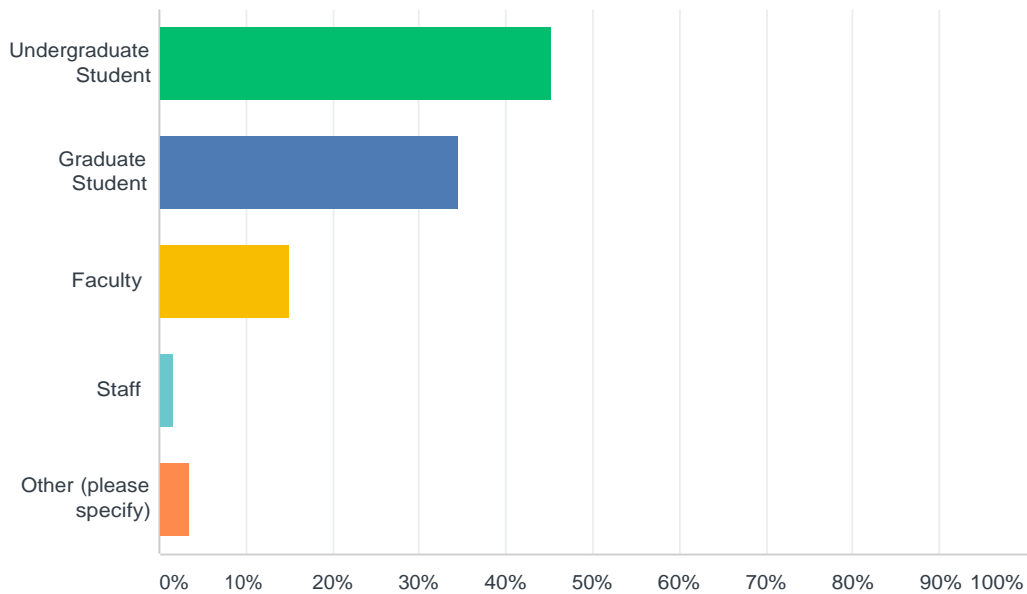


Centers, Distance Ed and Online Library Assessment Survey Results October 2017

Q1 What is your status?

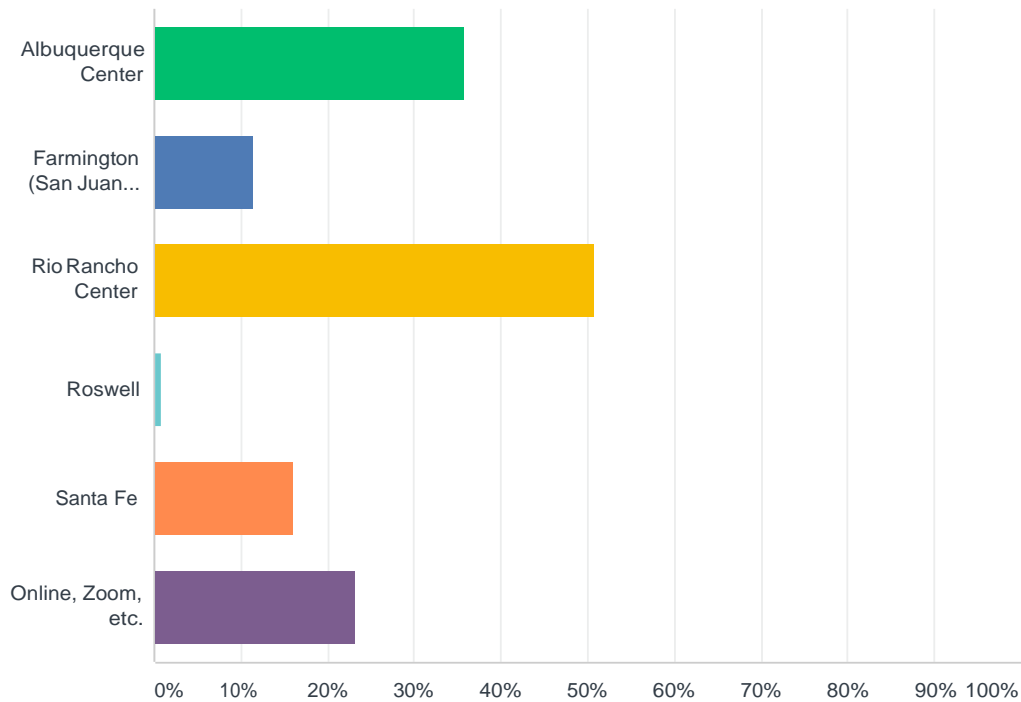
Answered: 113 Skipped: 0



ANSWER CHOICES	RESPONSES	
Undergraduate Student	45.13%	51
Graduate Student	34.51%	39
Faculty	15.04%	17
Staff	1.77%	2
Other (please specify)	3.54%	4
TOTAL		113

Q2 Where do you take or teach NMHU classes? (Please select all that apply)

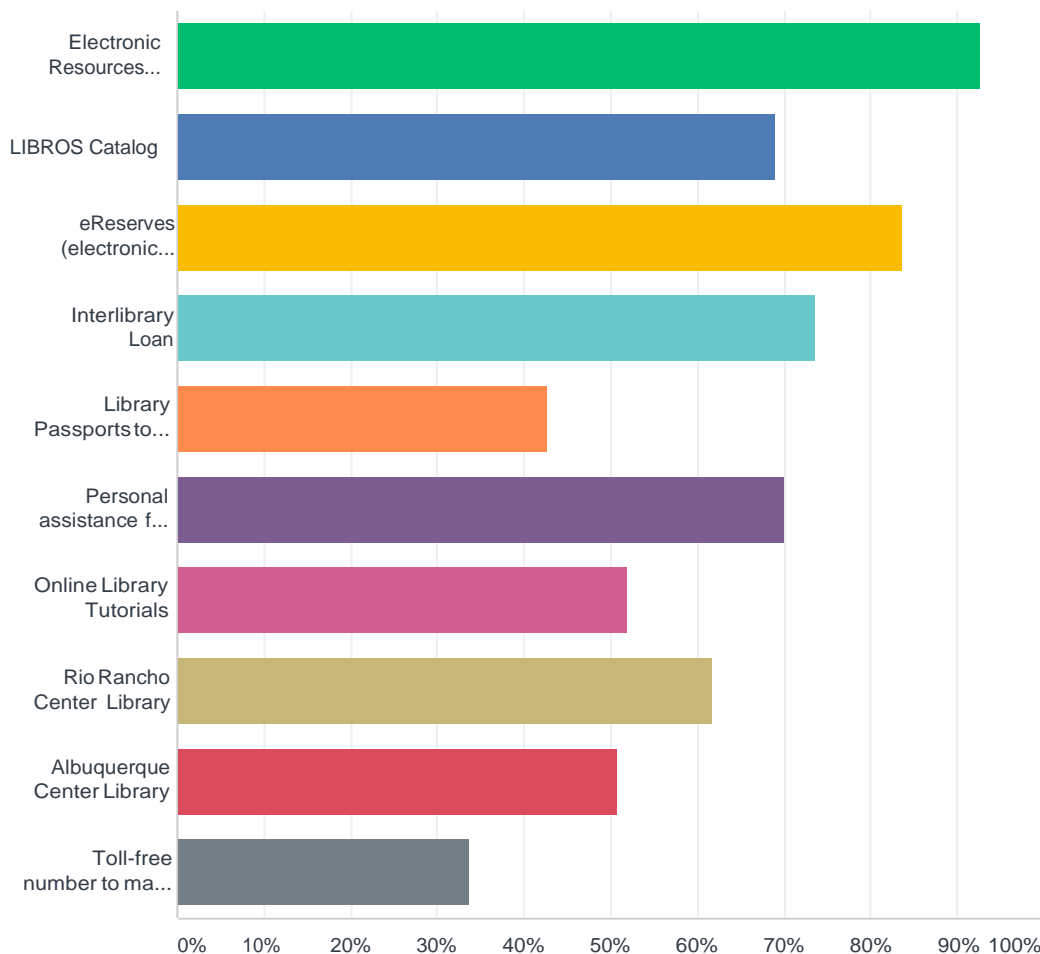
Answered: 112 Skipped: 1



ANSWER CHOICES	RESPONSES	
Albuquerque Center	35.71%	40
Farmington (San Juan College)	11.61%	13
Rio Rancho Center	50.89%	57
Roswell	0.89%	1
Santa Fe	16.07%	18
Online, Zoom, etc.	23.21%	26
Total Respondents: 112		

Q3 Are you aware of the following library services and materials? (Select all that apply)

Answered: 110 Skipped: 3



ANSWER CHOICES	RESPONSES	
Electronic Resources (eBooks, eJournals, Databases)	92.73%	102
LIBROS Catalog	69.09%	76
eReserves (electronic reserves)	83.64%	92
Interlibrary Loan	73.64%	81
Library Passports to other Academic Libraries	42.73%	47
Personal assistance from library staff (in-person, online, etc.)	70.00%	77
Online Library Tutorials	51.82%	57
Rio Rancho Center Library	61.82%	68
Albuquerque Center Library	50.91%	56
Toll-free number to main campus library for information	33.64%	37

Our co-curricular learning objective 2 was that 70% of respondents were aware of half of the academic library resources and services.

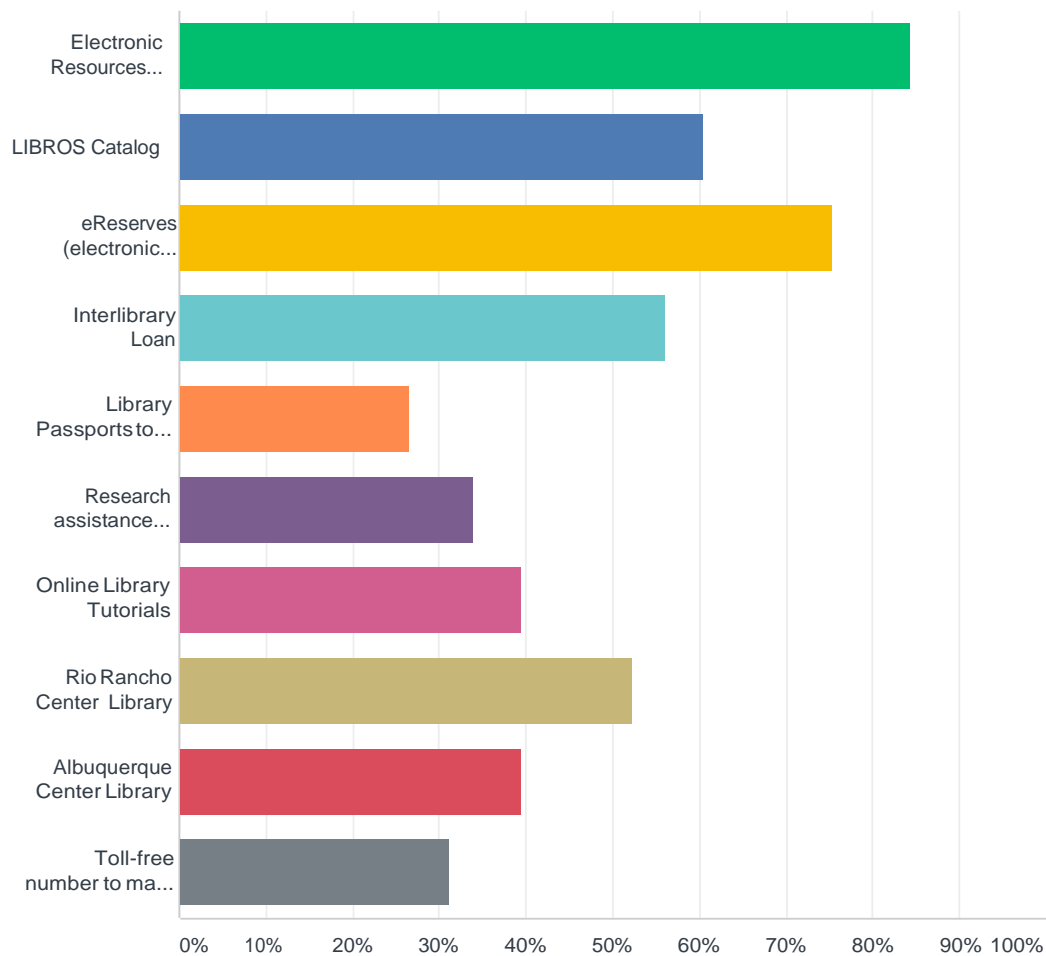
Unfortunately, 70% only knew about 4 out of our 9 resources and services, although knowledge of the LIBROS Catalog was almost at 70%.

In comparison to last year's responses,

- Knowledge of eResources was about the same.
- Knowledge of the LIBROS catalog fell from 80% to 69%
- Knowledge of eReserves fell from 90% to 84%
- Knowledge of Interlibrary Loan saw a slight increase to 74%
- Knowledge of Library Passports saw an increase from 36% to 43%
- This year we re-wrote the Research Assistance question to better define that we mean personal assistance from staff. That went up from 41% to 70%
- Knowledge of online tutorials saw an increase from 37% to 52%. We feel this happened because we put the link to our tutorials page more prominently on the homepage.
- Knowledge of the Rio Rancho library increased from 41% to 62%
- Knowledge of the Albuquerque library decreased from 59% to 51%
- Knowledge of the toll-free number increased slightly from 29% to 34%

Q4 Which of the following library services and materials do you know how to access? (Select all that apply)

Answered: 109 Skipped: 4



ANSWER CHOICES	RESPONSES	
Electronic Resources (eBooks, eJournals, Databases)	84.40%	92
LIBROS Catalog	60.55%	66
eReserves (electronic reserves)	75.23%	82
Interlibrary Loan	55.96%	61
Library Passports to other Academic Libraries	26.61%	29
Research assistance service	33.94%	37
Online Library Tutorials	39.45%	43
Rio Rancho Center Library	52.29%	57
Albuquerque Center Library	39.45%	43
Toll-free number to main campus library for information	31.19%	34

Total Respondents: 109

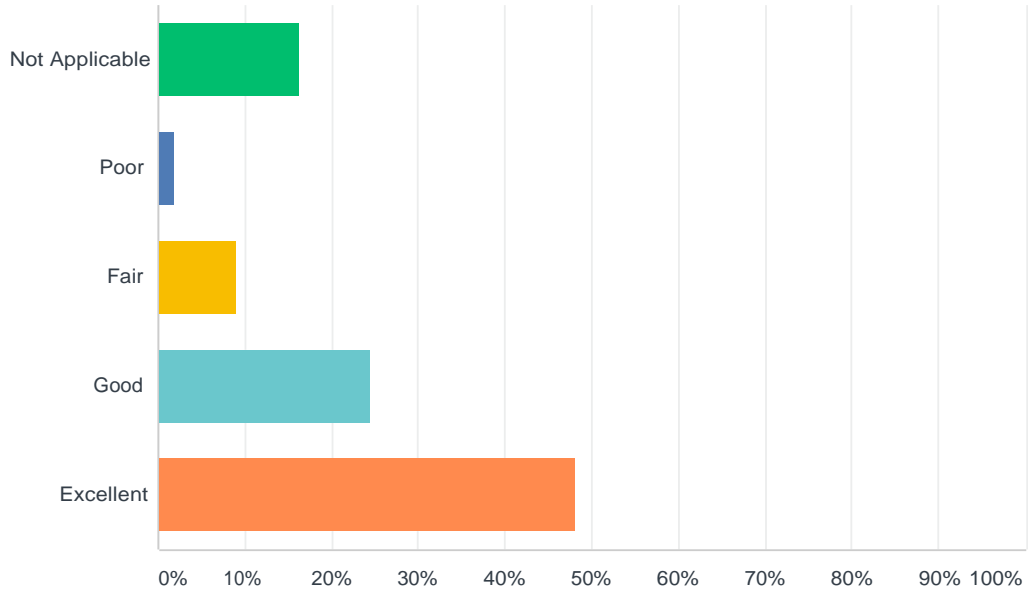
Our co-curricular learning objective 3 was that 70% of respondents knew how to access half of the academic library resources and services.

Unfortunately, 70% of respondents only knew how to access two of our resources and services, our eResources, and eReserves.

As we did not ask this question last year, we do not have comparison data.

Q5 How would you rate the service that you receive from Library staff?

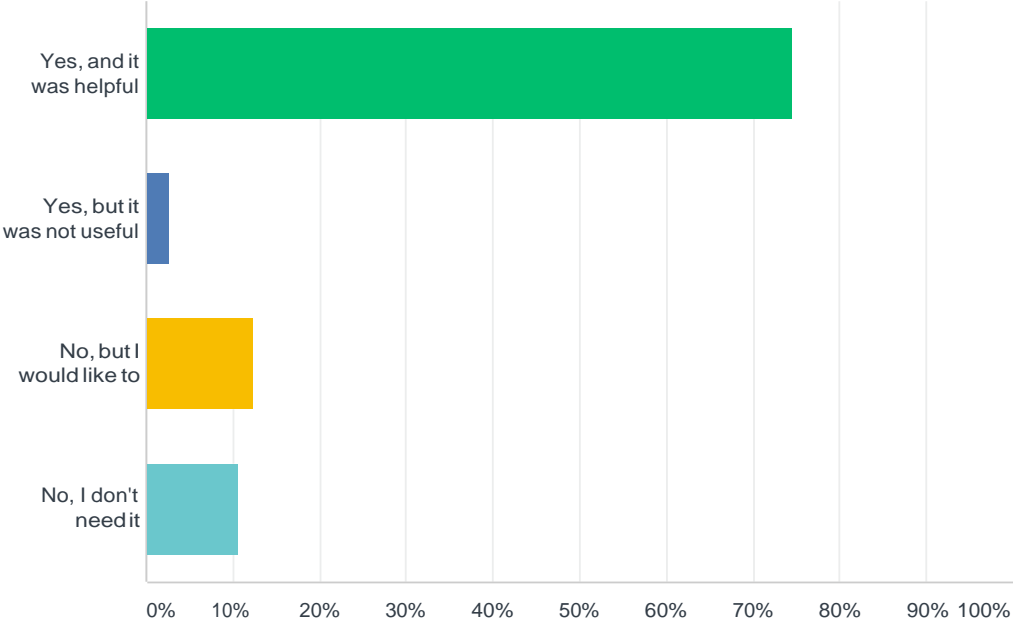
Answered: 110 Skipped: 3



ANSWER CHOICES	RESPONSES	
Not Applicable	16.36%	18
Poor	1.82%	2
Fair	9.09%	10
Good	24.55%	27
Excellent	48.18%	53
TOTAL		110

Q6 Have you ever received instruction on how to use library resources?

Answered: 113 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes, and it was helpful	74.34% 84
Yes, but it was not useful	2.65% 3
No, but I would like to	12.39% 14
No, I don't need it	10.62% 12
TOTAL	113

Q7 If you are interested in an instructional session, what is the best way and time for the library to hold the session?

Answered: 50 Skipped: 63

Answer summary

By far, the best time seems to be during the noon hour, with 11 respondents

ZOOM – most people would like to have instruction via ZOOM, with the recording made available

More students would like to have instruction during class time

Morning and evening each had 4 votes

Monday, Tuesday, Friday and Saturday each had 2 votes

Other specific comments:

At the start of the semester have all teachers announce date-time, or have an e-mail blast to students at the specific campus. Identify what things will be shown, and do it in a room with enough computers so that those showing up can access the information as they are being taught.

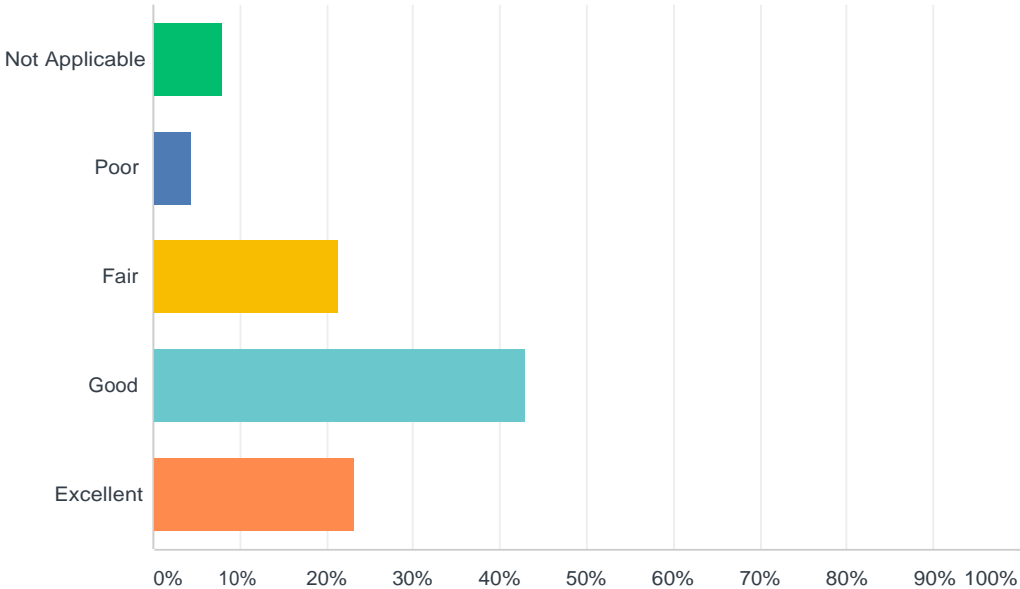
I would propose having them in the classroom like I had mine it was right where I was at and if I needed to get more help I would call or ask if they have any other time they hold that information else where.

We had a session in class via zoom about the library (helpful and good during class time)

I do not know, there is a lot going with me as a student and trying to find a time is hard to do.

Q8 How would you rate the NMHU library's collection of databases, eBooks, and eJournals?

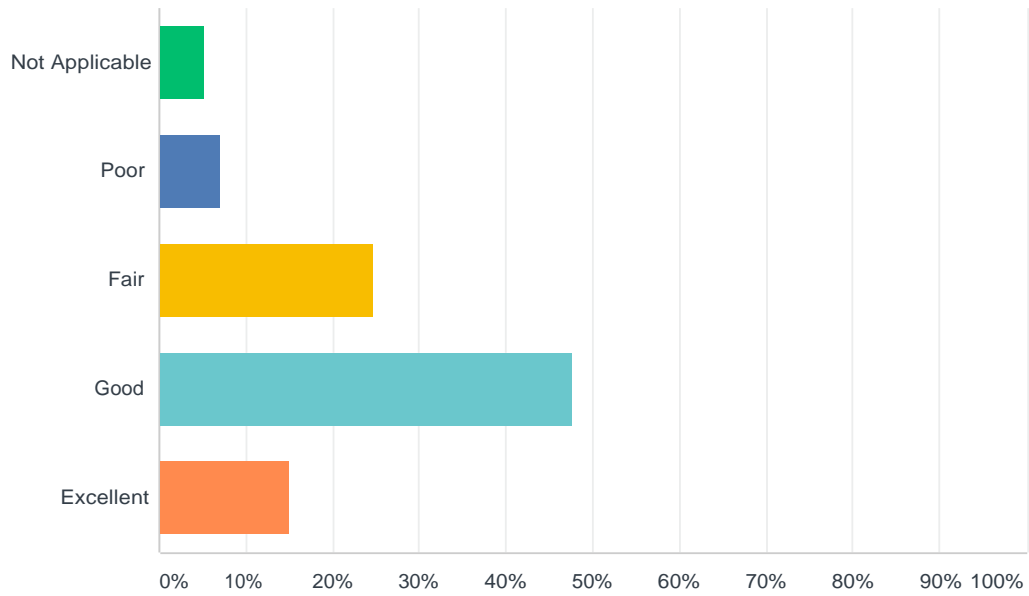
Answered: 112 Skipped: 1



ANSWER CHOICES	RESPONSES	
Not Applicable	8.04%	9
Poor	4.46%	5
Fair	21.43%	24
Good	42.86%	48
Excellent	23.21%	26
TOTAL		112

Q9 How would you rate the NMHU Library's web site?

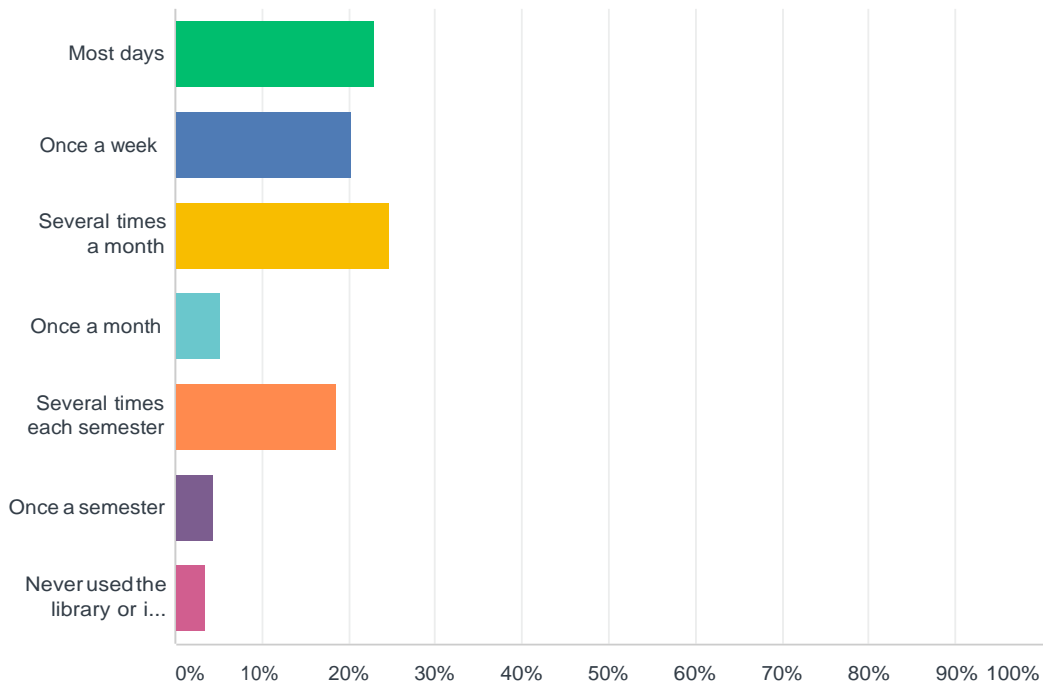
Answered: 113 Skipped: 0



ANSWER CHOICES	RESPONSES	
Not Applicable	5.31%	6
Poor	7.08%	8
Fair	24.78%	28
Good	47.79%	54
Excellent	15.04%	17
TOTAL		113

Q10 Approximately how often do you use the services of the NMHU Libraries? (In-person, website, online, phone, etc)

Answered: 113 Skipped: 0



ANSWER CHOICES	RESPONSES	
Most days	23.01%	26
Once a week	20.35%	23
Several times a month	24.78%	28
Once a month	5.31%	6
Several times each semester	18.58%	21
Once a semester	4.42%	5
Never used the library or its resources	3.54%	4
TOTAL		113

Q11 Please use the comment box below to let us know what we are doing well and how we can improve our services and collections to better meet your needs.

Answered: 57 Skipped: 56

Albuquerque

- called the ABQ campus and spoke with Helen and it was delivered to the ABQ center. It would be nice to have some email notifications regarding when a book has arrived at a Center or if the book will be mailed direct to student. The book sat there for over a week.
- I really appreciate the support and assistance of Helen Robertson, the librarian and ABQ campus. Helen is extremely knowledgeable, supportive and efficient. Helen's workshops during class meetings on the library are informative and helpful.
- Helen is a valuable resource here at ABQ and in Rio Rancho. It is helpful for me to be able to refer students to her for assistance with accessing interlibrary loans and formatting their papers in APA format.
- Our library always has what I need for reading resources. I used the interlibrary loan once but I needed the books sooner. The librarian (helen) is always eager to help.
- Helen is an incredible resource and she is beyond helpful and efficient.
- Helen Robertson is an amazing librarian with much knowledge. Her A PA presentation is terrific!
- Helen is amazing and helps us when ever we need it
- Helen is great and very appreciated!
- Helen Robertson is an excellent Librarian. She is very helpful.

Rio Rancho

- Helen has been so helpful to me several times at the Rio Rancho campus. She is wonderful!
- The library staff in Rio Rancho and Las Vegas have always been extremely helpful and pleasant when assisting me. I'm very appreciative for all their guidance!
- Just hoping that Rio Rancho can get increased librarian hours...but when we do have a librarian present its a great service.
- I see Helen at the RR campus. She is a tremendous help to me and my classmates. From giving us APA workshops to showing us how to navigate the system, to personally checking our papers, she does it all. Please keep her here, she really does an amazing job!
- The fact that Rio Rancho has a library is a beneficial and needed. Please do not take these services away. To have a person to ask questions on how the website works, how computers work, etc. is extremely helpful. A good place to be able to print off what is needed for class. The instructors ask us to print a great deal and it is difficult to do it at home! Rio Rancho does need to have one more printer-since it is utilized heavily. Computers that are working properly 99% of the time is good also. And maybe a couple more computers, I know that you can go to the library and there are open computers but at other times you can't use any because they are all taken, so you need a couple more computers and this should let you know that the library is used in Rio Rancho.
- Do not close the Rio Rancho campus library, we need it! It is nice to have a quiet place to go and study, use computers and get help! Rio Rancho needs services too!! Please exercise patience and give Rio Rancho students opportunities for services! We need the library!
- There shouldn't be a paper limit in Rio Rancho. We need a better printer in Rio Rancho it over heats and gets backed up on jobs all of the time. We need a librarian in Rio Rancho
- Replacing our amazing Rio Rancho librarian would be nice.
- Our Rio Rancho library is amazing! Helen the librarian is a huge help!
- Helen is excellent! I have also received help from a young lady (sorry forgot her name) at Rio Rancho she was very helpful. It would be nice if Rio Rancho could get more computers and another printer. The library facilities are used quite often.
- Keep the Rio rancho library open!
- Please keep the library services open in Rio Rancho! Helen is amazing and we need her here!!

- Transportation of books to the centers would be appreciated. Since Kim left, we have no one helping in RR. She was extremely helpful to my research.

Resources & Technology

- Don't like the library web page. Not very user friendly.
- Because I went to the university of Phoenix, I still use there website to access the library, use write-point and plagiarism checker I have never used the nmhu library
- I think The library staff are all great. The website is pretty easy to access.
- If there is any possibility for us to have access to more types of journals, that would help tremendously with research.
- Since I am in Santa Fe, I am really grateful to have access to online journals, but I've been very disappointed this semester to not have access to journals through ProQuest. Not having ProQuest cuts resources at least in half for articles related to counseling. I hope that gets resolved. I'd also love to have an email update from the library when new sources are being tried out, even if it is for different areas of interest. I was able to check out ancestry.com (something like that) while the library had a one month trial and I ended up using it later for my family counseling class. Thank you!
- Remote access to material, which is listed as available via the library search engine, is not reliable. Additionally, accessing information via the method of databases by subject, is not reliable. As an example, if one were to select data base by subject then Social work then Pro Quest, one would find that Pro Quest is not available. I work around the availability issues, but it can be disheartening when one is in the throes of research. However, I greatly appreciate the availability of many resources. I do appreciate the remote access to library materials for research
- A list of resources should be given at orientations, class sessions, and other. I've only learned about some of the services upon asking in hopes of getting help.
- Add a subscription of Psychotherapy Networker
- We need more research databases, especially big ones like ProQuest. But I love the turn around on the interlibrary loan, it's quick and it's helpful

Services/Other

- It would be useful to have someone at the centers to help but unfortunately we don't have that especially for students who aren't that tech savvy.
- I love that I can get help from the people in the library with technical issues, APA, research etc.
- All is good. Thank you
- There have been several times when there has been no paper in the library printer, but this issue has likely changed since a librarian has become present.
- The staff was rude and I really did not appreciate the way they were so unhelpful.
- The services provided by the library are vital to the Students and faculty. The University will not be the same without it.
- Instructional session via ZOOM would be helpful. I viewed a tutorial video as part of a class but the quality was poor and I was unable to select items as was being discussed/demonstrated. APA zoom session was VERY helpful! Website and research session was VERY helpful! However, neither of these was very well attended at center due to time of day offered and late advertisement of session availability. It would be beneficial to have a session each semester, advertised well in advance and held early evening so that working students can attend/participate.
- They are fast to respond yo a request
- Everything is great so far, thank you!
- I enjoyed that we were in class and it was just like 15 to 20 minutes. I did not have to make extra time to attend a meeting to learn this or learn by trial and error.
- A course on using reference sites would be helpful. Have examples of assignments to provide real-time application.
- Library is very helpful and useful, however it would be nice to print articles at the college for a reasonable price with the printers at SJC.
- please staff library
- Because we pay the same amount of tuition as main campus we should have a same level library service. We do not.

- You are doing a great job
- Needed: Instruction on how to use all database search options and e-reserves.
- Have been very helpful every time I, or one of my students, have called. Keep up the good work and service!
- instructions about electronic reserve and how faculty can do that
- Although I do not use the services in my role, I do know how important these services are to our students. I hope that we are able to continue offering the services to our students and that our staff providing these services are supported and funded.
- We need access to a librarian during week days from 8 to 5 and also during the late hours from 4 to 10;
- Our librarian is kind and helpful.
- APA writing classes are very helpful!
- It would be beneficial to have a more permanent librarian at each campus so that students have flexibility to reach in-person staff. This is important for our non-traditional students
- Have library staff or GAs visit classrooms to project brief demonstrations during classtime to refresh students on the value and navigation of LIBROS, library passports, and online tutorials
- All sites need a library and access to NMHU's online library at these sites. Santa Fe for example needs access and more computers/printers or better yet a library!