reserves" (i.e., all required textbooks, videos, and other materials) collection for your in-library use (N=98)



Accessibility of library website on and off campus (N=98)

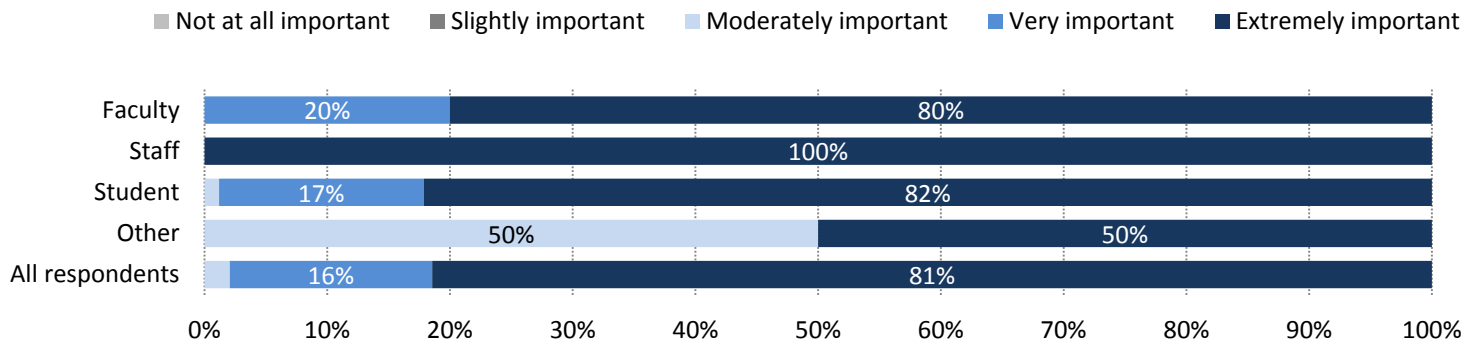


Availability of computer stations (N=97)

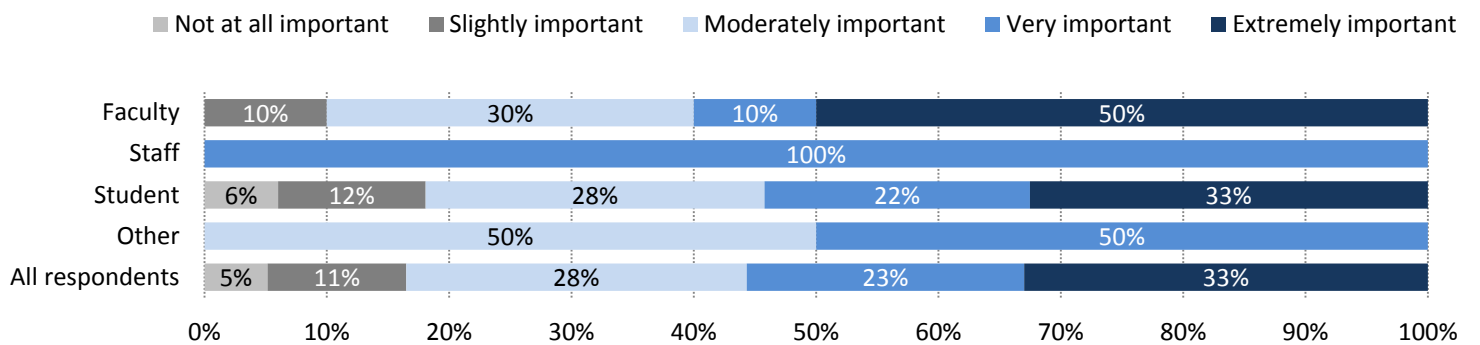


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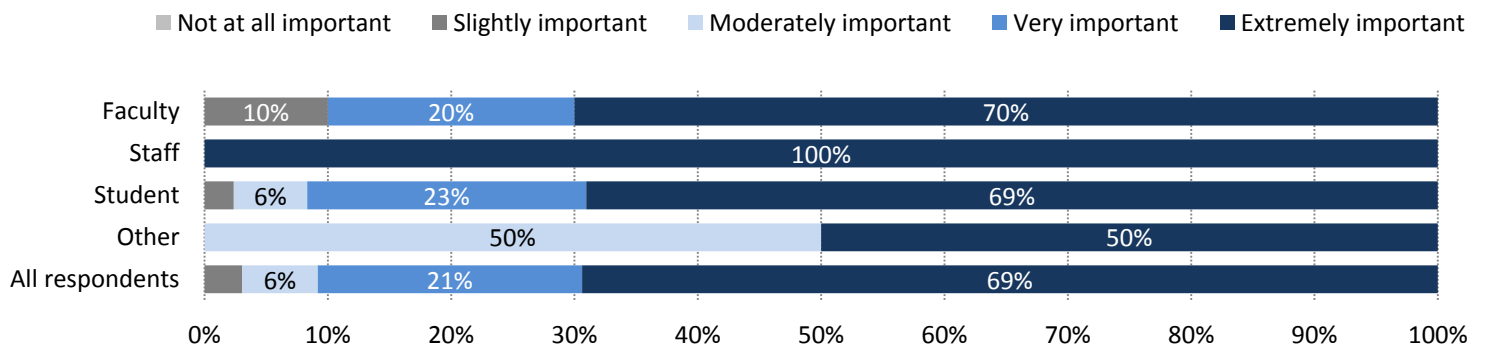
Reliable wireless network (N=97)



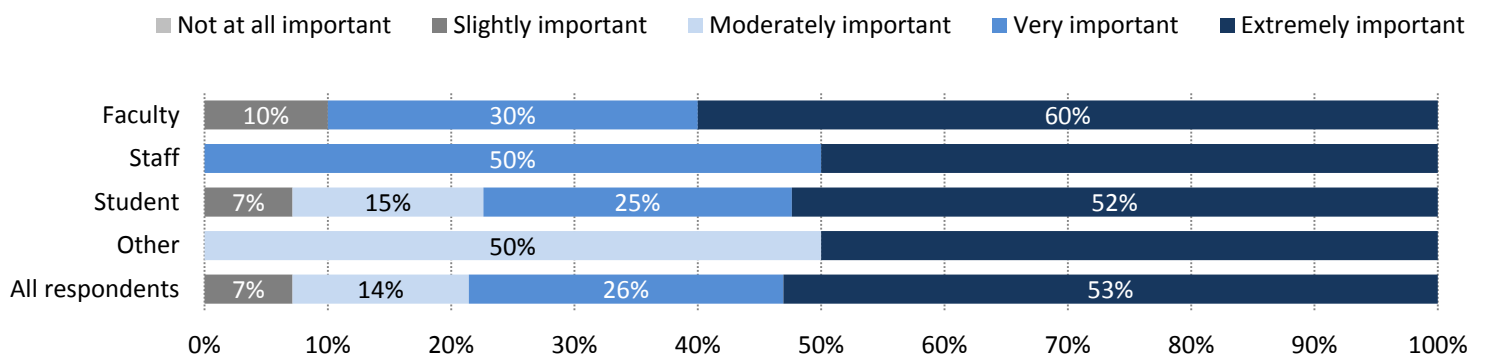
Available laptops and other portable devices to check out for on-campus use only (N=97)



Power outlets (N=98)



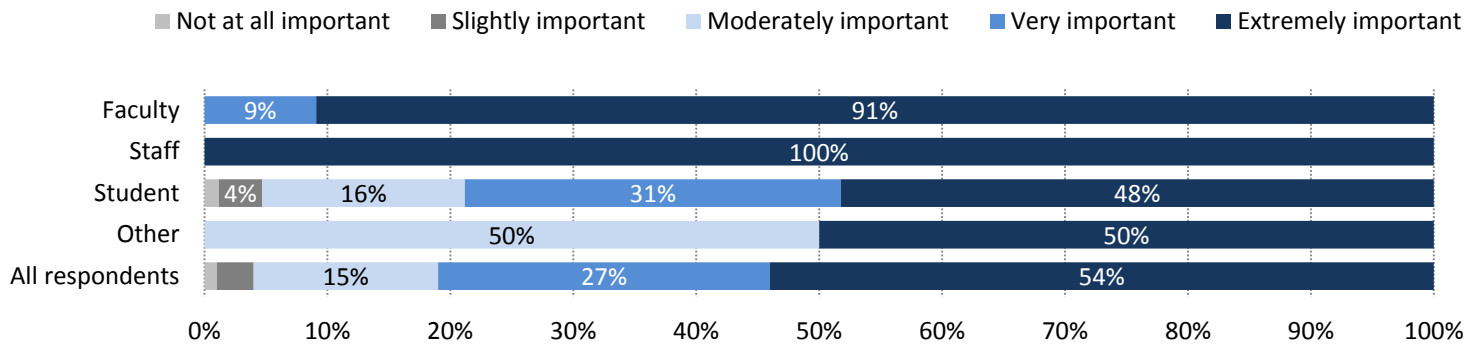
Device charging stations (N=98)



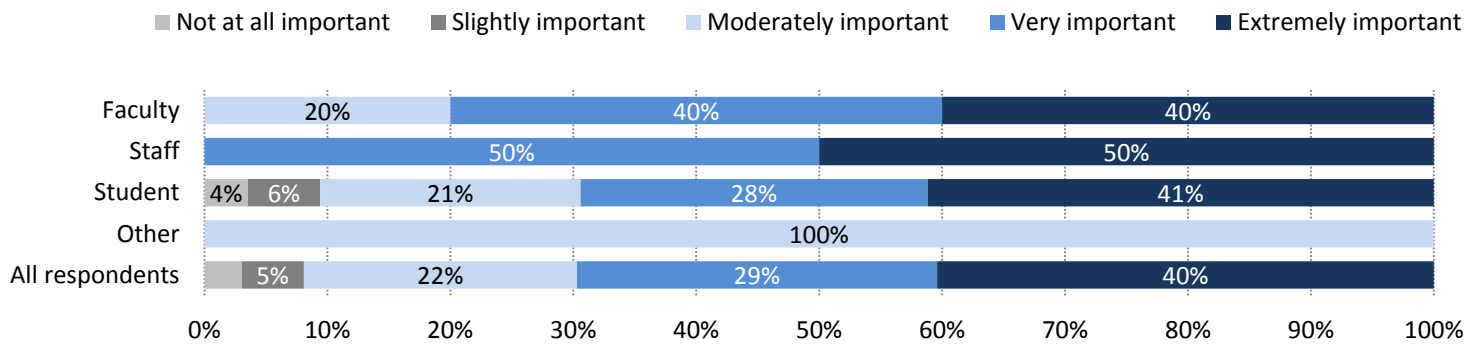
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Please indicate how important the follow library services are for your academic work:

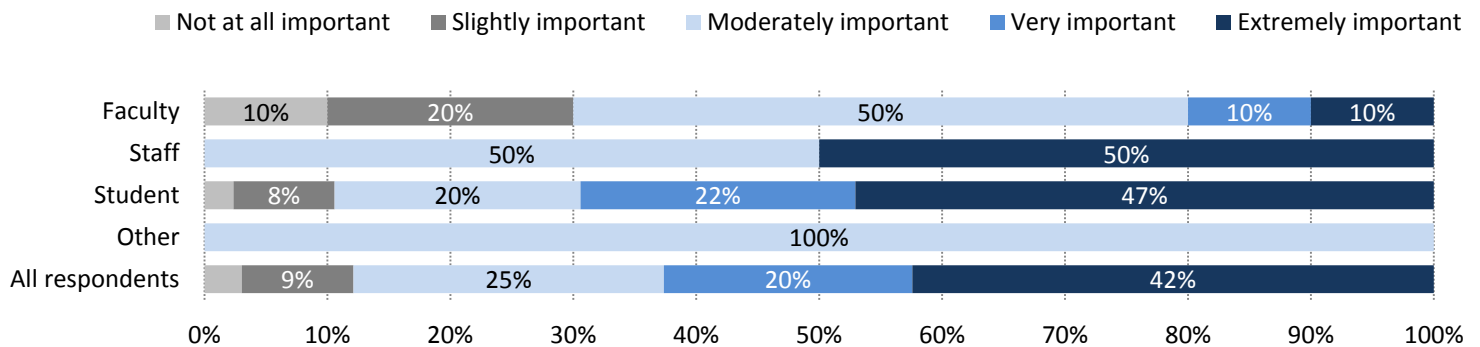
Library staff support (N=100)



Online reservation of study rooms (N=99)



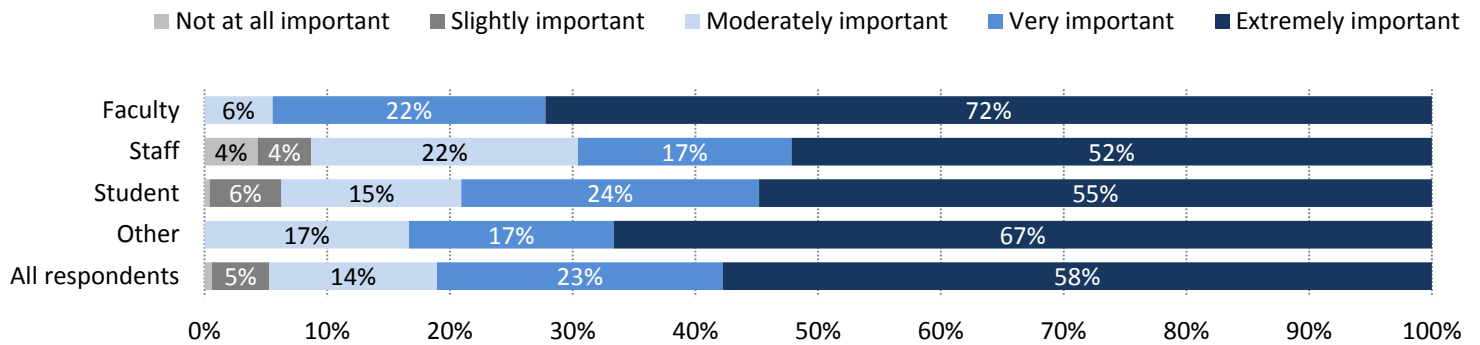
Copying (N=99)



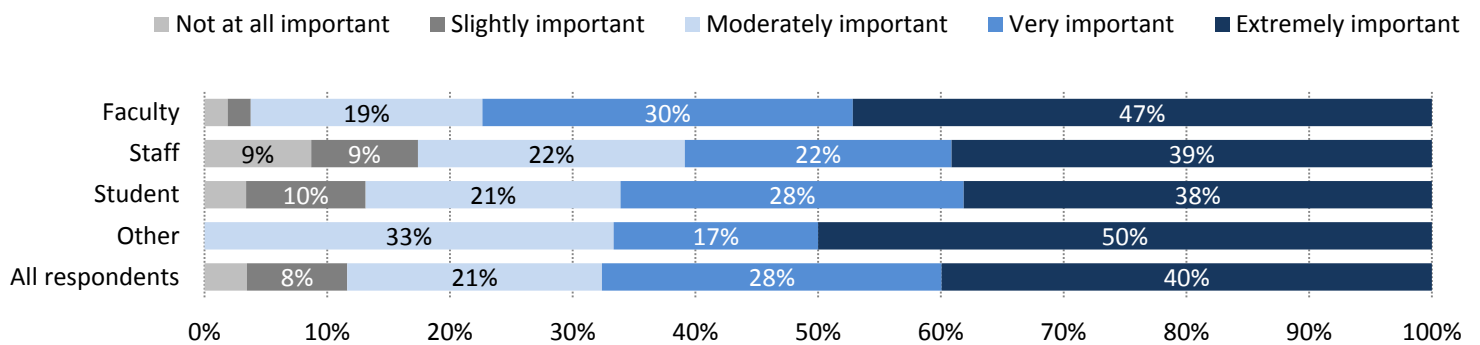
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Please indicate how important each of the following e-resources are to your academic work:

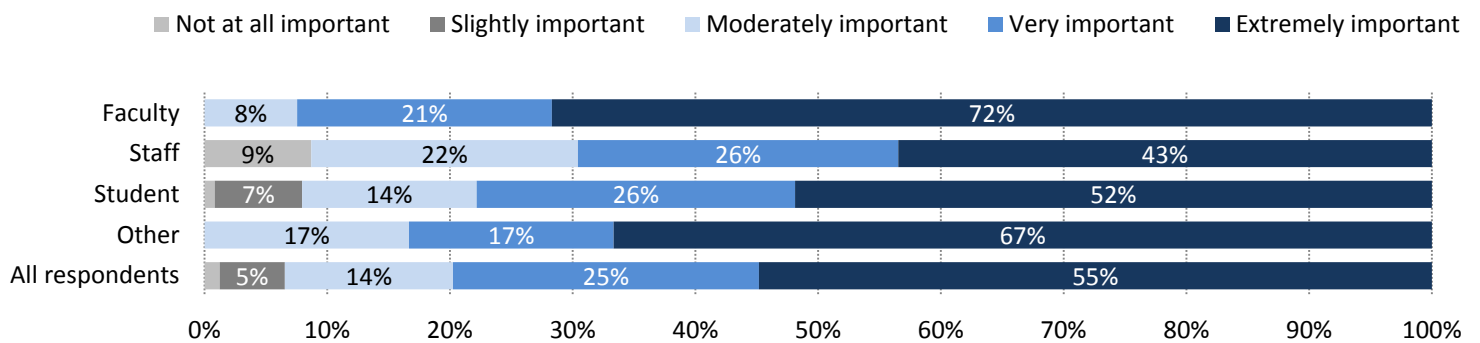
Accessibility of library website (N=322)



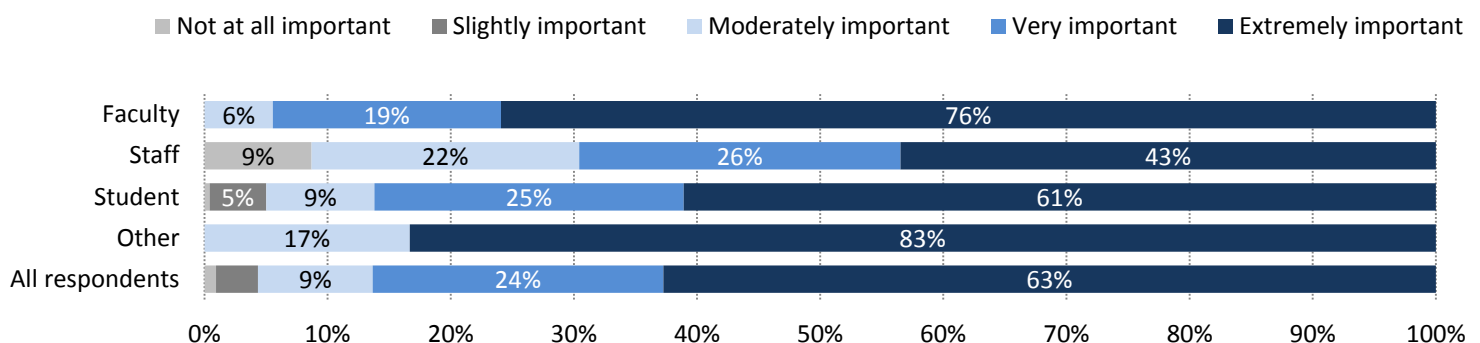
Access to e-book collection (N=318)



Access to e-journal collection (N=321)

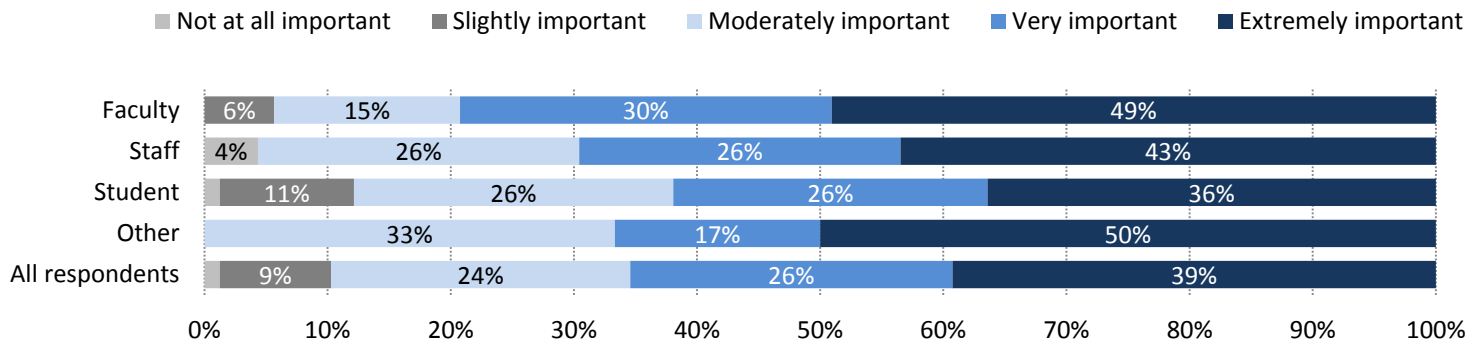


Access to databases (N=322)

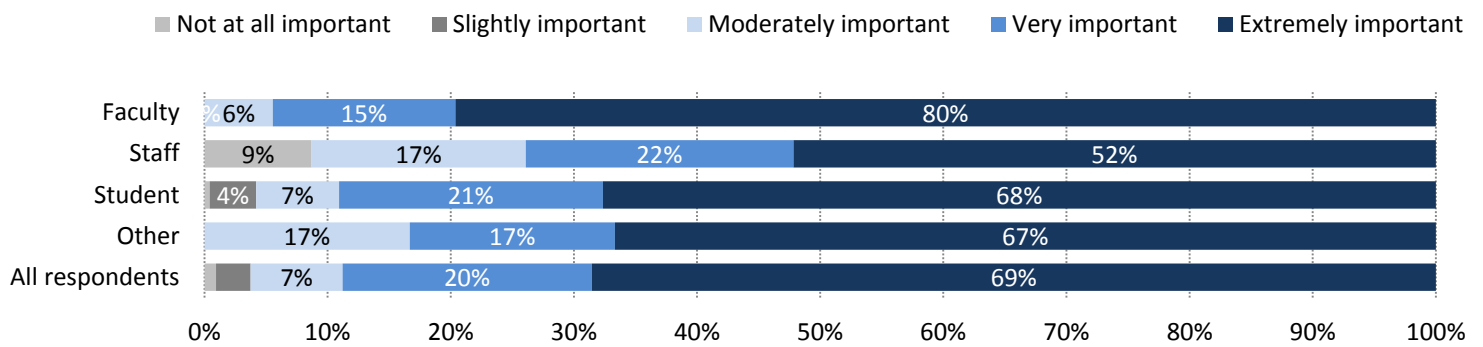


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Access to tutorials and guides for e-resources (N=321)



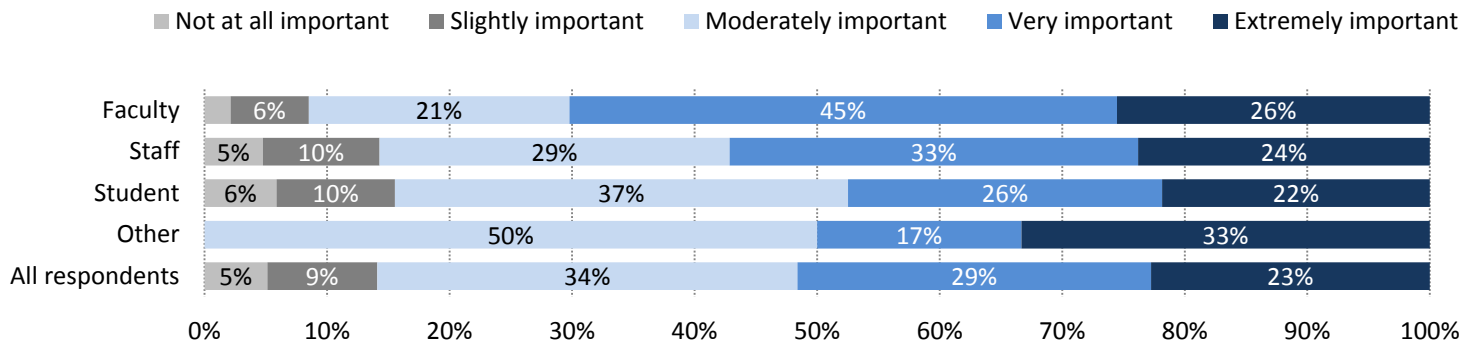
Access/download of full-text articles (N=321)



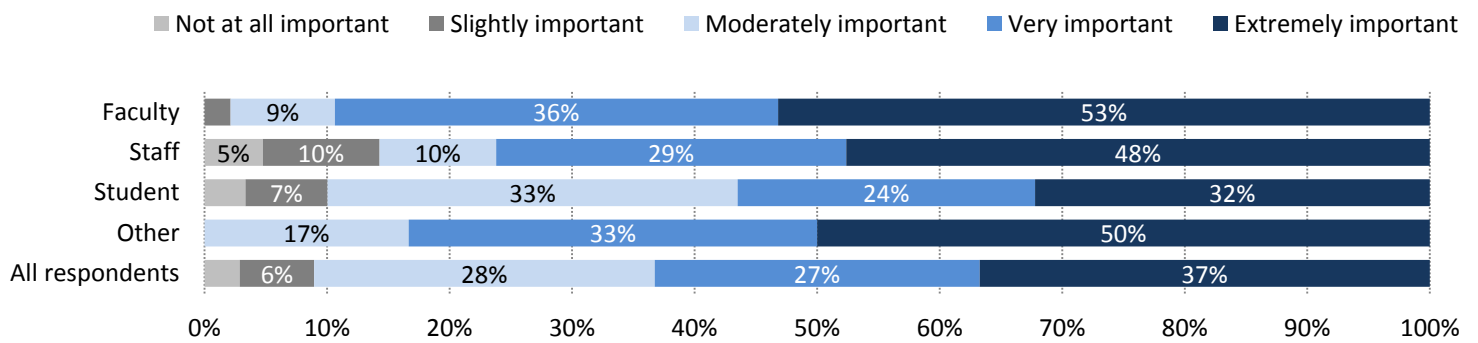
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Please indicate how important the following e-services are to your academic work:

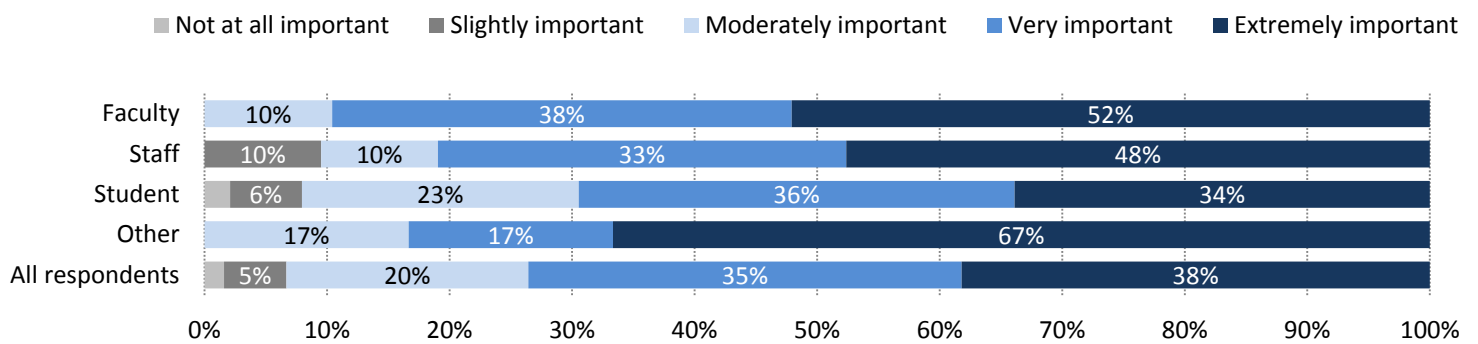
Finding answers by accessing FAQs (N=312)



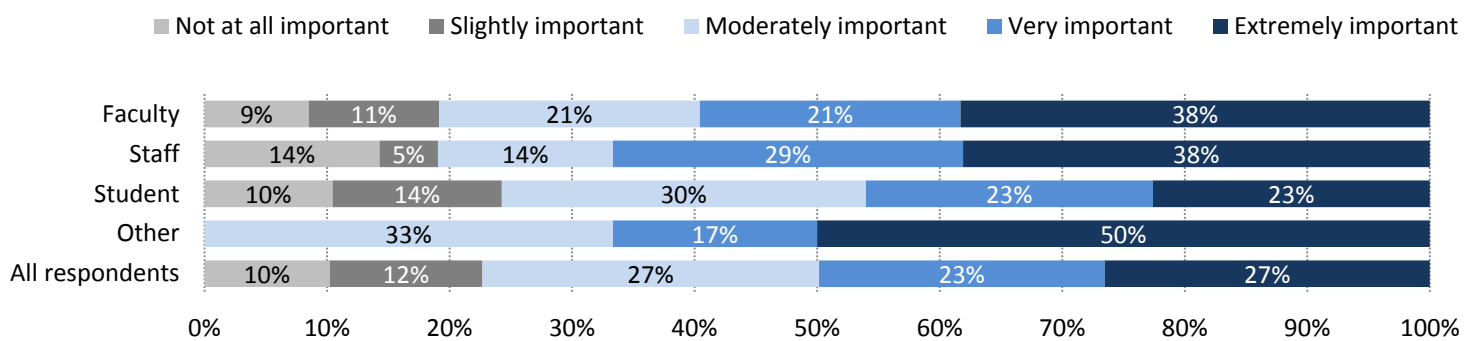
Contacting library staff (via chat, email, text) (N=313)



Timely librarian support (N=314)

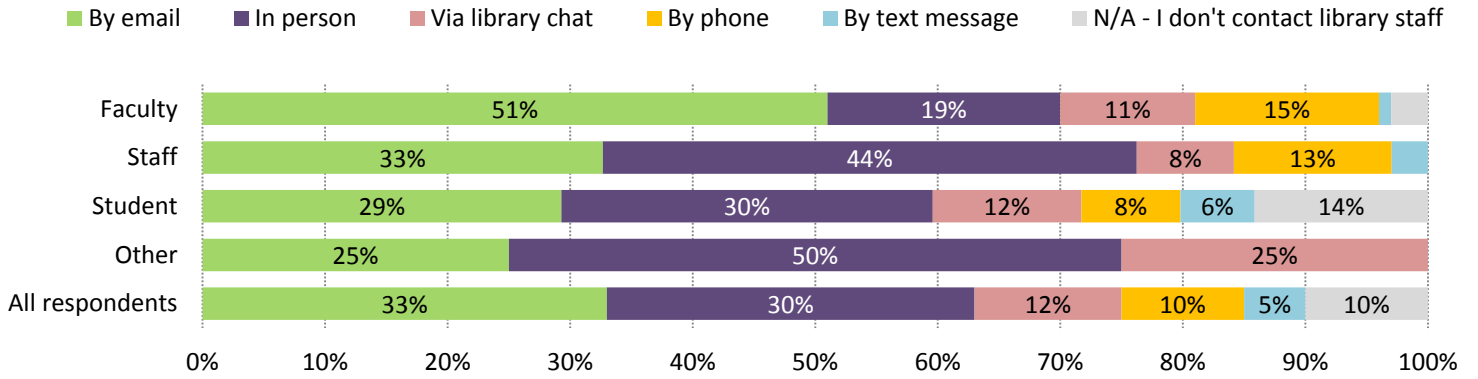


Scheduled one-on-one library support (N=313)

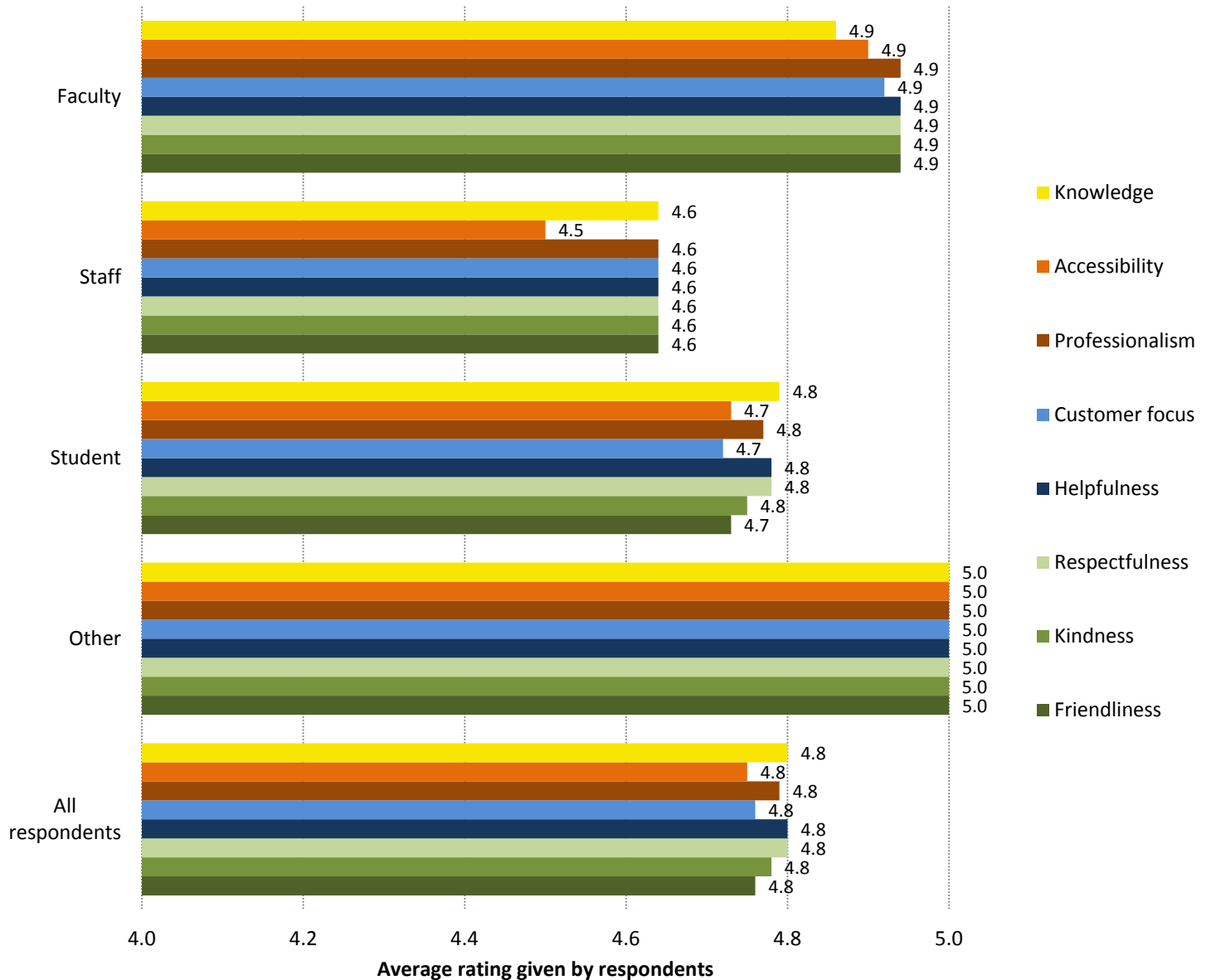


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How do you prefer to contact library staff? (N=320)



Please evaluate library staff on the following customer service attributes, with 1 being the lowest score (poor) and 5 being the highest (excellent): (N=269)



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Tell us what you like LEAST about the library: (N=151)

Students	Lack of available seats, study cubicles/rooms	
	Difficulty accessing full-text articles	
	Lack of weekend hours/available staff	
	Noise level too loud	
	Lack of study area/library at Lancaster campus	
	Lack of e-books	
	Website difficult to navigate; difficult to access remotely	
	More journals needed	
	Computer access/log on	
	Lack of printers; no color printing	
	No food/drink allowed	
	Lack of power outlets near study areas	
	Faculty	Lack of available space and computers
		Noise level
Lack of available staff		
Lack of library presence in Lancaster		
Difficulty navigating website		
Lack of humanities databases		
Not always directed to ILL when an article is not available		
Staff	Lack of available staff	
	Lack of space	
	Condition of carpeting	
	Lack of leisure materials	
Other	Lack of space, study rooms	

Tell us what you like BEST about the library: (N=197)

Students	Accessibility (24/7 access to resources and study space)
	Staff: helpful, kind, accessible, supportive
	Open study space
	Quiet spaces; private study rooms
	Cleanliness; open environment; comfortable, safe space
	Easy to use online resources
	Candy
Faculty	Staff: quick service, friendliness, helpfulness, skill, patience
	Accessibility to variety of resources and help
	Aesthetically pleasing space
Staff	Staff: friendly, easy to work with, knowledgeable, helpful
	Clean, bright environment
	Well equipped with resources
	Study spaces
Other	Staff: highly educated, professional
	24 hour access and online access

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Additional comments, suggestions, or ideas: (N=57)

Students	More study space; more printers/computers; more outlets
	Library at Lancaster
	More social activities (milk/cookies, ice cream days, etc.)
	Beverage station; free coffee
	More articles
	Designated quiet spaces
	Fan or air conditioning in rooms
Faculty	Outstanding staff and services
Staff	Valuable resource
	Concerns about downsizing the library team
	Spirit store in library would be welcome
Other	Beautiful space
	Friendly staff focused on student success