

Merritt College Library
Service Area Outcomes Assessment 2016-2017

Assessment Results

Target: 80% student satisfaction (defined as a rating of “very” or “extremely”) with different aspects of library resources

Summary of Results

A total of 131 students responded to the survey.

Respondent Demographics			
Category	Value	Count	Percentage
Gender	Female	85	65.9
	Male	43	33.3
	Non-Binary	1	0.8
Age	19-24	57	44.5
	25-29	24	18.8
	35-54	19	14.8
	30-34	13	10.2
	16-18	10	7.8
	55-64	4	3.1
	< 16	1	0.8
Ethnicity	Latino	41	33.1
	African-American	27	21.8
	Asian/Pacific Islander	22	17.7
	White	19	15.3
	Two or more races	9	7.3
	Filipino	5	4.0
	Other	4	3.2
	Native American	2	1.6
Matriculation Status	Continuing	74	59.7
	First-time	31	25.0
	Returning	9	7.3
	Transferring in	9	7.3
	High school	1	0.8
Enrollment Status	Full-time	65	53.3
	Part-time	57	46.7
Educational Goal	Transfer to four-year college	81	64.30
	Acquire, maintain or improve job skills	13	10.3

	Earn degree without transfer	12	9.5
	Other	12	9.5
	Educational development	11	8.7
	Earn certificate without transfer	10	7.9
	Improve basic skills	6	4.8
	Four-year college student taking courses	3	2.4
	Undecided	2	1.6
	Earn high school diploma/GED	1	0.8
Program or Major	Child Development	35	28.7
	Other	18	14.8
	Business	9	7.4
	Nursing	9	7.4
	Biology	6	4.9
	Health Sciences	6	4.9
	Undecided	6	4.9
	Psychology	5	4.1
	Administration of Justice	3	2.5
	Kinesiology	3	2.5
	Bioscience	2	1.6
	Computer Information Systems	2	1.6
	Environmental Management & Technology	2	1.6
	Social & Behavioral Sciences	2	1.6
	Sociology	2	1.6
	African-American Studies	1	0.8
	Anthropology	1	0.8
	Asian & Asian-American Studies	1	0.8
	Communication	1	0.8
	Community Social Services	1	0.8
	Economics	1	0.8
	Health Professions & Occupations	1	0.8
	Landscape Horticulture	1	0.8
	Mathematics	1	0.8
Natural Sciences	1	0.8	
Radiologic Science	1	0.8	
Real Estate	1	0.8	

Note: The demographic data is somewhat skewed, because the survey was administered to multiple Child Development classes, which tend to have more female and/or Latino students.

Usage of Library Resources		
Type	Count	Percentage
Research databases	63	53.4
Reserve textbooks	63	53.4

Print circulating books	47	39.8
Electronic books	33	28.0
Reference books	32	27.1
Print periodicals	31	26.3

Satisfaction with Library Resources	
Question	%
1. I can find the information resources that I need for my courses in the library.	63.5
2. I can find library materials published within the past 5 years in the library.	54.5
3. I can find enough information resources for my assignment.	63.4
4. Library resources are at the right level (not too basic or advanced) for my needs.	59.1
5. I prefer to use library materials in print (56.9%) <i>or</i> electronic (43.1%) format because:	60.8

Note: The result for Question 5 is an average of responses to eight different aspects of format preference: accessibility, usability, searchability, time, convenience, reliability, and "other" (free-form response).

Analysis of Results

The survey questions addressed student satisfaction with five characteristics of library resources, which coincide with five of the nine selection criteria specified in the library collection development policy:

- Relevance to the curriculum and appropriateness to the user
- Timeliness and lasting value of material
- Depth of current holdings in the same or similar subject
- Presentation: style, clarity, appropriate reading level
- Accessibility in physical and/or online formats

The target of 80% student satisfaction (defined as a rating of "very" or "extremely") was not achieved for any aspect of library resources, indicating that many students do not find library materials generally adequate for their academic needs. In particular, timeliness of resources (Question 2) scored the lowest, with only 54.5% of students expressing satisfaction at being able to find books published within the past five years in the library.

Needless to say, the Library must improve the quality of its materials in order to effectively support the information needs of students. The most pressing issue, as identified by the data and anecdotal experience, remains the overall age of the collections. The majority of books were acquired during the periods 1960-1979 and 2000-2009, amounting to 44% and 29% of the total, respectively. Of the Library's over 65,000 books and e-books, only about 3% (or 2,000 volumes) are titles published within the past five years.