



# 2023 Library Survey Brief

## Contents

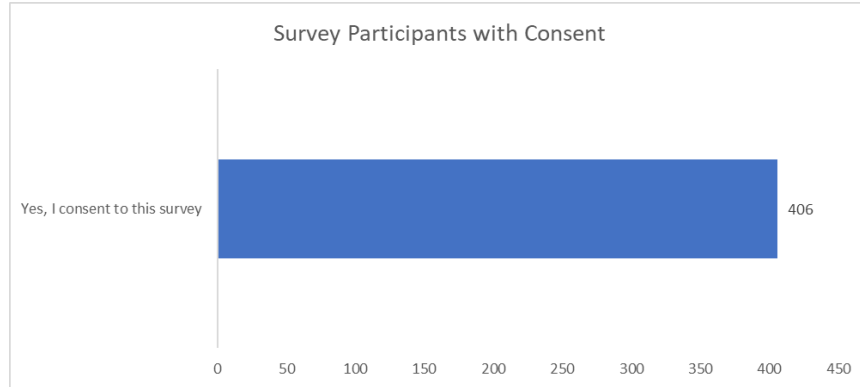
Library Survey 2023.....	3
Table 1-(Question 1) Number of Survey Participants with Survey Consent .....	3
Table 2-(Question 2) Library visits on Campus.....	3
Table 3-(Question 3)-Library’s online services.....	3
Table 4-(Question 4) Library Service Satisfaction Ratings- Question: “Based on your experience in the last year, how would you rate each of the following library services?” (All responses included) .....	5
Table 4a-Library Service Satisfaction Ratings-Combined Ratings “Excellent and Good” ONLY- Question 4: “Based on your experience in the last year, how would you rate each of the following library services?” (All responses included) .....	5
Table 4b-Library Satisfaction Service Ratings(Excellent/Combined Ratings excluding “Never”).....	6
Table 5 (Question 5) Importance of Library Services: “How important is each of the following library services to you?” .....	8
Table 5a-Importance of Library Services—Combined Ratings “Very Important/Important” Question 5: How important is each of the following library services to you? .....	8
Table 5b Importance of Library Services (excluding Never Visited) .....	9
Table 6 (Question 6): How do you typically find out about library programs and services? (Check all that apply). .....	10
Table 7- Question 9: What do you primarily use the library for?.....	11
Table 8-Question 10: Gender of Respondents .....	12
Table 9- Question 11: Ethnicity of Participants.....	12
Table 10-Question 12-Age group.....	13
Table 11- Question 13: “How long have you been at Mt. SAC? .....	13
Table 12-Question 14: In the last year, my classes have been:.....	14
Table 13 Question 15: “What best describes your status at the college?” .....	14
Table 14- Question 16: What is your major? .....	15
Table 15 Question 17: “Are you a part-time or full-time student? (Only for students to answer)” .....	15
Open-Ended Comments .....	16
Table 17-Question 7: Count and Percentage of Primary Themes .....	16
Table 17B-Word Cloud Library Value.....	18
Table #18 Question 7: “What do you value most about the library?” Open-ended Comments Sorted by Themes .....	18
Table 19A: Library Support Excerpts .....	28
Table 19B: Question 8 - How can the library support you to achieve your goals? All Comments (Verbatim) Sorted by Theme .....	28

<b>Table 19C: Library Support Word Cloud</b> .....	35
<b>Table 20A Open-Ended Data Findings (Continued)</b> .....	35
<b>Table 20B Overall Feedback: Selected Quotes (Excerpts)</b> .....	35
<b>Table 20C-Overall Feedback Word Cloud</b> .....	36
<b>Table 20D Question 18: Do you have any final comments? All comments listed verbatim (sorted by theme)</b> ....	36
<b>Survey Questions</b> .....	42

## Library Survey 2023

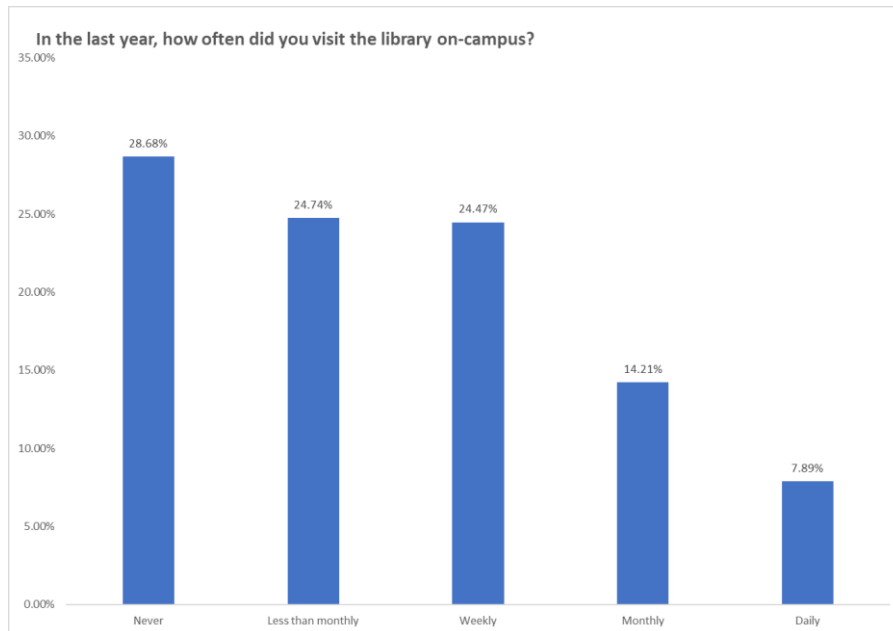
The following report represents the views of 406 students. The library survey was distributed from March 20<sup>th</sup>, 2023 to April 24<sup>th</sup>, 2023. All open-ended responses received are included in the report.

**Table 1-(Question 1) Number of Survey Participants with Survey Consent**



**Table 2-(Question 2) Library visits on Campus**

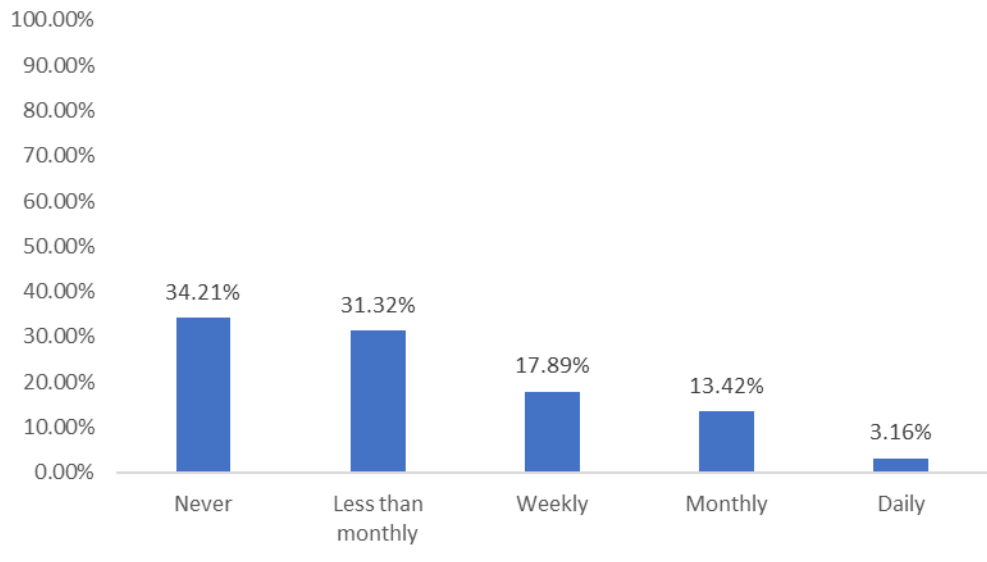
On numerous occasions close to 72% have visited the library "daily" to "less than monthly" (24.74%).



**Table 3-(Question 3)-Library's online services**

Students indicated their preference for online services in the following order:  
Less than monthly (31%) to Daily (3.16%)

### In the last year, how often did you use the library's online services?



**Table 4-(Question 4) Library Service Satisfaction Ratings- Question: “Based on your experience in the last year, how would you rate each of the following library services?” (All responses included)**

#	Question	Excellent	N	Good	N	Fair	N	Poor	N	Don't know/Not applicable	N	Total
1	Customer Service	44.24%	146	20.91%	69	4.55%	15	0.91%	3	29.39%	97	330
2	Collections (Books, DVDs, Music, Newspapers, etc.)	20.73%	68	26.52%	87	7.93%	26	0.61%	2	44.21%	145	328
3	Online Services (Website, One Search, Chat, Databases)	32.70%	103	24.44%	77	10.48%	33	0.95%	3	31.43%	99	315
4	Computers and Software	29.49%	92	25.00%	78	6.41%	20	1.92%	6	37.18%	116	312
5	Internet Access	37.70%	118	26.52%	83	8.63%	27	2.56%	8	24.60%	77	313
6	Printing	21.59%	68	16.19%	51	9.84%	31	4.13%	13	48.25%	152	315
7	Scanning	18.10%	57	11.11%	35	5.71%	18	2.54%	8	62.54%	197	315
8	Technology Loans (Laptops, Hot-spots)	32.28%	102	12.03%	38	4.43%	14	1.27%	4	50.00%	158	316
9	Course Reserves/Textbooks	19.11%	60	19.11%	60	6.69%	21	2.55%	8	52.55%	165	314
10	Furniture (Desks, Chairs, Seating)	29.07%	91	27.80%	87	14.38%	45	2.88%	9	25.88%	81	313
11	Study Rooms	28.89%	91	21.59%	68	7.30%	23	3.49%	11	38.73%	122	315
12	Accessibility Services (ACCESS Room)	16.04%	51	11.32%	36	3.77%	12	0.94%	3	67.92%	216	318
13	Programs (Library Welcome Week, Banned Books Week Poetry Month, International Games Day)	16.72%	52	13.18%	41	5.47%	17	1.61%	5	63.02%	196	311
14	Exhibits	16.25%	52	16.25%	52	8.75%	28	2.19%	7	56.56%	181	320
15	Hours of Operation	33.23%	103	27.42%	85	11.61%	36	2.58%	8	25.16%	78	310
16	Research Help	25.55%	82	18.69%	60	5.92%	19	1.25%	4	48.60%	156	321
17	Overall, how would you rate the library?	33.64%	111	37.58%	124	10.30%	34	0.91%	3	17.58%	58	330

**Table 4a-Library Service Satisfaction Ratings-Combined Ratings “Excellent and Good” ONLY- Question 4: “Based on your experience in the last year, how would you rate each of the following library services?” (All responses included)**

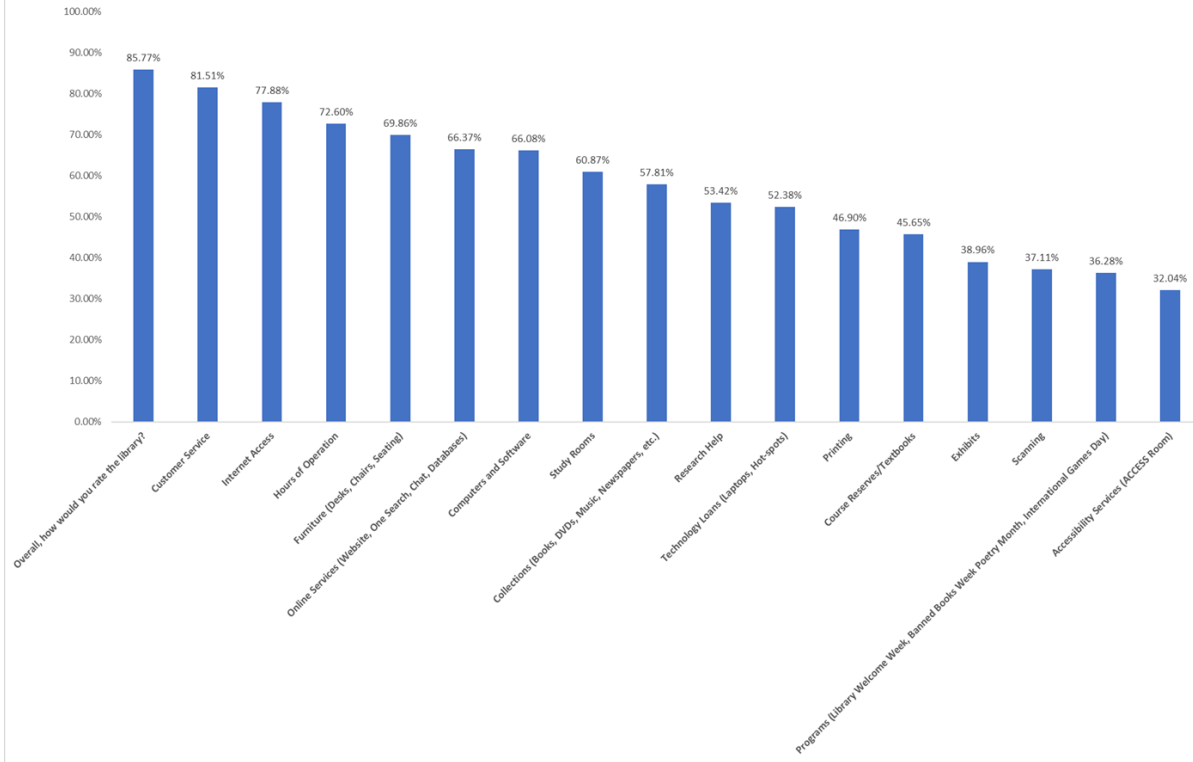
70% of students are satisfied with the library services. The following displays the combined ratings of excellent and good for each of the services.

#	Question	Combined Ratings (Excellent and Good)
1	Customer Service	65.15%
2	Collections (Books, DVDs, Music, Newspapers, etc.)	47.25%
3	Online Services (Website, One Search, Chat, Databases)	57.14%
4	Computers and Software	54.49%
5	Internet Access	64.22%
6	Printing	37.78%
7	Scanning	29.21%
8	Technology Loans (Laptops, Hot-spots)	44.31%
9	Course Reserves/Textbooks	38.22%
10	Furniture (Desks, Chairs, Seating)	56.87%
11	Study Rooms	50.48%
12	Accessibility Services (ACCESS Room)	27.36%
13	Programs (Library Welcome Week, Banned Books Week Poetry Month, International Games Day)	29.90%
14	Exhibits	32.50%
15	Hours of Operation	60.65%
16	Research Help	44.24%
17	Overall, how would you rate the library?	71.22%

Table 4b-Library Satisfaction Service Ratings(Excellent/Combined Ratings excluding “Never”)

Table 4b shows the satisfaction service ratings excluding participants that have not visited the Library. For example, overall combined ratings of the library were close to 86% and accessibility services 32% with the lowest combined ratings.

Library Services Excellent/Combined Ratings (excluding "Never...")





**Table 5 (Question 5) Importance of Library Services: “How important is each of the following library services to you?”**

#	Question	Very Important	N	Important	N	Somewhat Important	N	Not Important	N	Don't know/Not applicable	N	Total
1	Research Help	40.34%	119	29.15%	86	11.19%	33	1.36%	4	17.97%	53	295
2	Help Using Computers, Printers and Technology	47.30%	140	24.32%	72	7.43%	22	6.76%	20	14.19%	42	296
3	Borrowing Materials (Books, DVDs, Music, newspapers, etc.)	42.31%	121	23.43%	67	12.24%	35	4.20%	12	17.83%	51	286
4	Online Services (Website, One Search, Chat, Databases)	52.60%	152	25.61%	74	8.65%	25	1.38%	4	11.76%	34	289
5	Computers and Software	50.87%	146	23.34%	67	11.15%	32	2.79%	8	11.85%	34	287
6	Internet Access	76.29%	222	12.03%	35	2.75%	8	0.69%	2	8.25%	24	291
7	Printing	49.30%	140	22.18%	63	10.56%	30	3.17%	9	14.79%	42	284
8	Scanning	37.32%	106	23.24%	66	10.21%	29	7.39%	21	21.83%	62	284
9	Technology Loans (Laptops, Hot-spots)	47.02%	134	18.25%	52	10.53%	30	5.96%	17	18.25%	52	285
10	Course Reserves/Textbooks	45.10%	129	23.78%	68	8.74%	25	3.15%	9	19.23%	55	286
11	Furniture (Desks, Chairs, Seating)	47.20%	135	27.62%	79	11.89%	34	1.75%	5	11.54%	33	286
12	Study Rooms	48.79%	141	24.57%	71	11.42%	33	0.69%	2	14.53%	42	289
13	Accessibility Services (ACCESS room)	36.27%	103	15.14%	43	9.15%	26	4.23%	12	35.21%	100	284
14	Programs (Library Welcome Week, Banned Books Week Poetry Month, International Games Day)	26.06%	74	20.42%	58	13.73%	39	9.86%	28	29.93%	85	284
15	Exhibits	20.57%	58	23.40%	66	17.73%	50	10.28%	29	28.01%	79	282
16	Hours of Operation	60.27%	176	22.95%	67	4.11%	12	1.37%	4	11.30%	33	292
17	Overall, how important is the library to you as a campus resource/service?	60.96%	178	23.97%	70	7.19%	21	0.68%	2	7.19%	21	292

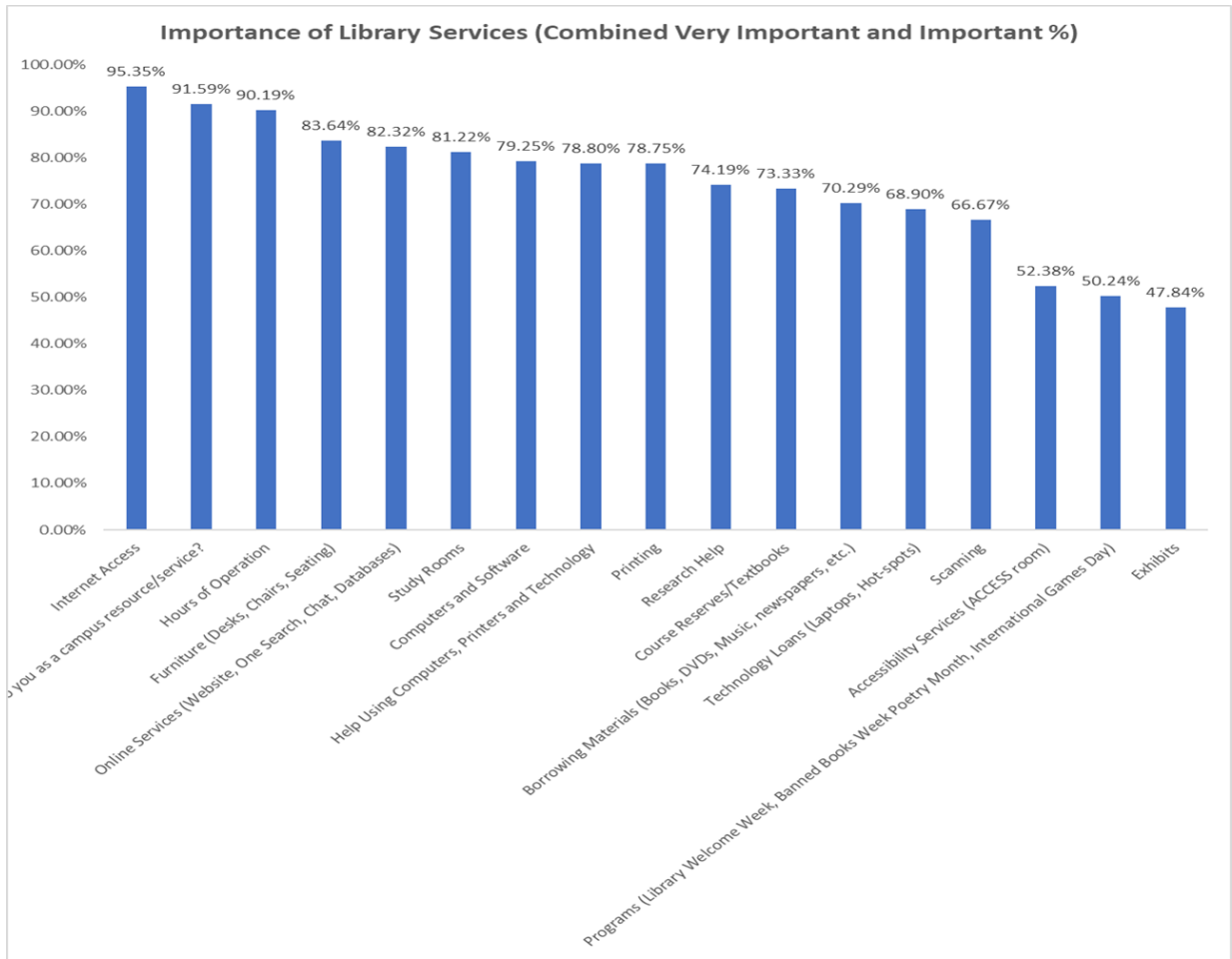
**Table 5a-Importance of Library Services—Combined Ratings “Very Important/Important”**  
**Question 5: How important is each of the following library services to you?**

Close to 88% of students described the importance of internet access, hours of operation, and overall library campus resources.

Combined Ratings		
#	Question	Very Important/Important
1	Research Help	69.49%
2	Help Using Computers, Printers and Technology	71.62%
3	Borrowing Materials (Books, DVDs, Music, newspapers, etc.)	65.74%
4	Online Services (Website, One Search, Chat, Databases)	78.21%
5	Computers and Software	74.21%
6	Internet Access	88.32%
7	Printing	71.48%
8	Scanning	60.56%
9	Technology Loans (Laptops, Hot-spots)	65.27%
10	Course Reserves/Textbooks	68.88%
11	Furniture (Desks, Chairs, Seating)	74.82%
12	Study Rooms	73.36%
13	Accessibility Services (ACCESS room)	51.41%
14	Programs (Library Welcome Week, Banned Books Week Poetry Month, International Games Day)	46.48%
15	Exhibits	43.97%
16	Hours of Operation	83.22%
17	Overall, how important is the library to you as a campus resource/service?	84.93%

**Table 5b Importance of Library Services (excluding Never Visited)**

This graph (Table 5b) displays student's importance of library services. The highest combined rating is internet access (88.32%), Campus resource (92%, hours of operation 90% with the lowest 47% exhibits.



**Table 6 (Question 6): How do you typically find out about library programs and services? (Check all that apply).**

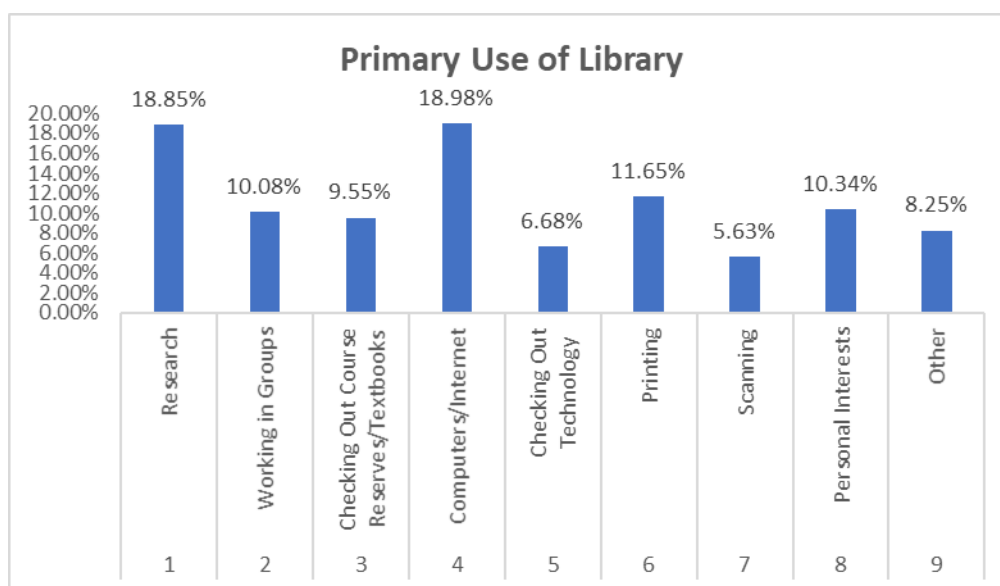
The top choices included email (16%), library website (15%), portal (14%) and instructors (13%) to promote the library programs and services.

#	Answer	%	Count
4	Email	<b>16.02%</b>	<b>152</b>
1	Library Website	<b>14.75%</b>	<b>140</b>
3	Portal	<b>13.59%</b>	<b>129</b>
8	My Instructors	<b>13.17%</b>	<b>125</b>
5	Canvas	<b>11.06%</b>	<b>105</b>
10	Other Students	<b>7.80%</b>	<b>74</b>
6	Signs or Fliers	<b>7.59%</b>	<b>72</b>
2	Social Media	<b>4.53%</b>	<b>43</b>
7	My Counselors	<b>4.53%</b>	<b>43</b>
11	I never hear about the Library	<b>3.06%</b>	<b>29</b>
9	Other Campus Employees	<b>2.63%</b>	<b>25</b>
12	Other	<b>1.26%</b>	<b>12</b>
	<b>Total</b>	<b>100%</b>	<b>949</b>

Open-ended data findings indicate they discovered library programs and services "in person" at the library.

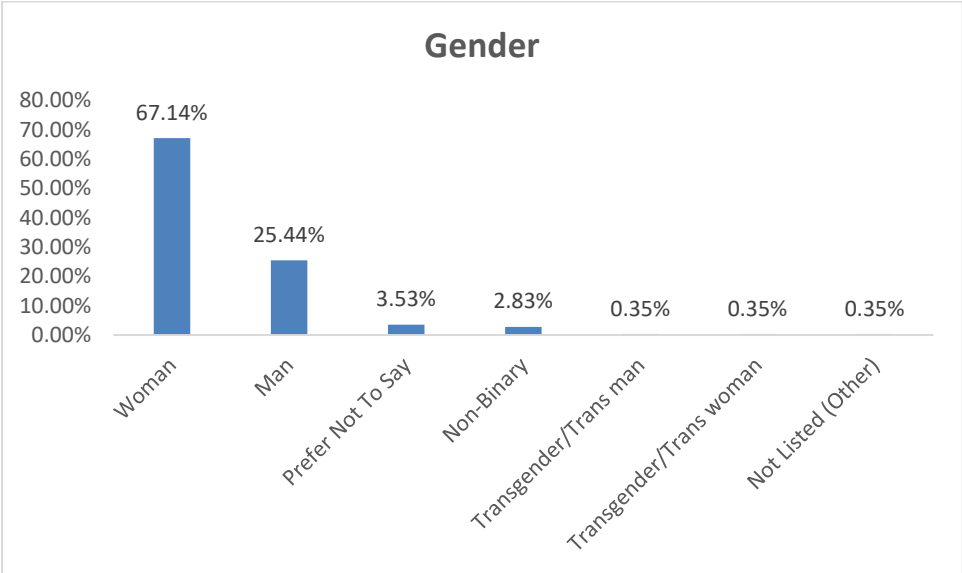
### Table 7- Question 9: What do you primarily use the library for?

Students indicated their top uses of the library in the following order: Research (18.8%) and Computers/Internet (18.98%).

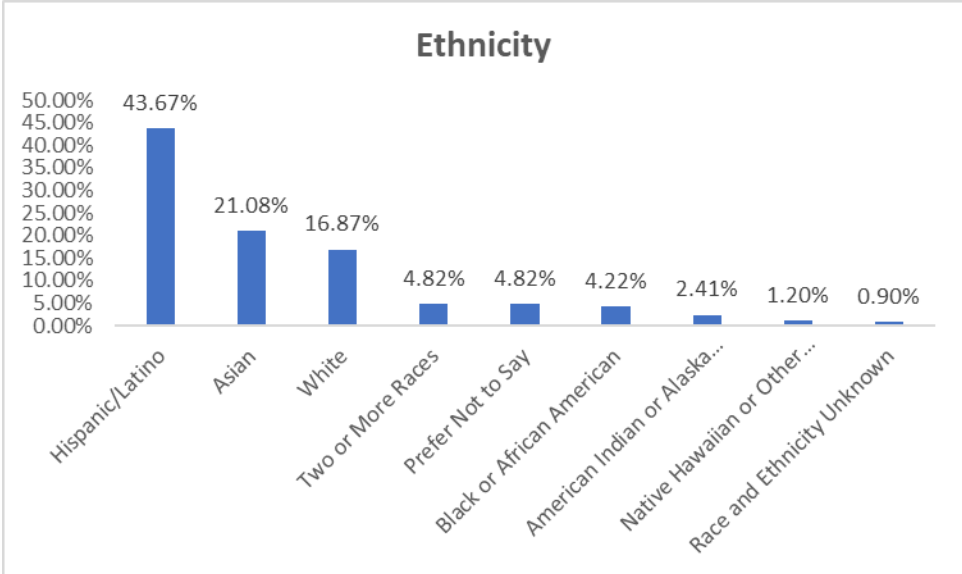


In the demographic data tables (see Tables 8 to 13), females account for 67% of the group followed by males 25%. The largest group of students was between 26.57% (age 50+) or 23% (age 20 to 24). Close to 40% of students have been at Mt. SAC for 3 or more years. 28% of respondents were taking classes "half online and half in person" while 12% mostly online. 96% of participants were students. Table 15 shows 58% of students are part-time (less than 12 units)

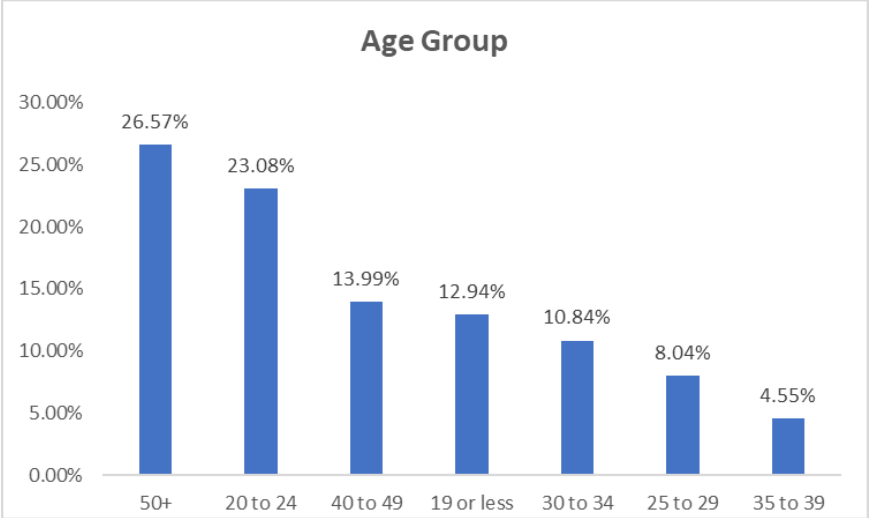
**Table 8-Question 10: Gender of Respondents**



**Table 9- Question 11: Ethnicity of Participants**

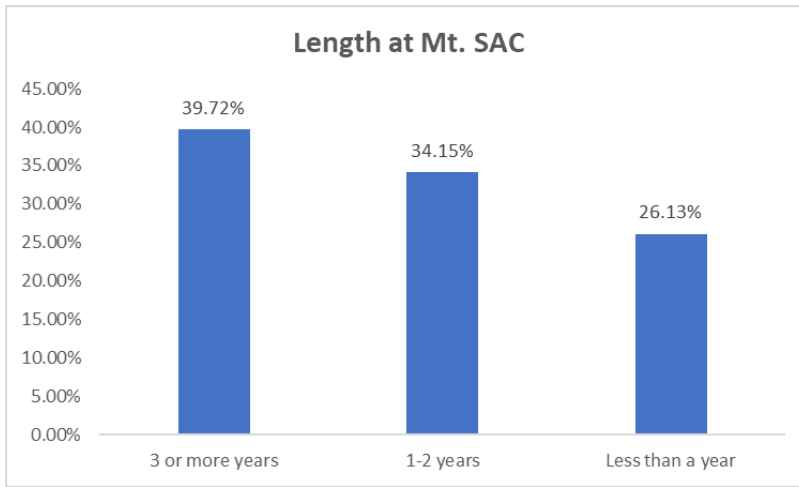


**Table 10-Question 12-Age group**

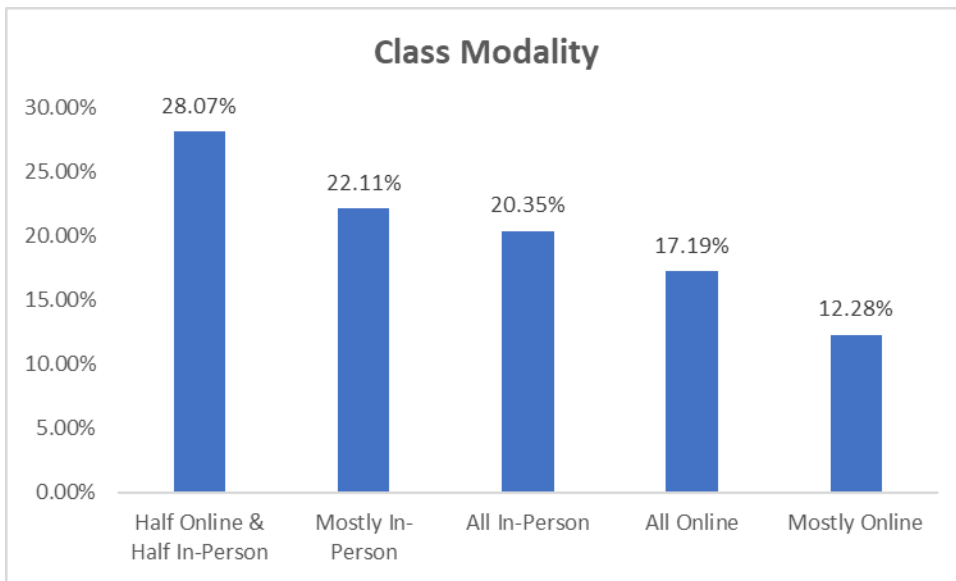


**Table 11- Question 13: “How long have you been at Mt. SAC?”**

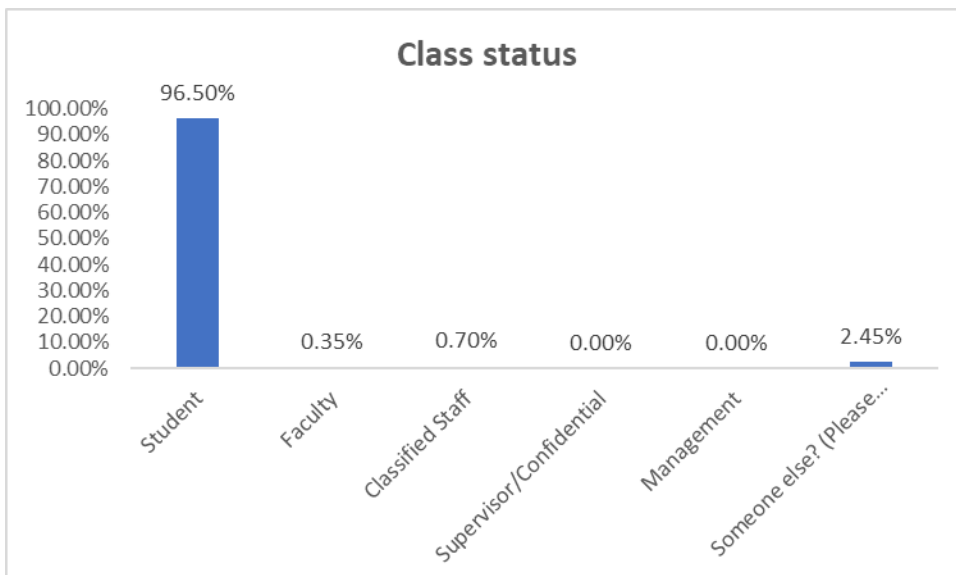
Close to 40% of students have been at Mt. SAC for 3 or more years.



**Table 12-Question 14: In the last year, my classes have been:**



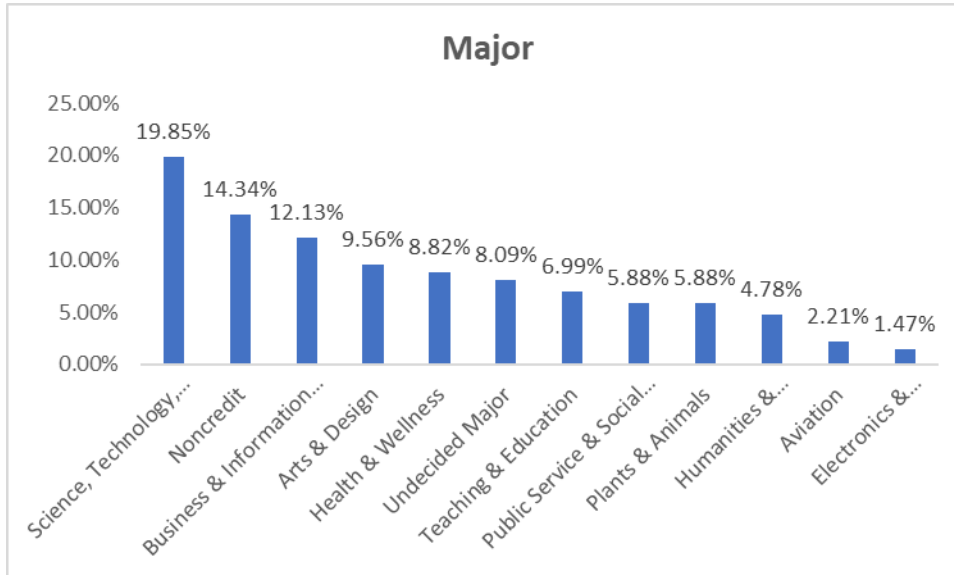
**Table 13 Question 15: "What best describes your status at the college?"**



Open-ended data findings indicate they discovered library programs and services "in person" at the library.

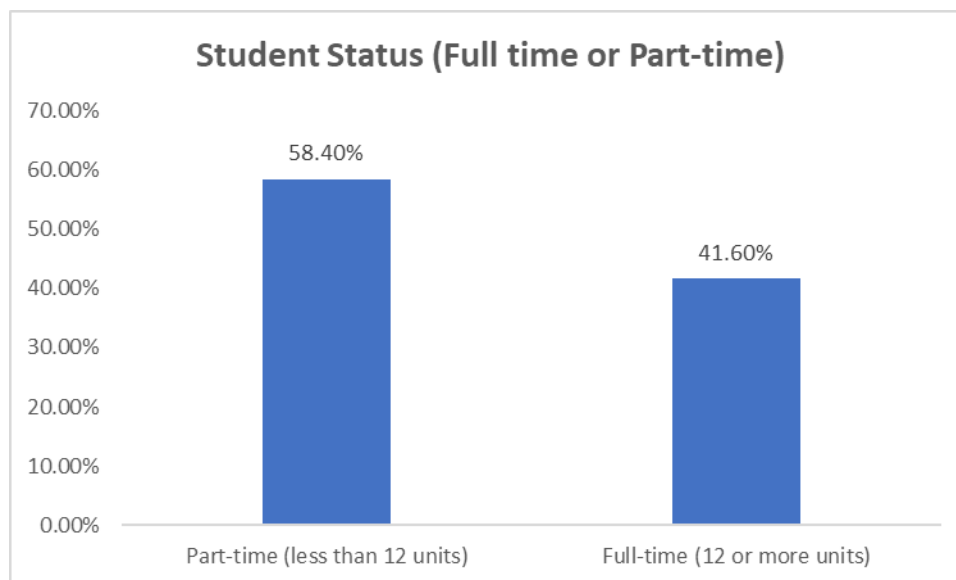
**Table 14- Question 16: What is your major?**

The major groups are displayed in Table 14 below. The top major group is Science and Technology with 20% and the lowest grouping is Electronics with 1.47%.



**Table 15 Question 17: "Are you a part-time or full-time student? (Only for students to answer)"**





### Open-Ended Comments

The questionnaire asked three open ended comments include “(Q.7) *What do you value most about the library?* (Q.8) *How can the library support you to achieve your goals?* and (Q.18) *Do you have any final comments?*” In open-ended responses, 27% of students (N=29) also expressed their positive experiences with the Mt. SAC library. Most respondents (30% (N=82) mentioned the importance of a study space that is quiet and safe for individuals and groups (study rooms). Results of the open-ended questions are counted in Tables 17 to 20. Top themes include study space, library information, book collection, computer access, and academic support. The end of the report includes a list of all open-ended responses with the various themes for each of the open-ended questions.

**Table 17-Question 7: Count and Percentage of Primary Themes**

Q7 - What do you value most about the library? (Themes)	Count of Themes	% Percentage
Study Space that is quiet and safe (individually and group rooms)	82	30.04%
Valuable library information and service	35	12.82%
Library book collection	27	9.89%
Computer access/Loaner laptops	27	9.89%
Educational Workshops/Academic support/Employee assistance and helpfulness	16	5.86%
Hours of operation	15	5.49%
Printing	10	3.66%
Research database	7	2.56%
Accessibility	6	2.20%
Digital resources/Access to media	6	2.20%

Q7 - What do you value most about the library? (Themes)	Count of Themes	% Percentage
Internet access	6	2.20%
Never used mtsac library services	5	1.83%
Furniture	4	1.47%
Course Reserve textbooks	4	1.47%
Library resources	3	1.10%
Employee assistance and helpfulness	3	1.10%
Technology support	2	0.73%
Scanning	2	0.73%
Research assistance	2	0.73%
Online research services	2	0.73%
Positive feedback	2	0.73%
Customer service, study rooms, and printing	1	0.37%
Library support	1	0.37%
Suggestion for restroom cleanliness	1	0.37%
Air conditioning	1	0.37%
Cleanliness	1	0.37%
Academic support	1	0.37%
Employee assistance	1	0.37%
Grand Total	273	100.00%

It is important to note a few selected quotes described what student's value the most about the library. Below are a few selected quotes:

"The quiet space to get work done as well as the many books that I can use for my studies."

"The silent environment it offers and all the workshop guidance students may gain access to for any improvements they wish to make for themselves for their educational journey."

"The computers and seating area, they allow it to spend time until the next class and also allow a person to work and finish assignments. the printing area is also really important because i don't have a printer at home..."

## Table 17B-Word Cloud Library Value

Q7 - What do you value most about the library?



**Table #18 Question 7: “What do you value most about the library?” Open-ended Comments Sorted by Themes**

Q7 - What do you value most about the library? (Comments Verbatim)	Theme 1	Theme 2	Theme 3
The academic support it provides students.	Academic support		
Accessibility	Accessibility		
accessibility	Accessibility		
accessibility to find what I need	Accessibility	Valuable library information and service	
Accessibility	Accessibility		
Accessibility	Accessibility		
What I value most about our Library is that their doors are open to anyone especially to the public.	Accessibility		
Always clean and organized	Cleanliness		
laptop loans	Computer access/Loaner laptops		
the computer they loaned me.	Computer access/Loaner laptops		
Compute access	Computer access/Loaner laptops		
Tech access	Computer access/Loaner laptops		
Technology	Computer access/Loaner laptops		
Laptop/hot spot technology loaner program.	Computer access/Loaner laptops		

<b>Q7 - What do you value most about the library? (Comments Verbatim)</b>	<b>Theme 1</b>	<b>Theme 2</b>	<b>Theme 3</b>
<b>Assistance with laptop and hot spot, and tech support</b>	Computer access/Loaner laptops		
<b>Cleaning, and Listening You Tube!</b>	Computer access/Loaner laptops		
<b>Technology loans</b>	Computer access/Loaner laptops		
<b>Internet access, Technology loan program, Seating/worktables, resources</b>	Computer access/Loaner laptops	Study Space that is quiet and safe (individually and group rooms)	
<b>Access to computers</b>	Computer access/Loaner laptops		
<b>A Laptop loan and a hotspot loan</b>	Computer access/Loaner laptops		
<b>Resource, printing, laptop &amp; hotspot, study room, relaxation sometimes,</b>	Computer access/Loaner laptops	Study Space that is quiet and safe (individually and group rooms)	
<b>Access to computer and space for studying.</b>	Computer access/Loaner laptops	Study Space that is quiet and safe (individually and group rooms)	
<b>Laptop loan, tech support</b>	Computer access/Loaner laptops		
<b>Their laptop loan program</b>	Computer access/Loaner laptops		
<b>Access to technology</b>	Computer access/Loaner laptops		
<b>Loaner of computer and Hotspot</b>	Computer access/Loaner laptops		
<b>Computers, Internet, printing, copying, scanning.</b>	Computer access/Loaner laptops	Internet access	
<b>Computers and printers</b>	Computer access/Loaner laptops	Printing	
<b>The computers and seating area, they allow it to spend time until the next class and also allow a person to work and finish assignments. the printing area is also really important because i don't have a printer at home</b>	Computer access/Loaner laptops	Study Space that is quiet and safe (individually and group rooms)	
<b>they were available for us through lockdown and provided us technology to access our classes</b>	Computer access/Loaner laptops		
<b>Access to course text books</b>	Course Reserve textbooks		
<b>Free scanners, textbook reserves</b>	Course Reserve textbooks		
<b>The customer service, study rooms, and printing</b>	customer service, study rooms, and printing		
<b>Access to newest online scholarly papers</b>	Digital resources/Access to media		
<b>Online Databases</b>	Digital resources/Access to media	Research database	
<b>The ease of finishing textbooks online</b>	Digital resources/Access to media		
<b>English</b>	Educational Workshops/Academic support/Employee assistance and helpfulness		
<b>staff</b>	Educational Workshops/Academic support/Employee assistance and helpfulness		

<b>Q7 - What do you value most about the library? (Comments Verbatim)</b>	<b>Theme 1</b>	<b>Theme 2</b>	<b>Theme 3</b>
<b>It helps my me improve my reading ability.</b>	Educational Workshops/Academic support/Employee assistance and helpfulness		
<b>Ease of access to information.</b>	Educational Workshops/Academic support/Employee assistance and helpfulness		
<b>The quality of service needed to help students</b>	Educational Workshops/Academic support/Employee assistance and helpfulness		
<b>Help from the librarian.</b>	Educational Workshops/Academic support/Employee assistance and helpfulness		
<b>Staff</b>	Educational Workshops/Academic support/Employee assistance and helpfulness		
<b>Staff is very helpful.</b>	Educational Workshops/Academic support/Employee assistance and helpfulness		
<b>The assistance by the workers</b>	Educational Workshops/Academic support/Employee assistance and helpfulness		
<b>groups of people persuing the same goals which is improve our English.</b>	Educational Workshops/Academic support/Employee assistance and helpfulness		
<b>staff is helpful</b>	Educational Workshops/Academic support/Employee assistance and helpfulness		
<b>Staff support</b>	Educational Workshops/Academic support/Employee assistance and helpfulness		
<b>a variety of diverse resources. I also prefer if the textbook is available through the library or other free platform</b>	Educational Workshops/Academic support/Employee assistance and helpfulness	Course Reserve textbooks	
<b>Workshops</b>	Educational Workshops/Academic support/Employee assistance and helpfulness		
<b>The staff</b>	Educational Workshops/Academic support/Employee assistance and helpfulness		
<b>Staff is very helpful and willing to take time to explain the new technology to older adults. Thank You !!!</b>	Employee assistance and helpfulness	Technology support	
<b>Las personas encargadas,son muy profesionales.</b>	Employee assistance and helpfulness		

Q7 - What do you value most about the library? (Comments Verbatim)	Theme 1	Theme 2	Theme 3
The pp at the front desk are excellent research helpers	Employee assistance and helpfulness	Research assistance	
Furniture and internet service, computers, books, furniture, restrooms	Furniture	Internet access	
Borrowing books, library furniture	Furniture		
Computers, Printers, Scanners, Furniture, study rooms	Furniture		
Long hours of operation	Hours of operation		
That it is available for the students to use when they needed.	Hours of operation		
Hours and services	Hours of operation		
quiet space to study, hours open weekdays/weekends	Hours of operation		
Books and hours	Hours of operation		
Relative materials available during specific study and open hours availability	Hours of operation		
charging stations for labtop and its hours of operation	Hours of operation	Technology support	
The opening hours and the service hours/staff/availability (space).	Hours of operation		
Open all day	Hours of operation		
Hours of operation. Quiet places to study. Extended hours. Wifi. Outlets to plug my laptop.	Hours of operation	Study Space that is quiet and safe (individually and group rooms)	
Being a quiet study space available at late hours.	Hours of operation		
That the library is open on the weekends	Hours of operation		
Hours of operation	Hours of operation		
Get Saturdays & Sunday in the Summer time back !	Hours of operation		
Internet	Internet access		
Internet access	Internet access		
Books	Library book collection		
equipment and books	Library book collection		
Borrowing books	Library book collection		
books	Library book collection		
get books, laptop,	Library book collection	Laptop	
Up to date books and reasonable prices	Library book collection		
Ebooks	Library book collection	Digital resources/Access to media	

<b>Q7 - What do you value most about the library? (Comments Verbatim)</b>	<b>Theme 1</b>	<b>Theme 2</b>	<b>Theme 3</b>
quality of books.	Library book collection		
The books there	Library book collection		
Being able to have access to a PC, and print. The books, and videos are awesome too	Library book collection		
a good selection of desirable books; a searchable online catalog; electronic database access	Library book collection	Digital resources/Access to media	
Books to study	Library book collection		
Books, textbooks and computers	Library book collection	Computer access/Loaner laptops	
Access to the books for my major and databases	Library book collection		
The books available for research	Library book collection		
All the book sources.	Library book collection		
Their internet and Library books	Library book collection	Internet access	
Books	Library book collection		
the books and quiet areas to study	Library book collection	Study Space that is quiet and safe (individually and group rooms)	
E books	Library book collection		
The access to materials such as books and journals that are typically harder to find without the resources a library has	Library book collection		
The fact that you can actually pick up a real book and not a book	Library book collection		
Exhibits and books	Library book collection		
Help with additional research and books and a place to study	Library book collection		
The books	Library book collection		
Books,computers,and printers.	Library book collection	Computer access/Loaner laptops	
Reading from a page instead of a screen.	Library book collection		
Available resources	Library resources		
variety of resources available	Library resources		
It's an invaluable resource to students for a variety of reasons	Library resources		
I've never used library services but I know that it is very important for students to have for their research work. Libraries are supposed to have a wealth of information that all students should be able to have access to.	Never used mtsac library services	Valuable library information and service	
Never been to the library	Never used mtsac library services		
Unfortunately I have never visited the school library.	Never used mtsac library services		
Didn't know that there was a library.	Never used mtsac library services		
Don't need the library at Mt SAC. Use the L.A. County or Covina City Libraries if I need a library.	Never used mtsac library services		
Ability to use online research services.	Online research services		

Q7 - What do you value most about the library? (Comments Verbatim)	Theme 1	Theme 2	Theme 3
the online part	Online research services		
Yes	Positive feedback		
Good	Positive feedback		
Public knowledge. Appreciating more now that I am older. Printing services. Office supplies like paper cutter staplers. Friendly librarians	Printing	Valuable library information and service	
Printing and scanning	Printing	Scanning	
Printing and the employees are always willing to help	Printing	Employee assistance	
I value the ability to print from the library.	Printing		
Printing	Printing		
able to get access to the help needed for research not just information but also consultancy from the academy	Research assistance		
data base	Research database		
Access to research for essays. Being able to still grab physical copies!	Research database	Printing	
Online Databases	Research database		
The online databases	Research database		
online data bases	Research database		
Databases. I miss being able to access the Science Direct database (Elsevier).	Research database		
I value a quiet space that also houses help if needed.	Study Space that is quiet and safe (individually and group rooms)		
A safe place to work and do research	Study Space that is quiet and safe (individually and group rooms)	Study Space that is quiet and safe (individually and group rooms)	
I value the study rooms the most because its a place where me and other students can help each other while working.	Study Space that is quiet and safe (individually and group rooms)		
The space to be able to do my work and the variety of reading selections	Study Space that is quiet and safe (individually and group rooms)		
I like that there are different spots for what you need for example if you need complete silence you can go into that one area. If not, you can go into a study room or be in the main library.	Study Space that is quiet and safe (individually and group rooms)		
quiet	Study Space that is quiet and safe (individually and group rooms)		
Study rooms	Study Space that is quiet and safe (individually and group rooms)		
It gives me a space to concentrate during my studying	Study Space that is quiet and safe (individually and group rooms)		
study rooms, respectful/helpful staff	Study Space that is quiet and safe (individually and group rooms)		



<b>Q7 - What do you value most about the library? (Comments Verbatim)</b>	<b>Theme 1</b>	<b>Theme 2</b>	<b>Theme 3</b>
<b>The silent environment it offers and all the workshop guidance students may gain access to for any improvements they wish to make for themselves for their educational journey.</b>	Study Space that is quiet and safe (individually and group rooms)	Educational Workshops/Academic support/Employee assistance and helpfulness	
<b>The quietness and availability to every student.</b>	Study Space that is quiet and safe (individually and group rooms)		
<b>The use of study rooms.</b>	Study Space that is quiet and safe (individually and group rooms)		
<b>Quiet</b>	Study Space that is quiet and safe (individually and group rooms)		
<b>Quiet place to do homework, do research and read books and have group projects. ðŸ˜Š</b>	Study Space that is quiet and safe (individually and group rooms)		
<b>The quietness and air conditioning</b>	Study Space that is quiet and safe (individually and group rooms)	Air conditioning	
<b>quiet place to study</b>	Study Space that is quiet and safe (individually and group rooms)		
<b>I like that it is a quiet space and itâ€™s genuinely a good environment to be in</b>	Study Space that is quiet and safe (individually and group rooms)		
<b>The quiet space to get work done as well as the many books that I can use for my studies.</b>	Study Space that is quiet and safe (individually and group rooms)		
<b>structure from rain and weather</b>	Study Space that is quiet and safe (individually and group rooms)		
<b>Quiet. Please be quiet. No talking please.</b>	Study Space that is quiet and safe (individually and group rooms)		
<b>computers and quietness for studying and/or reading.</b>	Study Space that is quiet and safe (individually and group rooms)	Computer access/Loaner laptops	
<b>quiet study and reading area</b>	Study Space that is quiet and safe (individually and group rooms)		
<b>I value that itsâ€™s a great place to do work or to chill out.</b>	Study Space that is quiet and safe (individually and group rooms)		
<b>can rent meeting room for study and discuss with classmates</b>	Study Space that is quiet and safe (individually and group rooms)		
<b>The study rooms</b>	Study Space that is quiet and safe (individually and group rooms)		Printing
<b>Safety</b>	Study Space that is quiet and safe (individually and group rooms)		
<b>General work space</b>	Study Space that is quiet and safe (individually and group rooms)		
<b>Itâ€™s calming and relaxing atmosphere</b>	Study Space that is quiet and safe (individually and group rooms)		
<b>Very essential for getting the work done.</b>	Study Space that is quiet and safe (individually and group rooms)		
<b>quiet place to study</b>	Study Space that is quiet and safe (individually and group rooms)		
<b>The ability to come in, relax in a nice comfy chair, and study/work on assignments for classes.</b>	Study Space that is quiet and safe (individually and group rooms)		
<b>I like being able to do classwork when not at home</b>	Study Space that is quiet and safe (individually and group rooms)		

<b>Q7 - What do you value most about the library? (Comments Verbatim)</b>	<b>Theme 1</b>	<b>Theme 2</b>	<b>Theme 3</b>
<b>Place to study, access to media</b>	Study Space that is quiet and safe (individually and group rooms)	Digital resources/Access to media	
<b>A comfortable and safe place to study</b>	Study Space that is quiet and safe (individually and group rooms)		
<b>Everything</b>	Study Space that is quiet and safe (individually and group rooms)		
<b>The space available for studying</b>	Study Space that is quiet and safe (individually and group rooms)		
<b>study rooms</b>	Study Space that is quiet and safe (individually and group rooms)		
<b>It's a very important place for my educational development.</b>	Study Space that is quiet and safe (individually and group rooms)		
<b>Study rooms</b>	Study Space that is quiet and safe (individually and group rooms)		
<b>I value a space where I can go and have a space to wait in between classes where I can do work and study.</b>	Study Space that is quiet and safe (individually and group rooms)		
<b>Study Rooms</b>	Study Space that is quiet and safe (individually and group rooms)		
<b>Study room, staff, internet, quite zone.</b>	Study Space that is quiet and safe (individually and group rooms)	Internet access	
<b>Open space to study and have resources that I need</b>	Study Space that is quiet and safe (individually and group rooms)		
<b>The work space</b>	Study Space that is quiet and safe (individually and group rooms)		
<b>a place to study and get the technology support</b>	Study Space that is quiet and safe (individually and group rooms)		
<b>A quiet place to study.</b>	Study Space that is quiet and safe (individually and group rooms)		
<b>For me, Its a great place to study and do homework.</b>	Study Space that is quiet and safe (individually and group rooms)		
<b>Study rooms</b>	Study Space that is quiet and safe (individually and group rooms)		
<b>That it's quiet.</b>	Study Space that is quiet and safe (individually and group rooms)		
<b>The ability to reserve rooms to study</b>	Study Space that is quiet and safe (individually and group rooms)		
<b>The quiet study section</b>	Study Space that is quiet and safe (individually and group rooms)		
<b>Study rooms</b>	Study Space that is quiet and safe (individually and group rooms)		
<b>a place to study &amp; be my own little island, however employees are always very helpful</b>	Study Space that is quiet and safe (individually and group rooms)	Library support	
<b>That I can find the materials I need to succeed in my studies</b>	Study Space that is quiet and safe (individually and group rooms)		Scanning
<b>Lots of space to study</b>	Study Space that is quiet and safe (individually and group rooms)		
<b>An excellent spot to study while on campus.</b>	Study Space that is quiet and safe (individually and group rooms)		

<b>Q7 - What do you value most about the library? (Comments Verbatim)</b>	<b>Theme 1</b>	<b>Theme 2</b>	<b>Theme 3</b>
<b>To come this library for studying to get improved my skill.</b>	Study Space that is quiet and safe (individually and group rooms)		
<b>a space to sit and do homework</b>	Study Space that is quiet and safe (individually and group rooms)		
<b>Study rooms and silence</b>	Study Space that is quiet and safe (individually and group rooms)		
<b>place to study</b>	Study Space that is quiet and safe (individually and group rooms)		
<b>the atmosphere that allows me to focus on working</b>	Study Space that is quiet and safe (individually and group rooms)		
<b>Quietness</b>	Study Space that is quiet and safe (individually and group rooms)		
<b>Open late. Quiet place to do homework.</b>	Study Space that is quiet and safe (individually and group rooms)		
<b>Quiet Space</b>	Study Space that is quiet and safe (individually and group rooms)		
<b>the study rooms</b>	Study Space that is quiet and safe (individually and group rooms)		
<b>Study rooms</b>	Study Space that is quiet and safe (individually and group rooms)		
<b>Quiet</b>	Study Space that is quiet and safe (individually and group rooms)		
<b>Study rooms</b>	Study Space that is quiet and safe (individually and group rooms)		
<b>The silent study areas</b>	Study Space that is quiet and safe (individually and group rooms)		
<b>the study rooms and restrooms need to be cleaner</b>	Study Space that is quiet and safe (individually and group rooms)		
<b>The study rooms, but most importantly, the loaner laptops! Absolute lifesaver</b>	Study Space that is quiet and safe (individually and group rooms)	Loaner laptops	
<b>the study rooms and there barrowed text books</b>	Study Space that is quiet and safe (individually and group rooms)	Course Reserve textbooks	
<b>The resources and the help I get from the workers</b>	Valuable library information and service		
<b>Be able to use the resources that library has.</b>	Valuable library information and service		
<b>The resources</b>	Valuable library information and service		
<b>Resource</b>	Valuable library information and service		
<b>Resources</b>	Valuable library information and service		
<b>The resources</b>	Valuable library information and service		
<b>I know where to go for resources, help and to study.</b>	Valuable library information and service	Study Space that is quiet and safe (individually and group rooms)	
<b>I value the knowledge of the Librarian.</b>	Valuable library information and service		

<b>Q7 - What do you value most about the library? (Comments Verbatim)</b>	<b>Theme 1</b>	<b>Theme 2</b>	<b>Theme 3</b>
<b>That it's there if I need it!</b>	Valuable library information and service		Printing
<b>the Help and resources</b>	Valuable library information and service		
<b>The various resources it provides.</b>	Valuable library information and service		
<b>Very important</b>	Valuable library information and service		
<b>It is a valuable resource for everyone</b>	Valuable library information and service		
<b>Availability</b>	Valuable library information and service		
<b>very valuable</b>	Valuable library information and service		
<b>Valuable resource</b>	Valuable library information and service		
<b>Convenient</b>	Valuable library information and service		
<b>Availability for students</b>	Valuable library information and service		
<b>sources and the help</b>	Valuable library information and service		
<b>Provides helpful and beneficial resources to students</b>	Valuable library information and service		
<b>The help</b>	Valuable library information and service		
<b>It's really helpful in most thing</b>	Valuable library information and service		
<b>Help</b>	Valuable library information and service		Printing
<b>I value most about the Mt.SAC Library is the environment.</b>	Valuable library information and service	Study Space that is quiet and safe (individually and group rooms)	
<b>Access to important information and to do research</b>	Valuable library information and service		
<b>Has everything I need in one place</b>	Valuable library information and service		
<b>I value the generous people and all the library's services.</b>	Valuable library information and service		
<b>The ability as a senior to have access to the services the library offers.</b>	Valuable library information and service		
<b>Enjoy the social and economic benefits that learning bring</b>	Valuable library information and service		Suggestion for restroom cleanliness
<b>Everything</b>	Valuable library information and service		

Q7 - What do you value most about the library? (Comments Verbatim)	Theme 1	Theme 2	Theme 3
Just it's existence as a resource to students	Valuable library information and service		
services and environment	Valuable library information and service	Study Space that is quiet and safe (individually and group rooms)	

### Table 19A: Library Support Excerpts

"If checking study room availability and printing was made simpler and more convenient, that would support me. But besides that, I'm not complaining..."

"Hours of operation, easy printing, easy scanning, service, updated and functional computers, functional power outlets..."

"Promote library services more. Instagram. Webinars..."

### Table 19B: Question 8 - How can the library support you to achieve your goals? All Comments (Verbatim) Sorted by Theme

Q8 - How can the library support you to achieve your goals?	Themes	Themes
To always be there.	Accessibility	
keep being accessible	Accessibility	
easy access, sometime I confuse where to go or ask	Accessible and clear information	
If checking study room availability and printing was made simpler and more convenient, that would support me. But besides that, I'm not complaining	Additional study room availability	easier printing process
for sure I can borrow the technique textbook	Book loan feedback	
Provide loaner laptops, ipad when needed to have access to online classes.	Computer access/Loaner laptops	
Technology assistance & research guidance.	Computer access/Loaner laptops	Research assistance
by giving the laptop loan, hotspot and related softwares.	Computer access/Loaner laptops	Hot spot loans
Continue offering laptop and hotspot loaner programs.	Computer access/Loaner laptops	Hot spot loans
hours of operation, easy printing, easy scanning, service, updated and functional computers, functional power outlets	Computer access/Loaner laptops	Hours of operation
Laptop with dvd slot to watch videos. I'm a visual learner	Computer access/Loaner laptops	
More and better computers. More programs and flexibility allowed when using the computers. Free printing.	Computer access/Loaner laptops	
Useful for materials needed for class	Course Reserve textbooks	
Using a course book	Course Reserve textbooks	
bring more books related to the courses	Course Reserve textbooks	
save me some money for buying books that I don't need to keep	Course Reserve textbooks	
Be able to have classroom books for loan	Course Reserve textbooks	
better online catalog; it isn't helpful for searching the law books at all	Course Reserve textbooks	Research database
Have more textbooks available to borrow	Course Reserve textbooks	
Having a wider array of textbooks available.	Course Reserve textbooks	
I hope to be able to provide the readers we need in time.	Course Reserve textbooks	

Q8 - How can the library support you to achieve your goals?	Themes	Themes
It can provide me books I can check out and do not need to sit for 2hrs. In the library.	Course Reserve textbooks	
Make the student textbooks available to rent	Course Reserve textbooks	
provide more text books that can be barrowed within the library	Course Reserve textbooks	
Scanning of reserved textbooks so we can request them through email	Course Reserve textbooks	Scanning
Making sure they keep helping us with the same customer service and new ideas	Customer service	
must have listening book	Digital resources/Access to media	
Offer diverse authors and resources. Offer textbooks digitally	Digital resources/Access to media	
audiobooks available	Digital resources/Access to media	
Having library staff be a little more willing to help solve a problem.	Educational Workshops/Academic support/Employee assistance and helpfulness	
Continue to have helpful staff and computers - need more hours too!	Educational Workshops/Academic support/Employee assistance and helpfulness	Hours of operation
By continuing their ongoing support regarding school and services	Educational Workshops/Academic support/Employee assistance and helpfulness	
It keeps us motivated to keep on working on our assignments.	Educational Workshops/Academic support/Employee assistance and helpfulness	
Me ayudarÃa muchÃsimo quÃ© me dieran a conocer todos los recursos disponibles quÃ© ofrece la universidad para alguien como yo	Educational Workshops/Academic support/Employee assistance and helpfulness	Library resources
More workshops	Educational Workshops/Academic support/Employee assistance and helpfulness	
More workshops or zoom on a tour of library.	Educational Workshops/Academic support/Employee assistance and helpfulness	
staying current on subjects during the active semester	Educational Workshops/Academic support/Employee assistance and helpfulness	
Tutoring	Educational Workshops/Academic support/Employee assistance and helpfulness	
I would like it if there were charger outlets around there	Electrical power outlets	
Make more seating with electrical outlets, not enough outlets for laptops.	Electrical power outlets	Study Space that is quiet and safe (individually and group rooms)
Make book loan times longer, sometimes I can't finish a book in two weeks	Extend book loan period	
I am still learning what the library offers to the students	General improvement	
Keep improving	General improvement	
Maintain the quality	General improvement	
Open weekends	Hours of operation	
Hours of operation	Hours of operation	
English	Hours of operation	
more weekend hours on saturday	Hours of operation	
Be available when I need it	Hours of operation	
The library can have hours of operation of a longer duration.	Hours of operation	
Late hour availability	Hours of operation	
by staying open and being a thing thay exists	Hours of operation	
Extended hours	Hours of operation	

Q8 - How can the library support you to achieve your goals?	Themes	Themes
Good hours, good seating	Hours of operation	Study Space that is quiet and safe (individually and group rooms)
Have better hours available	Hours of operation	
hours of operation	Hours of operation	
Hours of operation (I work 8-5)	Hours of operation	
It would be nice if the library opens at 7am.	Hours of operation	
It's good as is. It's a place for me to sit down during night time on campus and there are enough computers for me. I LOVE the fact that there are trade paperbacks and graphic novels to read as well. Thank you for having a very diverse selection.	Hours of operation	Valuable library information and service
Just keep on being open till 9pm.	Hours of operation	
Keep being accessible to students by opening 7 days a week and staying open until 9:30pm.	Hours of operation	
Longer hours	Hours of operation	
Open hours	Hours of operation	
open until 12 am weekdays	Hours of operation	Printing Scanning Electrical outlets
Staying open and keeping you hours of operation	Hours of operation	
Continue to be more inclusive.	Inclusivity suggestion	
Getting right help desk info and tutoring	Information desk	Educational Workshops/Academic support/Employee assistance and helpfulness
Ensuring reliable Wi-Fi in every spot of the library.	Internet access	
Internet access	Internet access	
Internet access, Technology loan programs	Internet access	Computer access/Loaner laptops
provide stable internet access and enough power outlets	Internet access	Electrical power outlets
The library can improve their Wi-Fi strength, so I have an easier time accessing the websites that I need to go to.	Internet access	
Library itself can't get any bigger but in a way I wish it was	Larger library space	
have more books on animals	Library book collection	
Offer more books	Library book collection	
Own more recently published/updated books and ensure a quieter atmosphere for students	Library book collection	Study Space that is quiet and safe (individually and group rooms)
Please include NKBA Professional Resource Library Books for Interior Design Students, especially for students in Kitchen and Bath Design classes.	Library book collection	
retain a physical Library	Library book collection	
Having basic hand on courses in use of computer and navigating through the portal and Canvas.	Library computer course (portal and canvas)	

Q8 - How can the library support you to achieve your goals?	Themes	Themes
Add additional online research services. I needed to pay for the service I used for my history journal research. The Library's service was not adequate.	Library resources	
Having the material I need and tutoring	Library resources	
Necessary resources	Library resources	
sources	Library resources	
The library can support me by helping us access and look for scholarships available for us.	Library resources	
Lower cost of printing documents	Lower cost of printing	
ale their programs better known	Marketing library promotion of services	
Bulletin board or regular websites publication for viewers to aware of the activity	Marketing library promotion of services	
Continue offering & promoting services for older adults.	Marketing library promotion of services	
Let students know about the resources available	Marketing library promotion of services	
Promote library services more. Instagram. Webinars	Marketing library promotion of services	
don't use it	Never used mtsac library services	
I don't attend the library.	Never used mtsac library services	
.	Not applicable	
Don't know	Not applicable	
Don't know	Not applicable	
I don't know	Not applicable	
I don't know	Not applicable	
I don't have goals	Not applicable	
I don't know	Not applicable	
I will visit the library first before I can reply this question	Not applicable	
I'm not sure	Not applicable	
n/a	Not applicable	
N/A	Not applicable	
N/A	Not applicable	
N/A	Not applicable	
N/A	Not applicable	
N/A	Not applicable	
N/A	Not applicable	
N/A.	Not applicable	
N/A.	Not applicable	
No commit.	Not applicable	
None,	Not applicable	
nothing	Not applicable	
Nothing, I'm retired and have achieved my goals & continue to reach other goals I set.	Not applicable	
see previous pages for improvement if budget allow	Not applicable	
Being available online	Online research services	
with library online and my goal would help me to remember about important at the library	Online research services	
OA courses	Open access course	
you're doing fine	Positive feedback	



Q8 - How can the library support you to achieve your goals?	Themes	Themes
They do an outstanding job	Positive feedback	
It is fine the way it is now.	Positive feedback	
Already good enough:)	Positive feedback	
They are very help full and give great support with anything I need.	Positive feedback	
Doing good job	Positive feedback	
Continue as is. Perfect services	Positive feedback	
Continue being wonderful	Positive feedback	
Everything they are doing currently.	Positive feedback	
Everything they offer right now is helpful	Positive feedback	
I do not know yet. But I used to used it a lot	Positive feedback	
It already is	Positive feedback	
it does already, online, research material, print	Positive feedback	
It does!!!!!!!	Positive feedback	
It has	Positive feedback	
it is already good	Positive feedback	
It is fine as is	Positive feedback	
Keep doing what itâ€™s doing	Positive feedback	
Keep up the good customer service/ open hours and resources.	Positive feedback	
Okay	Positive feedback	
The library is already incredible.	Positive feedback	
The same way they have done it supporting	Positive feedback	
They already do.	Positive feedback	
They are doing everything they can	Positive feedback	
they do fine as they are	Positive feedback	
they have already support my goals but providing the stuff I need to do well in my class	Positive feedback	Library resources
very important	Positive feedback	
Yes	Positive feedback	
Yes 100%	Positive feedback	
Free Printing	Printing	
Having better ways to print documents and assignments as well as better computer software.	Printing	Computer software
I wish there was some kind of program for printing in the library especially is you have to print alot of materials	Printing	
Resources & printing	Printing	
Friendly people	Promotion kindness	
Kind personnl	Promotion kindness	
Snacks	Refreshments	
Being able to access even remotely	Remote library resources	
A library must always have information on current events as well as a collection of historical data for students to be able use for their research.	Research assistance	
explaining how to use online library	Research assistance	
Find all the information and research I need.	Research assistance	
Get my homework nd research for my essay	Research assistance	
It can help me with my researches and homework.	Research assistance	

Q8 - How can the library support you to achieve your goals?	Themes	Themes
Library sources I currently have been using: Guiding me on how to research and refine topics, emergency access to materials I may not have on hand at the moment such as laptop loan, tutoring, office supplies, stapler, 3 hole punch, etc.	Research assistance	
Provide more Sources for research and class assignments	Research assistance	
To research about my career in the future for become a teacher .	Research assistance	
Increase research database access	Research database	
Get partnerships with more websites to provide us with more scholarly journals	Research database	
Inprove the database search engine.	Research database	
internet often slow, improve bandwidth. Better furniture, more comfortable seats. access to e-learning such as LinkedIn-Learning for students	Study Space that is quiet and safe (individually and group rooms)	Digital resources
study rooms	Study Space that is quiet and safe (individually and group rooms)	
Better furniture or quick study guides for mt sac subjects	Study Space that is quiet and safe (individually and group rooms)	
Better furniture, more support, and longer operating hours.	Study Space that is quiet and safe (individually and group rooms)	Hours of operation
By completely my computer work in a quiet environment with proper seating position (chairs and table)	Study Space that is quiet and safe (individually and group rooms)	Furniture arrangement of chairs and table
have more couches to be able to take a nap in between classes	Study Space that is quiet and safe (individually and group rooms)	
By continuing to provide the study rooms and the hot spot loans	Study Space that is quiet and safe (individually and group rooms)	Computer access/Loaner laptops
By getting better seating arrangements	Study Space that is quiet and safe (individually and group rooms)	
By maintaining an environment that students can go to in order to study or do work. It's just difficult to force yourself to do schoolwork at home because you're tempted to just do nothing.	Study Space that is quiet and safe (individually and group rooms)	
By providing a comfortable place to do homework and study for exams.	Study Space that is quiet and safe (individually and group rooms)	
Continue allowing us students to do our work with the multiple tables and chairs.	Study Space that is quiet and safe (individually and group rooms)	
Getting better furniture that is a little bit more comfortable	Study Space that is quiet and safe (individually and group rooms)	
Good study environment	Study Space that is quiet and safe (individually and group rooms)	
Great studying space	Study Space that is quiet and safe (individually and group rooms)	
have more 2 person study rooms	Study Space that is quiet and safe (individually and group rooms)	
Have more study room	Study Space that is quiet and safe (individually and group rooms)	
Have more study rooms	Study Space that is quiet and safe (individually and group rooms)	
Have more study rooms	Study Space that is quiet and safe (individually and group rooms)	
I wish the library could add on more study rooms.	Study Space that is quiet and safe (individually and group rooms)	

<b>Q8 - How can the library support you to achieve your goals?</b>	<b>Themes</b>	<b>Themes</b>
<b>If it has child care or child's study rooms, that will be helpful for me.</b>	Study Space that is quiet and safe (individually and group rooms)	Child care assistance in the library
<b>Keep study rooms clean and have helpful staff</b>	Study Space that is quiet and safe (individually and group rooms)	Staff assistance
<b>Maintain quietness</b>	Study Space that is quiet and safe (individually and group rooms)	
<b>Maintaining an organized and nice environment for students to learn.</b>	Study Space that is quiet and safe (individually and group rooms)	Organization
<b>More Access Rooms</b>	Study Space that is quiet and safe (individually and group rooms)	
<b>More seating areas.</b>	Study Space that is quiet and safe (individually and group rooms)	
<b>More study areas and help</b>	Study Space that is quiet and safe (individually and group rooms)	
<b>Power outlets to plug in personal electronics. Please be quieter.</b>	Study Space that is quiet and safe (individually and group rooms)	Power outlets for electrical devices
<b>Providing a good and safe environment to study</b>	Study Space that is quiet and safe (individually and group rooms)	
<b>Providing a space to study with materials and resources on hand</b>	Study Space that is quiet and safe (individually and group rooms)	
<b>Technology support and offer a good place to study.</b>	Study Space that is quiet and safe (individually and group rooms)	
<b>The library lacks the software needed for many Technology classes. I would really appreciate access to: Solidworks, Fusion 360, AutoCAD, Maya, Revit, and KeyShot.</b>	Technology support	
<b>Accessibility to services</b>	Valuable library information and service	
<b>Being there</b>	Valuable library information and service	
<b>By being a great resource for others not just me.</b>	Valuable library information and service	Library resource
<b>By providing all the materials that they offer already.</b>	Valuable library information and service	
<b>By providing resources for everyone</b>	Valuable library information and service	
<b>By providing what students need</b>	Valuable library information and service	
<b>Continuing to help students find what they are looking for</b>	Valuable library information and service	
<b>Continuing to offer their services</b>	Valuable library information and service	
<b>Get all information</b>	Valuable library information and service	
<b>Helping</b>	Valuable library information and service	
<b>Information</b>	Valuable library information and service	
<b>Keep up the great work and continue helping students.</b>	Valuable library information and service	
<b>Through providing new evidence and knowledge.</b>	Valuable library information and service	
<b>By fixing its damn website</b>	Website communication	

**Table 19C: Library Support Word Cloud**

Q8 - How can the library support you to achieve your goals?



**Table 20A Open-Ended Data Findings (Continued)**

Count of Themes	Count of Themes	Percentages
Positive feedback	29	26.85%
Study Space that is quiet and safe (individually and group rooms)	12	11.11%
Educational Workshops/Academic support/Employee assistance and helpfulness	10	9.26%
Library resources	7	6.48%

**Table 20B Overall Feedback: Selected Quotes (Excerpts)**

"Please advise students in group rooms to keep their volume down and realize group room booking times. I went into group rooms several times and people were sleeping. Also, they were inside past their allotted reservation. Other than that, good job!"

"Too many different functions being served in a small space. Not quiet enough..."

"Thanks for the technology loan services..."

"The library doesn't have any books for the classes I'm taking, that's a shame."

**Table 20C-Overall Feedback Word Cloud**

Q18 - Do you have any final comments?



**Table 20D Question 18: Do you have any final comments? All comments listed verbatim (sorted by theme)**

Q18 - Do you have any final comments?	Theme	Theme
loaning books thru the mail might be nice	Book loan feedback	
Needs to be cleaned more	Cleanliness	
Overall is good. Study room need to be vacuum daily.	Cleanliness	
Please improve computers at the library, thank you!	Computer access/Loaner laptops	
Thanks for the technology loan services	Computer access/Loaner laptops	Exhibits
The library doesn't have any books for the classes I'm taking, that's a shame.	Course Reserve textbooks	
You should be able to rental books	Course Reserve textbooks	
more online resources is needed	Digital resources/Access to media	

Q18 - Do you have any final comments?	Theme	Theme
<b>Great staff, very helpful</b>	Educational Workshops/Academic support/Employee assistance and helpfulness	
<b>I like sometime to come at the library for help me to my goal archieve</b>	Educational Workshops/Academic support/Employee assistance and helpfulness	
<b>I love the school, especially the library. I appreciate it's staff. They are always helpful, kind, and supportive.</b>	Educational Workshops/Academic support/Employee assistance and helpfulness	
<b>i obtained my AA in paralegal but now classes for bookkeeping cert, i appreciate bring able to fo so as i am full time caregiver. i have been able to take on campus classes using the library in person</b>	Educational Workshops/Academic support/Employee assistance and helpfulness	
<b>Thank you for all the services that the library provides. It helps me and many other students complete their assignments.</b>	Educational Workshops/Academic support/Employee assistance and helpfulness	
<b>Thank you for continuing to serve the students and helping us with our academic ambitions</b>	Educational Workshops/Academic support/Employee assistance and helpfulness	
<b>Thank you to all the library staff. You are appreciated.ðŸ’–</b>	Educational Workshops/Academic support/Employee assistance and helpfulness	
<b>The quality of service and material provided by MtSac library itâ€™s great and outstanding.</b>	Educational Workshops/Academic support/Employee assistance and helpfulness	

Q18 - Do you have any final comments?	Theme	Theme
the staff at the library is awesome! you guys do a great job every single day!	Educational Workshops/Academic support/Employee assistance and helpfulness	
This is an exceptional college. Excellent instructors who genuinely care about students' success to achieve their academic goals.	Educational Workshops/Academic support/Employee assistance and helpfulness	
power outlets are mostly non-functional underneath computer desks. I love library staff. They are sweet.	Electrical power outlets	
Fair environment , diversified community	Environment	
Looking forward to seeing library improvements on campus	Future library vision	
need better	Future library vision	
please keep the library funded :))	Future library vision	
When are we going into are New Library!!	Future library vision	
Would LOVE to see a wonderful upgrade to the library. The campus is growing and expanding, and I still see the library almost the same as it was the first time I came around which was 14 years ago!	Future library vision	
At this location or when they make the new library, it'd be wonderful if there was more natural lighting and plants inside. Plus, the exhibits are something I want more of/ want to be noticed more because they are good ways to spread info and show Mt SAC's prowess. And for students taking a study break and visitors of Mt SAC, these exhibits are nice complements to the space.	General improvement	
library being open on Saturdays, even for a limited time will be helpful	Hours of operation	
Extended hours would be great	Hours of operation	
Need to open the library to the community without being a credit student, extend the hours and provide free parking for community members	Hours of operation	
To have library open on Fridays	Hours of operation	
Would like the opening time to be 7:00AM	Hours of operation	
Too many different functions being served in a small space. Not quiet enough..	Improve study space (quietness)	
Please improve the wifi signal, but other than that the library is an amazing space. : )	Internet access	
Book	Library book collection	



Q18 - Do you have any final comments?	Theme	Theme
No es bueno que toda la informaci3n solo sea digital. Es necesario que los libros no dejen de existir porque la informaci3n digital puede ser f3cilmente censurada y en los libros es m3is dif3cil. En mi opini3n creo que puede volver los tiempos del oscurantismo. Les agradezco su gran trabajo!! 3xito en todo!!!!	Library book collection	
And a student who wants to be more successful should take a library class	Library class encouragement	
the location of library is inconvenient	Library location	
Excellent resource!	Library resources	
I think the library is a great resource for students. If it could be open 24 hours, I would wish it was.	Library resources	
I think the library is a great resource. I simply don't have a reason to physically go there.	Library resources	
I think this kind of learning is a good mode of lifelong learning. I like here.	Library resources	
I would like to utilize the library more often as it seems to provide a lot of useful resources for students.	Library resources	
Library has a variety of resources, thank you	Library resources	
Love the library. It is key to my success as a student without access to a PC at home!	Library resources	
I didn't know there were so many resources at the library	Marketing library promotion of services	
Use ig to promote services more. Students love NEED printing services.	Marketing library promotion of services	
The EOA Program should be expanded. Many more seniors would attend classes if they were closer to their cities.	miscellaneous class subject recommendation	
You cannot remove items from cart or clear your cart on the Mt. SAC course material website. Even support can't do it. Yeesh. You get a ton of notifications about buying items from your cart you don't need because you can't empty your cart.	Mt. SAC course material website issue (bookstore or library?)	
Don't attend campos classes,takilng classes at senio center	not applicable	
I attend Mt Sac Senior Classes at the Walnut Senior Center.	not applicable	
I do not	not applicable	
i only take classes for seniors excercise and yoga	not applicable	
More financial aide from Mt Sac ( not only from FAFSA	not applicable	
I don't know if this would be applicable but a place for painting studio hours	painting studio hours	



Q18 - Do you have any final comments?	Theme	Theme
All of Mt.Sac people staff are great, helpful, and friendly	Positive feedback	
Good college with good library	Positive feedback	
Great library, great resources and I'm thankful for it.	Positive feedback	
I am grateful for the library even though I haven't used it much and I think it is a very important and valuable resource!	Positive feedback	
I am Senior non-credit classes. Please continue !! We need to learn !!! thank you.	Positive feedback	
I appreciate openness for wide selection of diversity. Thank you very much.	Positive feedback	
I appreciate the time spent to help students learn and do their work .I think the Mt. Sac. Library is the best. the best.	Positive feedback	
I appreciate your hard work	Positive feedback	
I love Mt SAC	Positive feedback	
I love Mt. SAC! I really appreciate the lengths the school goes ensure that students succeed. Thank You for expressing desire to hear my concerns.	Positive feedback	
I love the library!	Positive feedback	
I love the Mt. SAC Library. 🙌	Positive feedback	
Keep up the good work	positive feedback	
Love my instructor Gabriela Klein	Positive feedback	
Mt Sac is the best thing that we have in the neighborhood!	Positive Feedback	
Mt. Sac elder adult programs are very successful and beneficial for the people and communities.We are very grateful for your continuous efforts to support and improve this education.	Positive feedback	
mtsac is a great college my children attend as well as their mom	Positive feedback	
Please help keep the Library in business	Positive feedback	
Thank you	Positive feedback	
Thank You for everything you offer, especially the Older Adult Programs!!!	Positive feedback	
Thank you for providing a wonderful place.	Positive feedback	
Thank you for the work and effort put in for student's success.	Positive feedback	
Thank you for your services.	Positive feedback	
Thank you to the Library	Positive feedback	
Thank You. Mt Sac makes my senior non-credit classes my way of life and happiness.	Positive feedback	
Thanks	Positive feedback	

Q18 - Do you have any final comments?	Theme	Theme
That this is the best College to attend. I do recommended.	Positive feedback	
The library is amazing	Positive feedback	
Woooooooooooooooooooooooooooooooooooooh!!! Yeah buddy!	Positive feedback	
As much as I love the library and staff, there have been plenty of times that I've noticed the shelves to be a little messy. I'm not sure if the student workers check the shelves very often or how efficient they are at maintaining the sections tidy.	Positive feedback/Suggestion	
Library 1A was one of the best and most helpful classes I've taken at Mt. SAC. Prof. (Removed name) was the best!	Positive library course	
Good for offering the survey!	Positive survey	
reading club	Reading club	
I don't go in person, so internet is more important for me.	Remote library resources	
Thank you for being there for me with the online courses	Remote library resources	
It would be very helpful to be able to access the Science Direct (Elsevier) database.	Research database	
I like being able to study in the quiet private rooms.	Study Space that is quiet and safe (individually and group rooms)	Future library vision
I really do hope library can have small meeting room for student to rent for discuss with classmates	Study Space that is quiet and safe (individually and group rooms)	
I use the library, tutors, scanner, computers, and group rooms; all of which are very important for me	Study Space that is quiet and safe (individually and group rooms)	
Is there any way to provide disinfecting wipes in every study room, in addition to them being vacuumed a bit more often. I understand they cannot clean everything all the time but It would be nice to have wipes in each room so that way us students who want a clean study space can at least clean our chairs and table space a bit easier?	Study Space that is quiet and safe (individually and group rooms)	
Library is the best place to get away from chaos and study	Study Space that is quiet and safe (individually and group rooms)	
Library needs more cubicles.	Study Space that is quiet and safe (individually and group rooms)	

Q18 - Do you have any final comments?	Theme	Theme
Please advise students in group rooms to keep their volume down and realize group room booking times. I went into group rooms several times and people were sleeping. Also, they were inside past their allotted reservation. Other than that, good job!	Study Space that is quiet and safe (individually and group rooms)	Study Space that is quiet and safe (individually and group rooms)
Please update chairs. They're so hard and after a few hours, they start hurting me. They're not meant for long term studying. Thank you.	Study Space that is quiet and safe (individually and group rooms)	Printing
restrooms need to be cleaner, thats my numberone thing I love to use the study rooms but hate to go because I know i am going to need to use the restroom because I stay for 4 hrs. but the women's restroom is always discusting!	Study Space that is quiet and safe (individually and group rooms)	
Study rooms are too few. :(	Study Space that is quiet and safe (individually and group rooms)	
The library is well run but needs some areas to take a nap while waiting for the next class for those of us who commute to school and spend the whole day at school	Study Space that is quiet and safe (individually and group rooms)	
Thank you for survey	Survey	
this kind of survey is welcome to allow me know more of this school and what it can offer, thanks !	Survey	
I enjoy knowing I can go to our college library and find resources among other services.	Valuable library information and service	

## Survey Questions

2023 Mt. SAC Library Survey

### Q1 The purpose of this survey is to explore the effectiveness of Mt. SAC's Library Services.

This survey will take approximately 10 minutes to complete. Participation is voluntary and you may exit the survey at any time. Your privacy is important. Your responses are anonymous. If you have questions or would like additional information about this study, please contact: [research@mtsac.edu](mailto:research@mtsac.edu). Clicking "Yes" below means that you understand the information above and you agree to participate in this survey. Clicking the "No" will close this page and exit the survey. Do you agree to participate in this survey?

Yes, I consent to this survey

No, I do not consent to this survey

**Q2 In the last year, how often did you visit the library on-campus?**

Daily

Weekly

Monthly

Less than monthly

Never

**Q3 In the last year, how often did you use the library's online services?**

Daily

Weekly

Monthly

Less than monthly

Never

**Q4 Based on your experience in the last year, how would you rate each of the following library services?**

	Excellent	Good	Fair	Poor	Don't know/Not applicable
Customer Service					
Collections (Books, DVDs, Music, Newspapers, etc.)					
Online Services (Website, One Search, Chat, Databases)					
Computers and Software					
Internet Access					
Printing					
Scanning					
Technology Loans (Laptops, Hot-spots)					
Course Reserves/Textbooks					
Furniture (Desks, Chairs, Seating)					
Study Rooms					
Accessibility Services (ACCESS Room)					
Programs (Library Welcome Week, Banned Books Week Poetry Month, International Games Day)					
Exhibits					
Hours of Operation					
Research Help					
Overall, how would you rate the library?					

**Q5 How important is each of the following library services to you?**

	Very Important	Important	Somewhat Important	Not Important	Don't know/Not applicable
Research Help					
Help Using Computers, Printers and Technology					
Borrowing Materials (Books, DVDs, Music, newspapers, etc.)					
Online Services (Website, One Search, Chat, Databases)					
Computers and Software					
Internet Access					
Printing					
Scanning					
Technology Loans (Laptops, Hot-spots)					
Course Reserves/Textbooks					
Furniture (Desks, Chairs, Seating)					
Study Rooms					
Accessibility Services (ACCESS room)					
Programs (Library Welcome Week, Banned Books Week Poetry Month, International Games Day)					
Exhibits					
Hours of Operation					
Overall, how important is the library to you as a campus resource/service?					

**Q6 How do you typically find out about library programs and services? (Check all that apply).**

Library Website

Social Media

Portal

Email

Canvas

Signs or Fliers

My Counselors

My Instructors

Other Campus Employees

Other Students

I never hear about the Library

Other \_\_\_\_\_

**Q7 What do you value most about the library?** \_\_\_\_\_

**Q8 How can the library support you to achieve your goals?** \_\_\_\_\_

**Q9 What do you primarily use the library for?**

Research

Working in Groups

Checking Out Course Reserves/Textbooks

Computers/Internet

Checking Out Technology

Printing

Scanning

Personal Interests

Other

**Q10 What gender best describes you?**

Man

Woman

Transgender/Trans man

Transgender/Trans woman

Non-Binary

Not Listed (Other)

Prefer Not To Say

**Q11 How do you identify? (Check all that apply)**

American Indian or Alaska Native

Asian

Black or African American

Hispanic/Latino

Native Hawaiian or Other Pacific Islander

Race and Ethnicity Unknown

Two or More Races

White

Prefer Not to Say

**Q12 What age group are you in?**

19 or less

20 to 24

25 to 29

30 to 34

35 to 39

40 to 49

50+

**Q13 How long have you been at Mt. SAC?**

Less than a year

1-2 years

3 or more years

**Q14 In the last year, my classes have been:**



All Online

Mostly Online

Half Online & Half In-Person

Mostly In-Person

All In-Person

**Q15 What best describes your status at the college?**

Student

Faculty

Classified Staff

Supervisor/Confidential

Management

Someone else? (Please describe) \_\_\_\_\_

**Q16 What is your major?**

Arts & Design

Aviation

Business & Information Technology

Electronics & Manufacturing Programs

Health & Wellness

Humanities & Communication

Plants & Animals

Public Service & Social Science

Science, Technology, Engineering & Math

Teaching & Education

Undecided Major

Noncredit

**Q17 Are you a part-time or full-time student? (Only for students to answer)**

Part-time (less than 12 units)

Full-time (12 or more units)

**Q18 Do you have any final comments?**

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