

2009 Library Assessment Survey Rio Rancho & External Programs

Participants, Course Locations & Service Options

171 library users completed the optional survey that was posted online in Self-Service Banner for two weeks during April and May of 2009. 169 of the respondents were students, 1 was faculty, 1 other.

Locations of courses attended:

Rio Rancho – 75

SJC Center – 12

Santa Fe/Espanola Center – 5

Raton – 3

Roswell – 2

Other Sites named: 11 at Albuquerque, 17 at Las Vegas, 9 at NMHU, 2 as Internet/Online, 1 at Clovis and 1 at Los Alamos

Awareness of library services, as selected by participants:

Electronic Resources – 106

Rio Rancho Librarian – 73

Interlibrary Loan and Document Delivery – 68

Electronic Reserves – 67

Classroom Instruction – 57

Library Passports – 41

Toll-Free Number to main library for information – 27

Libraries used most frequently for assignments:

NMHU – 90

Local Public – 21

The Albuquerque/Rio Rancho Public Libraries were the most frequently cited public libraries. The Los Alamos Public Library and the Council Development Disability Library in Albuquerque were also listed.

Other Academic – 9

UNM was the most frequently cited academic library. CNM, San Juan College, University of Phoenix, and ENMU were also cited.

Other – 6

Ratings & Comments on Library Services, Collections and Technology

Services

How would you rate the Reference and Research service that you receive from the Librarian at the Rio Rancho Library?

63 Don't Know 0 Poor 7 Fair 33 Good 22 Excellent

How would you rate the Library Instruction that you receive from the Librarian at the Rio Rancho Library?

61 Don't Know 0 Poor 5 Fair 33 Good 25 Excellent

How would you rate the Interlibrary Loan service that you receive from the Librarian at the Rio Rancho Library?

87 Don't Know 1 Poor 3 Fair 19 Good 8 Excellent

Overall, how would you rate the service that you receive from the Librarian at the Rio Rancho Library?

50 Don't Know 1 Poor 7 Fair 27 Good 34 Excellent

The comments were positive stating that services were helpful, friendly, professional, efficient and thorough. Two participants mentioned an appreciation for class instruction. One comment stated that the librarian was rarely available for instruction at the library; perhaps an indication of using the library when the librarian was not scheduled to work.

Collections

How would you rate Rio Rancho Library's physical collection of books and periodicals?

62 Don't Know 11 Poor 18 Fair 28 Good 3 Excellent

How would you rate the library's online collection of databases and electronic journals?

39 Don't Know 1 Poor 12 Fair 42 Good 26 Excellent

How would you rate the library's electronic book collection?

59 Don't Know 0 Poor 9 Fair 35 Good 14 Excellent

The physical collection was commented on as small, minimal, good for its limited size. There was a request for more Special Education books. The online collection of databases and electronic journals is rated highly. One participant requested more online business sources.

Technology

How would you rate access to the Internet from the Rio Rancho Library computers or from a Personal Computer?

36 Don't Know 2 Poor 13 Fair 43 Good 25 Excellent

How would you rate Donnelly Library's Web Site?

42 Don't Know 2 Poor 12 Fair 41 Good 21 Excellent

How would you rate Rio Rancho Library's Web Site?

59 Don't Know 2 Poor 12 Fair 26 Good 16 Excellent

Overall, technology at the library is rated as good. Only a few participants commented. One asked why the web page links are not in alphabetical order.

Frequency of Use and Satisfaction

When participants were asked how many times a month they used the services of the NMHU Rio Rancho Library, responses varied. Some reported using the online resources once a day while others reported never using any of the services. *On average*, participants reported using the services of the NMHU Rio Rancho Library at least twice a week.

What services are you most satisfied with?

59 responses were received.

The online electronic resources, the librarian, and the computers were repeatedly mentioned as the most satisfactory services. Printing, Electronic Reserves, Social Work Reference Books, electronic journals and periodicals, Interlibrary Loan, the Library Passport, and the ProQuest and Wilson databases were also named as some of the most satisfactory services. A few responders were most satisfied with "everything", "all of them", "all services".

What services are you least satisfied with?

53 responses were received.

Participants were least satisfied with the amount of books and the number of computers available in the library. The lack of periodicals, some slow computers, and the web page structure were mentioned as least satisfactory. Also mentioned was the lack of a library at the Albuquerque location. Suggestions were made for a broader selection of books, and for more Special Education books.

How would you rate overall services?

67 responded with the following ratings: 15 Excellent, 6 Very good, 29 Good, 6 Fair, one Poor.

Additional Comments:

"KEEP UP THE GOOD WORK!"

"There is a campus in Albuquerque that would benefit from the same support services as Rio Rancho and Las Vegas."

"I like the NMHU Rio Rancho library. It is a nice, quiet place with excellent online resources."