

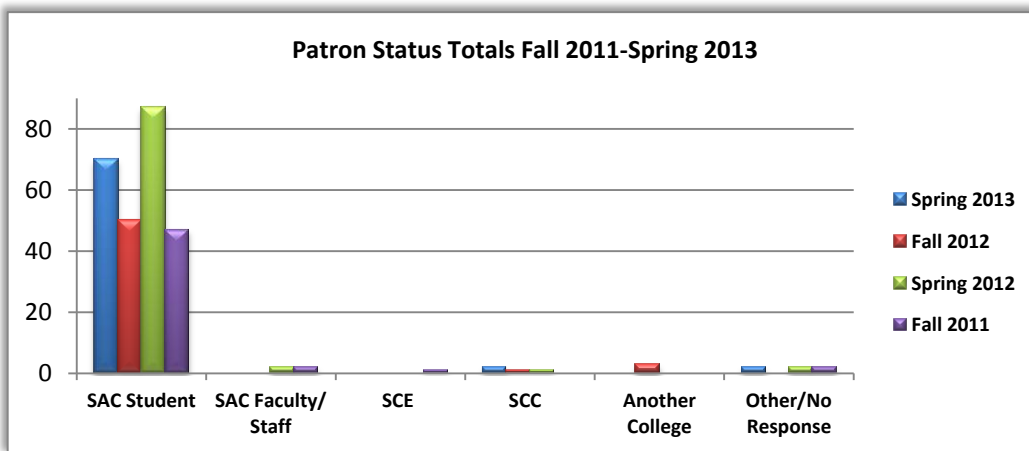
***Nealley Library Reference Services Survey Results Summary
Fall 2011-Spring 2013***

Santa Ana College Nealley Library

PATRON TOTALS

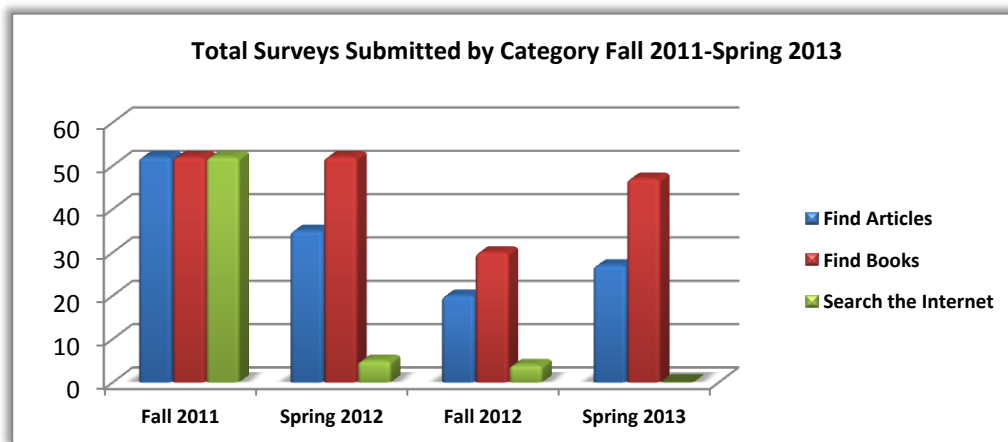
This data represents the status of the patron completing the survey.

Patron Status	Spring 2013		Fall 2012		Spring 2012		Fall 2011	
	Total	%	Total	%	Total	%	Total	%
SAC (Santa Ana College) Student	70	94.6%	50	92.6%	87	94.6%	47	90.4 %
SAC Faculty/Staff	0	0	0	0%	2	2.2%	2	3.8 %
SCE (Continuing Education) Student	0	0	0	0%	0	0 %	1	1.9 %
SCC (Santiago Canyon College) Student	2	2.7%	1	1.9%	1	1.1 %	0	0 %
Student at another college	0	0	3	5.6%	0	0 %	0	0 %
Other/No Response	2	2.7%	0	0%	2	2.2 %	2	3.8 %
Total Patrons	74		54		92		52	



This data represents the Total number of survey submitted by category.

Total Survey Submitted by Category	Spring 2013		Fall 2012		Spring 2012		Fall 2011	
	Total	%	Total	%	Total	%	Total	%
Find Articles	27	36%	20	37%	35	38%	52*	-
Find Books	47	64%	30	56%	52	57%		-
Search the Internet	N/A	N/A	4	7%	5	5%		-

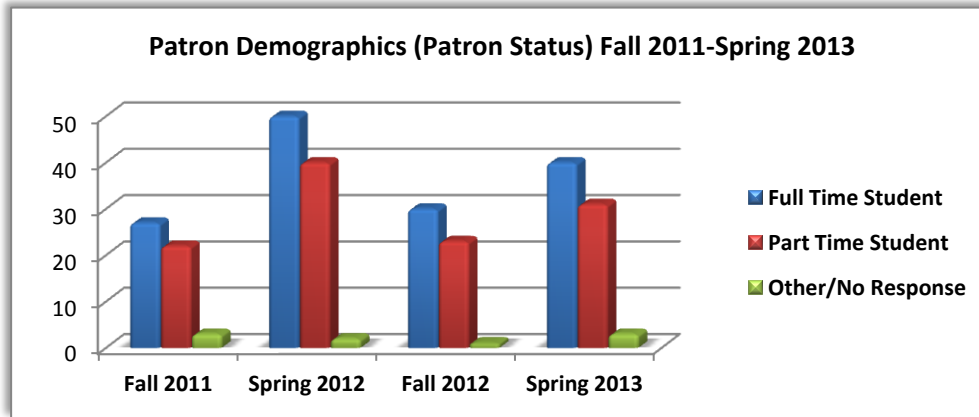


*In Fall 2011, the survey form consisted of all categories

PATRON DEMOGRAPHICS

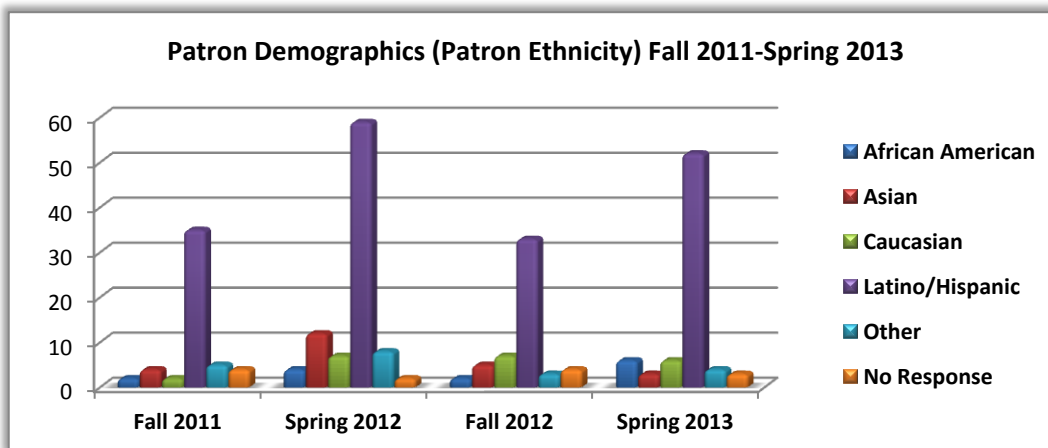
This data represents the patron status of the student completing the survey.

Patron Status	Spring 2013		Fall 2012		Spring 2012		Fall 2011	
	Total	%	Total	%	Total	%	Total	%
Full Time Student	40	54%	30	56%	50	54%	27	52%
Part Time Student	31	42%	23	43%	40	44%	22	42%
Other/ No Response	3	4%	1	2%	2	2%	3	6%



This data represents the ethnicity of the patron completing the survey.

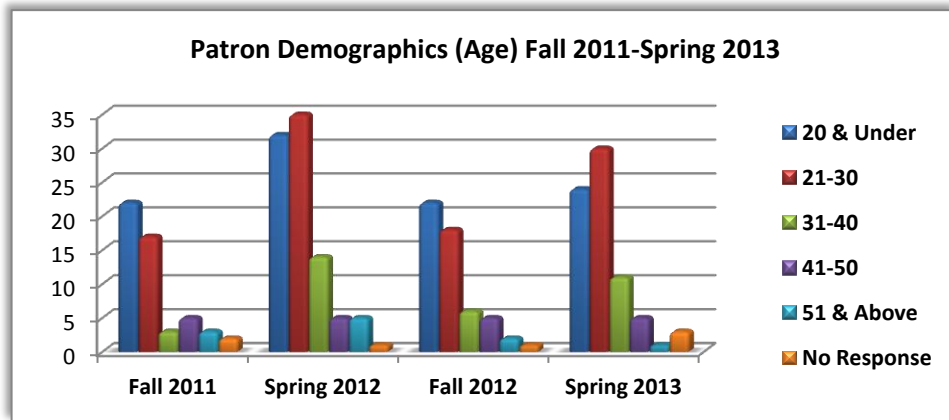
Patron Ethnicity	Spring 2013		Fall 2012		Spring 2012		Fall 2011	
	Total	%	Total	%	Total	%	Total	%
African American	6	8%	2	4%	4	4%	2	4%
Asian	3	4%	5	9%	12	13%	4	8%
Caucasian	6	8%	7	13%	7	8%	2	4%
Latino/Hispanic	52	70%	33	61%	59	70%	35	67%
Other	4	5%	3	6%	8	5%	5	10%
No Response	3	4%	4	7%	2	4%	4	8%



PATRON DEMOGRAPHICS

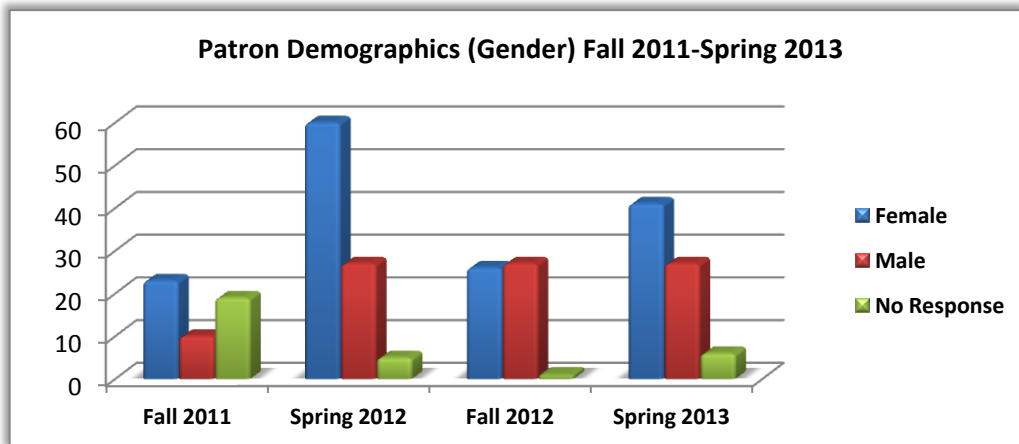
This data represents the age of the patron completing the survey.

Patron Age	Spring 2013		Fall 2012		Spring 2012		Fall 2011	
	Total	%	Total	%	Total	%	Total	%
20 & Under	24	32%	22	41%	32	35%	22	42%
21-30	30	41%	18	33%	35	38%	17	33%
31-40	11	15%	6	11%	14	15%	3	6%
41-50	5	7%	5	9%	5	5%	5	10%
51 & Above	1	1%	2	4%	5	5%	3	6%
No Response	3	4%	1	2%	1	1%	2	4%



This data represents the gender of the patron completing the survey.

Patron Gender	Spring 2013		Fall 2012		Spring 2012		Fall 2011	
	Total	%	Total	%	Total	%	Total	%
Female	41	55%	26	48%	60	65%	23	44%
Male	27	37%	27	50%	27	29%	10	19%
No Response	6	8%	1	2%	5	5%	19	37%



FIND ARTICLES SURVEY RESPONSE SUMMARY (FALL 2011-SPRING 2013)

Find Articles Survey Questions (Fall 2011)

As a result of my consultation with the reference Librarian, I am able to...

Question 1: Use “Connect from Home”

Question 2: Find a magazine article in a periodical database such as EbscoHost MAS Ultra

Question 3: Find a journal article in a periodical database such as EbscoHost Academic Search Premier

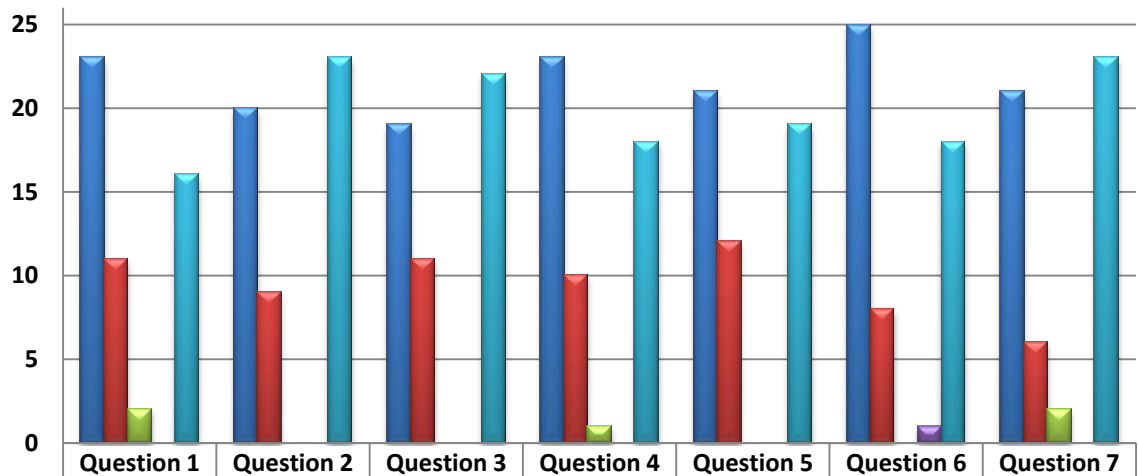
Question 4: Limit my search to full-text documents

Question 5: Limit my search to scholarly journals

Question 6: Use the Advanced Search function to narrow my topic by subject, author, title or another field

Question 7: Distinguish between popular and scholarly sources

**Find Articles Survey Response Summary
Fall 2011**



	Question 1	Question 2	Question 3	Question 4	Question 5	Question 6	Question 7
Strongly Agree	23	20	19	23	21	25	21
Agree	11	9	11	10	12	8	6
Disagree	2	0	0	1	0	0	2
Strongly Disagree	0	0	0	0	0	1	0
N/A, No Response	16	23	22	18	19	18	23

FIND ARTICLES SURVEY RESPONSE SUMMARY (FALL 2011-SPRING 2013)

Find Articles Survey Questions (Spring 2012-Spring 2013)

As a result of my consultation with the reference Librarian, I am able to...

Question 1: Identify my key concepts and/or subject words

Question 2: Find a periodical article in a database such as EbscoHost Academic Search Premier

Question 3: Distinguish between scholarly and popular sources

Question 4: Limit my search to full-text documents

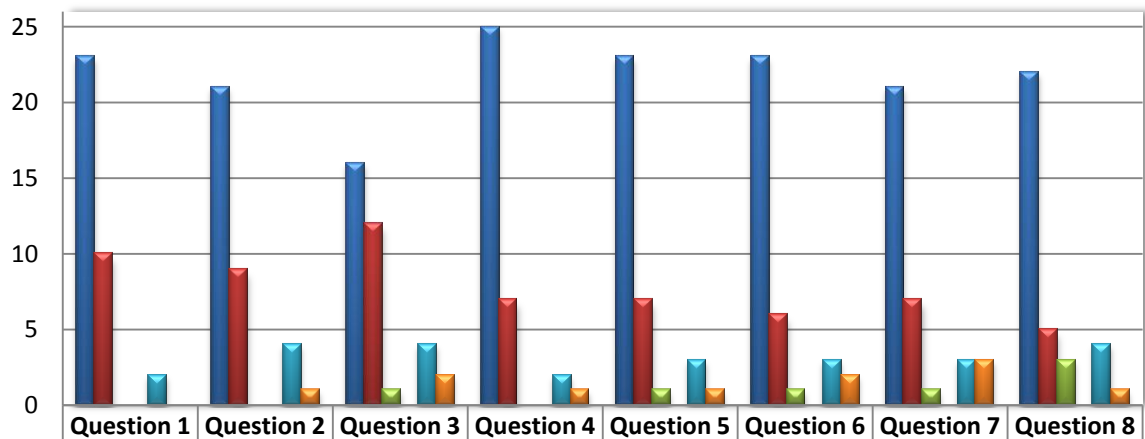
Question 5: Limit my search to scholarly journals

Question 6: Use the Advanced Search function to narrow my topic

Question 7: Use "Connect from Home"

Question 8: Cite My Source(s) using MLA or APA format

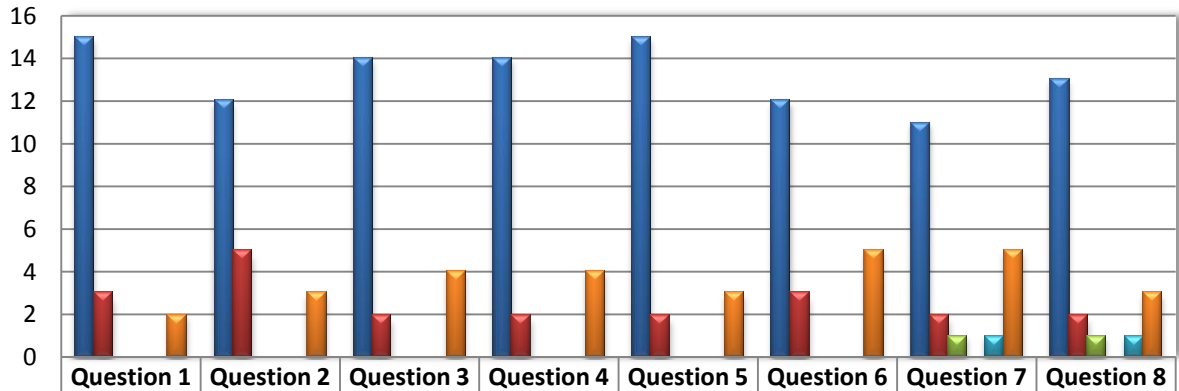
**Find Articles Survey Response Summary
Spring 2012**



	Question 1	Question 2	Question 3	Question 4	Question 5	Question 6	Question 7	Question 8
Strongly Agree	23	21	16	25	23	23	21	22
Agree	10	9	12	7	7	6	7	5
Disagree	0	0	1	0	1	1	1	3
Strongly Disagree	0	0	0	0	0	0	0	0
N/A	2	4	4	2	3	3	3	4
No Response	0	1	2	1	1	2	3	1

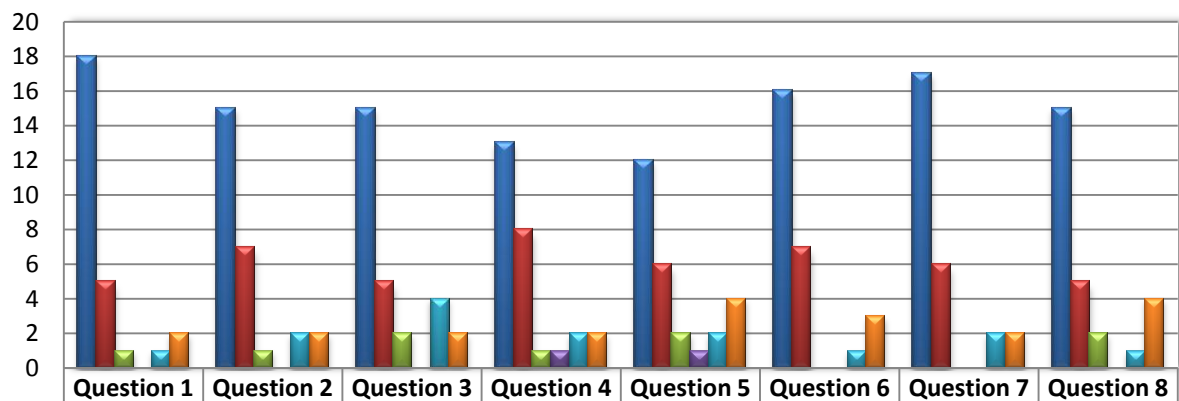
FIND ARTICLES SURVEY RESPONSE SUMMARY (FALL 2011-SPRING 2013)

Find Articles Survey Response Summary Fall 2012



	Question 1	Question 2	Question 3	Question 4	Question 5	Question 6	Question 7	Question 8
Strongly Agree	15	12	14	14	15	12	11	13
Agree	3	5	2	2	2	3	2	2
Disagree	0	0	0	0	0	0	1	1
Strongly Disagree	0	0	0	0	0	0	0	0
N/A	0	0	0	0	0	0	1	1
No Response	2	3	4	4	3	5	5	3

Find Articles Survey Response Summary Spring 2013



	Question 1	Question 2	Question 3	Question 4	Question 5	Question 6	Question 7	Question 8
Strongly Agree	18	15	15	13	12	16	17	15
Agree	5	7	5	8	6	7	6	5
Disagree	1	1	2	1	2	0	0	2
Strongly Disagree	0	0	0	1	1	0	0	0
N/A	1	2	4	2	2	1	2	1
No Response	2	2	2	2	4	3	2	4

FIND BOOKS SURVEY RESPONSE SUMMARY (FALL 2011-SPRING 2013)

Find Books Survey Questions (Fall 2011)

As a result of my consultation with the reference Librarian, I am able to...

Question 1: Identify my key concepts and/or subject words

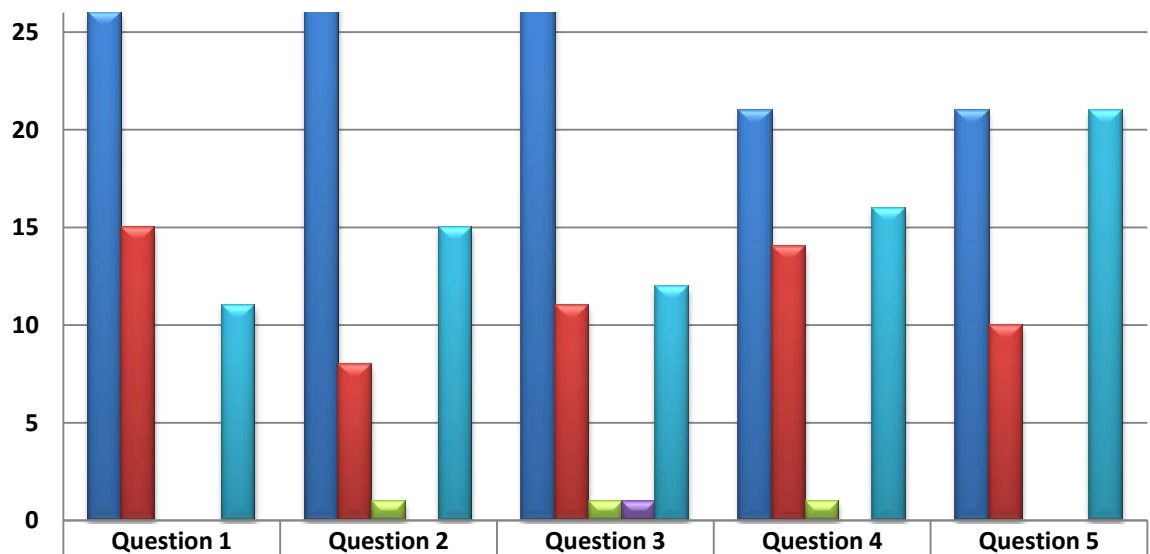
Question 2: Identify the location and call number in a book record

Question 3: Find a book on the shelf

Question 4: Use Course Reserves to find textbooks

Question 5: View an ebook

**Find Books Survey Response Summary
Fall 2011**



	Question 1	Question 2	Question 3	Question 4	Question 5
Strongly Agree	26	28	27	21	21
Agree	15	8	11	14	10
Disagree	0	1	1	1	0
Strongly Disagree	0	0	1	0	0
N/A, No Response	11	15	12	16	21

FIND BOOKS SURVEY RESPONSE SUMMARY (FALL 2011-SPRING 2013)

Find Books Survey Questions (Spring 2012-Spring 2013)

As a result of my consultation with the reference Librarian, I am able to...

Question 1: Identify my key concepts and/or subject words

Question 2: Identify the location and all number in a book record

Question 3: Find a book on the shelf

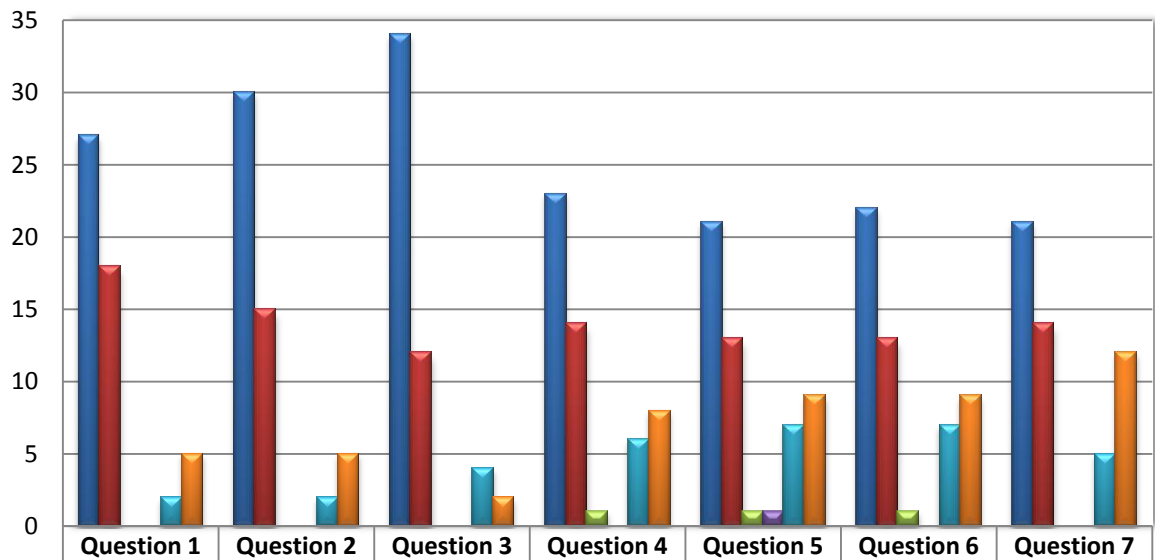
Question 4: Use Course Reserves to find textbooks

Question 5: Use "Connect from Home"

Question 6: View an eBook

Question 7: Cite My Source(s) using MLA or APA format

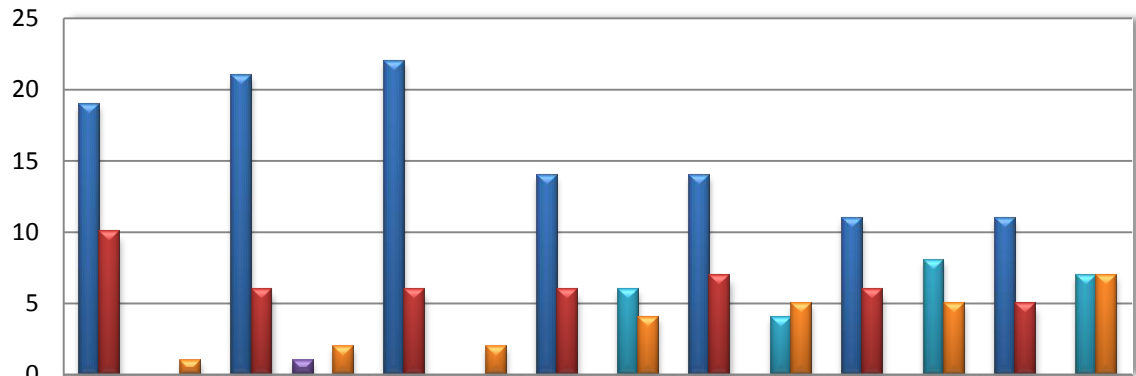
Find Books Survey Response Summary Spring 2012



	Question 1	Question 2	Question 3	Question 4	Question 5	Question 6	Question 7
Strongly Agree	27	30	34	23	21	22	21
Agree	18	15	12	14	13	13	14
Disagree	0	0	0	1	1	1	0
Strongly Disagree	0	0	0	0	1	0	0
N/A	2	2	4	6	7	7	5
No Response	5	5	2	8	9	9	12

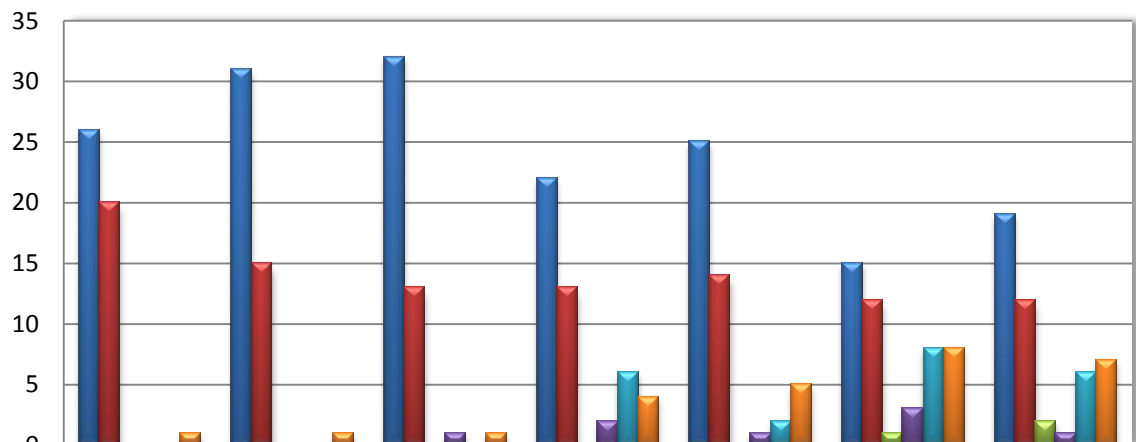
FIND BOOKS SURVEY RESPONSE SUMMARY (FALL 2011-SPRING 2013)

Find Books Survey Response Summary Fall 2012



	Question 1	Question 2	Question 3	Question 4	Question 5	Question 6	Question 7
Strongly Agree	19	21	22	14	14	11	11
Agree	10	6	6	6	7	6	5
Disagree	0	0	0	0	0	0	0
Strongly Disagree	0	1	0	0	0	0	0
N/A	0	0	0	6	4	8	7
No Response	1	2	2	4	5	5	7

Find Books Survey Response Summary Spring 2013



	Question 1	Question 2	Question 3	Question 4	Question 5	Question 6	Question 7
Strongly Agree	26	31	32	22	25	15	19
Agree	20	15	13	13	14	12	12
Disagree	0	0	0	0	0	1	2
Strongly Disagree	0	0	1	2	1	3	1
N/A	0	0	0	6	2	8	6
No Response	1	1	1	4	5	8	7

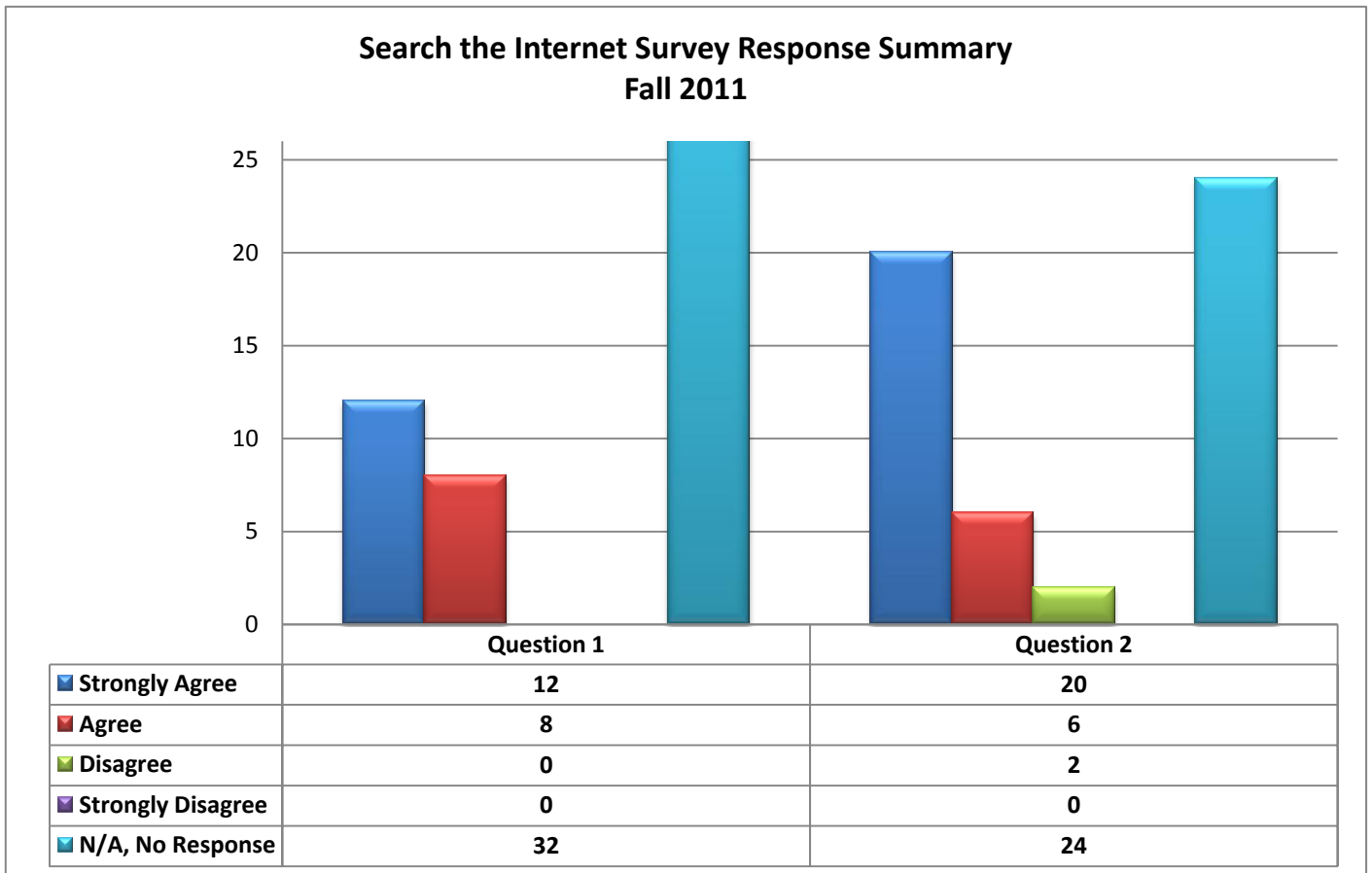
SEARCH THE INTERNET SURVEY RESPONSE SUMMARY (FALL 2011-FALL 2012)

Search the Internet Questions (Fall 2011)

As a result of my consultation with the reference Librarian, I am able to...

Question 1: Evaluate internet search results using criteria such as authority, reliability, currency, objectivity

Question 2: Cite My Source(s) using MLA or APA format



SEARCH THE INTERNET SURVEY RESPONSE SUMMARY (FALL 2011-FALL 2012)

Search the Internet Survey Questions (Spring 2012-Fall 2012)

As a result of my consultation with the reference Librarian, I am able to...

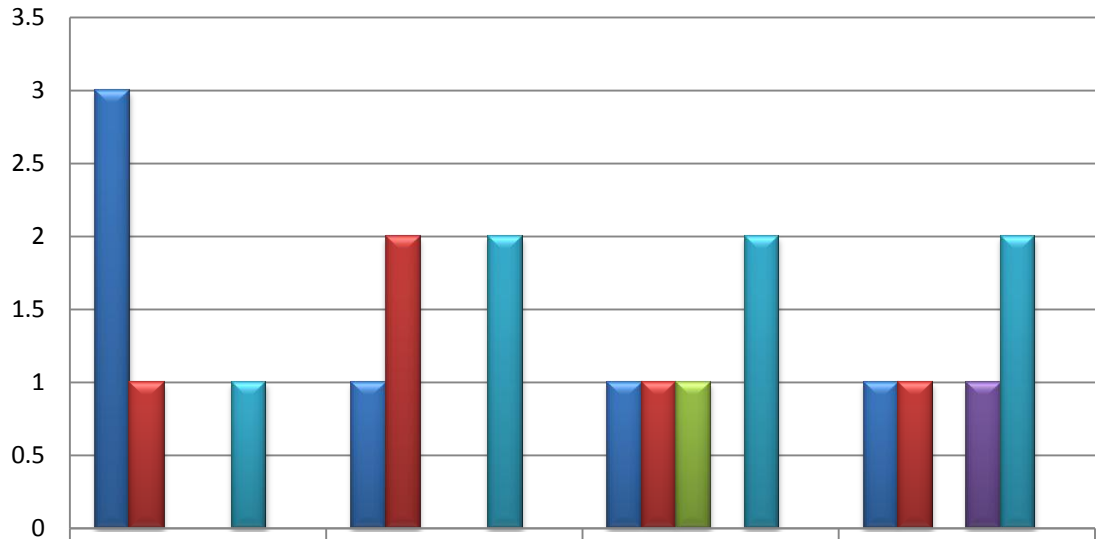
Question 1: Identify my key concepts and/or subject words

Question 2: Evaluate internet search results using criteria such as authority, currency, objectivity, etc.

Question 3: Distinguish between scholarly and popular sources

Question 4: Cite my source(s) using MLA or APA format

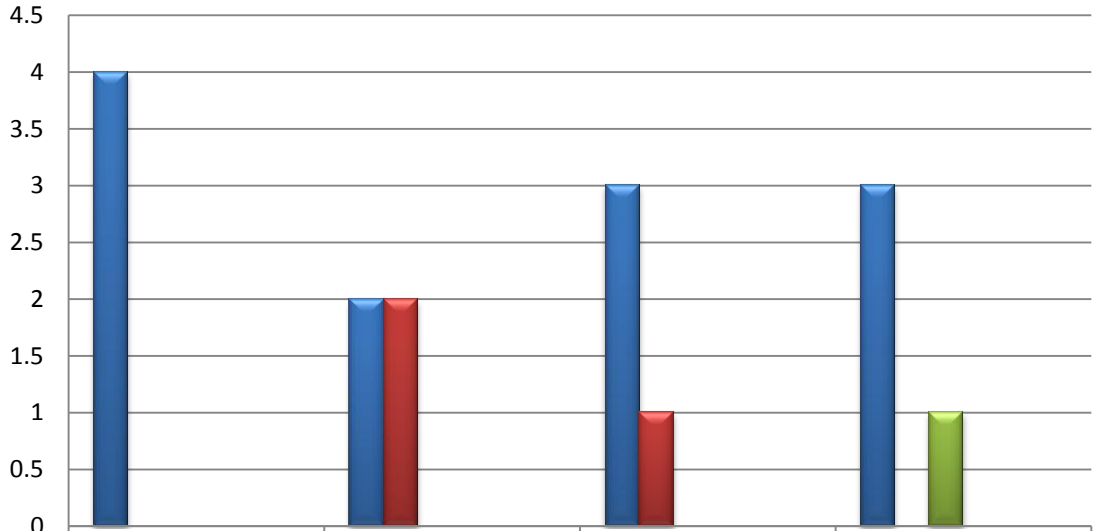
Search the Internet Survey Response Summary Spring 2012



	Question 1	Question 2	Question 3	Question 4
Strongly Agree	3	1	1	1
Agree	1	2	1	1
Disagree	0	0	1	0
Strongly Disagree	0	0	0	1
N/A	1	2	2	2
No Response	0	0	0	0

SEARCH THE INTERNET SURVEY RESPONSE SUMMARY (FALL 2011-FALL 2012)

Search the Internet Survey Response Summary Fall 2012



	Question 1	Question 2	Question 3	Question 4
■ Strongly Agree	4	2	3	3
■ Agree	0	2	1	0
■ Disagree	0	0	0	1
■ Strongly Disagree	0	0	0	0
■ N/A	0	0	0	0
■ No Response	0	0	0	0

**Note: Search the Internet was not collected in Spring 2013.*

Survey Comments

Fall 2011

1. I receive the help I needed while searching for a book on my future career.
2. Help in library is good. Very helpful!
3. Staff was very helpful and nice good job :)
4. Please make individual study desk a little bigger and with electrical plugs so that we can charge other electronic devices. Thanks
5. My help was helpful to me.
6. Too many weirdo's!
7. By attending the workshop, I learned new information on how to find more accurate articles that will help me on a research paper.
8. I have never asked a librarian for help on any of these subjects. But I am sure that if I did ask they would help me substantially. P.S. I love the Library! It is so awesome! One day when I become super successful I will donate money to remake it. So SAC would be known for its really beautiful and awesome Library.
9. Strongly usefully and helpful
10. Major help, thanks!
11. Awesome Job!
12. Thank you for all the hard work and make my job less painful :)
13. The Librarian was extremely helpful
14. The librarian was really nice and she was very much help in all aspects while showing me how to find a book about meringue :) Thank you.
15. The Librarian at the desk was very efficient and friendly. She helped me find my research resources.
16. Learned how to cite in APA. Thank you for your assistance. It is appreciated.
17. Yolanda Garcia excellent Librarian who has spent in details explaining to me about journals, e-books, good research to be able to do through home thank you.
18. Yolanda Garcia, she is a very patient and nice woman who really knows her stuff.
19. Very helpful. I was confused and did not know how whether my works cited was correct or not but the Librarian guide me through how to cite the sources properly.
20. I feel that the library is effective at least in the purpose of in which I use it. However if change is made to make the Library more effective for others, I would definitely welcome it with open hands.
21. I was impressed with the programming because it make my findings to be easier
22. Highly helpful.
23. It is very useful to me. Thanks!
24. She was very helpful with lots of patient. She really enjoys her job. It's great to have people like her in the library.
25. Luis was very helpful & patient. Thank you for having valuable staff

Survey Comments Continued

26. I'm a student that was not able to pay for book and the library helped me unbelievably with all my work. The staff is all very helpful with every step of help I needed.
27. Great Job. Thanks for the Help

Spring 2012

1. Very Helpful
2. Mr. Pedroza was very helpful and nice to talk to
3. Great assistant
4. Like the attention faculty members offer us students
5. Awesome!
6. Very helpful :)
7. Very good help! :)
8. Very helpful and well spoken
9. Thanks for all your help today it will help me have an awesome paper
10. I'm glad to inform that the librarian help me with all of the above!
11. It's very helpful for my assignment
12. Amazing help
13. Mrs. Yolanda was great explaining and showing me how to find articles, books etc.
14. Good Help!
15. She was very helpful. Great Librarian :)
16. Great
17. Extremely helpful
18. Thank you so much for the help :)
19. Very helpful librarian
20. Librarian was extremely helpful!
21. Thank you! You made my research assignment less stressful & overwhelming answered all my questions :)
22. So helpful! Thanks!
23. Very nice also very helpful. Answered all of my questions
24. The service was very good and satisfying
25. Staff was friendly
26. Great Help
27. Very helpful
28. They were very helpful and sweet
29. Thanks!
30. Very Helpful
31. Librarian was very helpful in finding books for my research paper
32. Great personality, patient and very helpful

Survey Comments Continued

33. Helped in a great manner
34. It became an easier task than I had anticipated
35. Like how books are organized and easy to find
36. *Great Help*
37. *Good!*
38. The librarian was very helpful and she support my search at all times.
39. Need some more DVD or Video about the famous people
40. Videos would help me much better
41. Very well explained! Much appreciated
42. Great Help!
43. Library needs more books available
44. Good Service!!
45. Great Help
46. I am very happy now and is very help for my research
47. I have been helped several times within 2 weeks. I was greeted pleasantly, professionally, and respectfully every time. Everyone who helped made me feel that what I was looking for was important...
48. Very helpful
49. The librarian was a huge help. Very satisfied. Made me feel very comfortable with website. Great experience. Thanks
50. Great & friendly librarian
51. Need more staffing!!! Staff very helpful
52. Awesome!
53. I would like to have email reminding due dates or the fine due appear in my account on the library's internet

Fall 2012

1. She was great.
2. The librarian was very helpful helping me find Academic Journals.
3. She took the time to explain it to me and really showed me she cared! I learned a lot from it.
4. Good Research
5. They provided me with a lot of help.
6. The librarian is very helpful.
7. Good information. Makes it easier to research.
8. I am always enjoying the facilities provided.
9. Librarians are courtesy and helpful to me.
10. The Eric database should be open to all.
11. Great help in finding book, was having trouble finding. Also explained well reference numbers.

Survey Comments Continued

12. It's important to have a person who can help you find a book on the shelf. I save a lot of time.
13. I come here almost all the time and the librarians always helped me out.
14. So helpful! She was great & patient!
15. Good Research.
16. The librarian was friendly and correctly addressed my inquiry.
17. Fast work. Competent & Friendly.
18. Awesome. Thank you so much for your help. God Bless! ☺
19. All the reference librarians are helpful.
20. Very friendly and helpful.
21. I'm learning.
22. The librarians here at SAC are amazing. However, we do need to expand the facility. More study rooms are needed.

Spring 2013

1. Ms. Nell Yang was very helpful helping me find my articles and books that I need. Thank you!
2. As a student here at SA, I am happy to say that staff reference desk is very helpful and attentive. They always put the students first and devote time and effort to reach each individual success. If I was to make a request, I would say that this library could use more study rooms.
3. We need to update this printer payment system. Change should be acceptable not just the cards. It's sort of inconvenient.
4. Maybe not rush the process if student ask for help. Be willing to go above and beyond to help the student.
5. Very Helpful.
6. Helpful to us.
7. Great Help :)
8. She was very helpful and very patient while explaining everything.
9. The lady was very very helpful, she got things cleared out. I am more aware of how to search for book/sources.
10. The librarian addressed the specific need and walked us over to the books on the shelves. Very helpful.
11. I am just starting to use MLA formatting. I am sure I will learn all the proper steps procedures as soon as I start doing more written reports (Thanks staff for all your help).
12. Very helpful :)
13. Anne is extremely helpful & very nice. She is really patient! Makes for an awesome experience
14. Nell Yang (I think that was her name) was fully helpful and extremely sweet. I had a positive experience with her & glad someone like her was here to help me today. She took a lot of anxiety away from me on using library resources.
15. Very helpful.

SURVEY COMMENTS (CONTINUED)

16. Very Helpful.
17. The source to find articles is very helpful. Thank you for offering it for students.
18. References were very helpful in finding a book of difficult subject. Thanks
19. Nell Yang was very helpful in helping me find my books & periodical articles for my research paper. This library has mostly everything we need to find what you are looking for
20. Very good stuff on shelf.
21. Very helpful saved me time when I was in a hurry and escorted me to the section for my book - Thanks!!!
22. Reference librarian very helpful assisting me to use this library.
23. Maybe not rush the process when student ask for help. Be more patient and willing to go above and beyond to help.
24. Very nice Librarians.
25. Nell was very helpful!
26. Never really done an "E Book" but they are really helpful. Although we think we know it we don't and they help a lot.
27. Helpful!! Learned how to find books using the code number.
28. I was helped and had good customer service.
29. The librarian was very helpful, she walked me to the shelve and got my book.
30. The librarians was really helpful when finding books and explain how to use the database. Thank you :)
31. Great help! :)
32. Great Service very helpful
33. Great Job!
34. Great help!
35. Thanks to all that work in the library your service is greatly appreciated.
36. Very Helpful.
37. Helpful.
38. I'm visually impaired and having someone help me find the book is extremely important.
39. Helped a lot in narrowing down my search thanks!
40. I'm thankful for the help, provided.
41. The SAC library is a very well organized and helpful place; for student like myself.