William H. Hannon Library / Loyola Marymount University  
Facilities Staff Library & Technology Skills Survey Summary

- Survey was open for 3 weeks in Spring 2011
- Survey was distributed both online and in-print (to accommodate varying levels of technology skills)
- 130 facilities staff were invited to take the survey
  - 36 individual English language respondents (17 online, 19 paper)
  - 20 individual Spanish language respondents (20 paper)
  - 43% total response rate
- Unsurprisingly, the respondents who took the survey online indicated a higher level of comfort with technology than those who responded to the print survey. The results below represent responses from the 39 respondents (30% of Facilities Staff at LMU) who completed the paper survey.

**Have you ever taken a technology or library skills workshop during your time here at LMU?**

- Yes, 5
- No, 34

**If no, why not?**
*(Note: responses to a similar question about library use were similar. The majority of respondents were unaware that the library was available to them as a resource.)*

- did not have the time, 6
- did not know they were offered, 25
- other, 3

**How comfortable are you with the following tasks?**

<table>
<thead>
<tr>
<th>Comfort Level</th>
<th># Saving and organizing your files on a computer</th>
<th># Using a Mouse</th>
<th># Typing on a keyboard</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Comfortable</td>
<td>11</td>
<td>10</td>
<td>10</td>
</tr>
<tr>
<td>Somewhat Comfortable</td>
<td>1</td>
<td>11</td>
<td>10</td>
</tr>
<tr>
<td>Neither Comfortable nor Uncomfortable</td>
<td>1</td>
<td>7</td>
<td>7</td>
</tr>
<tr>
<td>Somewhat Uncomfortable</td>
<td>7</td>
<td>1</td>
<td>10</td>
</tr>
<tr>
<td>Very Uncomfortable</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>
How comfortable are you using email to do the following?

- # Attaching a file (photograph, word document, etc.)
- #Forwarding a message
- # Responding to a message
- # Sending a message

Have you ever used Microsoft Word?

- Yes, 16
- No, 21

If yes, how comfortable are you with the following?

- # Use advanced functions in Word (ex: creating tables, adding footnotes, inserting pictures, etc.)
- # Print a document
- # Make changes to an existing document
- # Save a document
If hands-on technology or library skills training classes were offered at LMU, would you be interested in attending if you could get paid time to do so?

- Yes, 36
- No, 1

If hands-on technology or library skills training classes were offered at LMU, would you be interested in attending if you had to do so on your own time?

- Yes, 28
- No, 8

What types of workshops would you be most interested in attending? (Select up to 3.)

- Computer basics: 35
- The internet: 30
- Other: 20
- Microsoft Word: 15
- Microsoft PowerPoint: 10
- Microsoft Excel: 5
- Digital photos & movies: 3
- Email skills: 2
- Privacy on the internet: 1
- MyLMU: 1
- Creating websites or blogs: 1
- eTime: 1
- Other: 1

I am interested in attending workshops offered in (check all that apply):

- English: 17
- Spanish: 14
- Either: 7