



# **JAMES & ABIGAIL CAMPBELL LIBRARY**

**2017-2018 Library Services Survey**

**Summary Data Report**

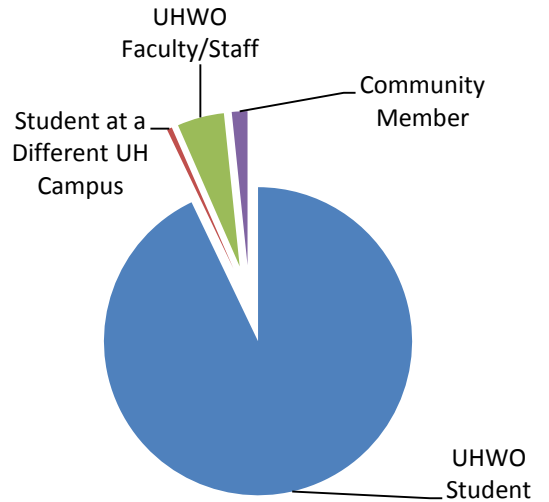


UNIVERSITY of HAWAI'I  
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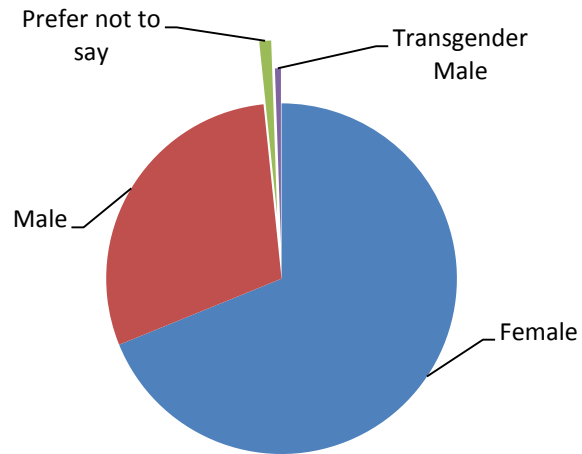
Total of 183 responses collected.

**Demographics**

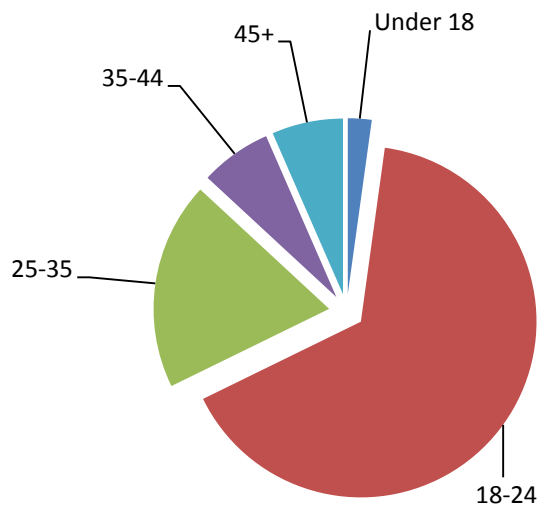
<b>I AM A:</b>			
<b>UHWO Student</b>	<b>170</b>	<b>92.9%</b>	<span style="color: blue;">●</span>
Student at a Different UH Campus	1	0.5%	<span style="color: red;">●</span>
<b>UHWO Faculty/Staff Member</b>	<b>9</b>	<b>4.9%</b>	<span style="color: green;">●</span>
Community Member	3	1.6%	<span style="color: purple;">●</span>



<b>GENDER:</b>			
Female	126	68.8%	<span style="color: blue;">●</span>
Male	54	29.5%	<span style="color: red;">●</span>
Prefer not to say	2	1.1%	<span style="color: green;">●</span>
Transgender Male	1	0.5%	<span style="color: purple;">●</span>



<b>AGE:</b>			
Under 18	4	2.2%	<span style="color: blue;">●</span>
18-24	120	65.6%	<span style="color: red;">●</span>
25-34	35	19.1%	<span style="color: green;">●</span>
35-44	12	6.5%	<span style="color: purple;">●</span>
45+	12	6.5%	<span style="color: cyan;">●</span>

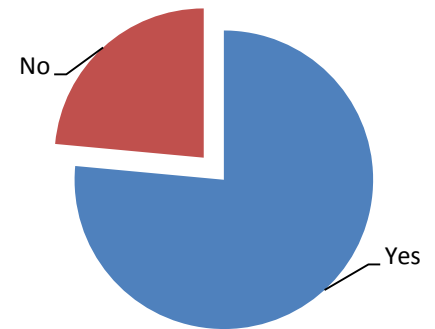


## UHWO Student Responses

170 responses

Are you taking or have you taken any online classes at UHWO?

Yes	130	76.5%	●
No	40	23.5%	●



How can the Library better serve distance education students?

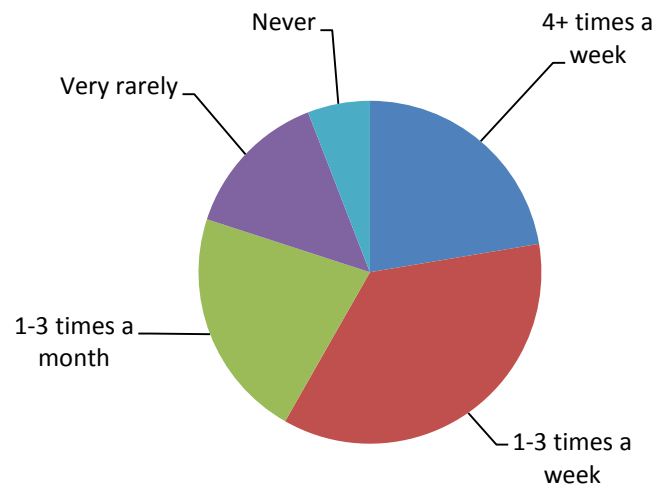
*Selected, illustrative responses:*

- One suggestion is to create a map of where all the computers are in the library. Then mark which computers have certain programs (Ex: Photoshop, Office 2017, Office 2016, etc). This would make it easier so that I know which computer has that program, instead of looking at the small placard holder on each table.
- Maybe providing video tutorials on how to use certain tools on your website.
- Offer both online and hard copy textbooks.
- Open 24 hours, 7 days a week.

## The Library's Physical Space

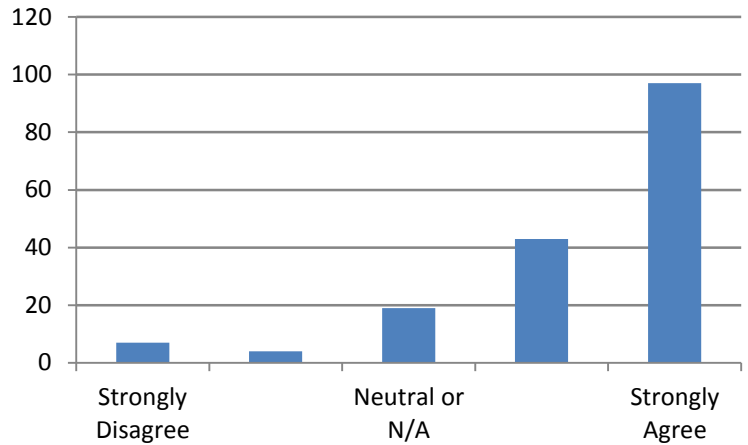
I visit the Library:

4+ times a week	38	22.3%	●
1-3 times a week	61	35.9%	●
1-3 times a month	37	21.8%	●
Very rarely	24	14.1%	●
Never	10	5.9%	●



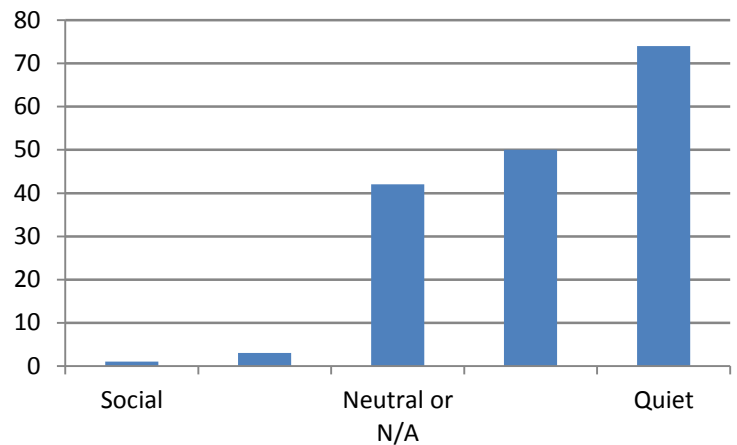
**I am generally satisfied with the Library's hours.**

Strongly Disagree	7	4.1%
Somewhat Disagree	4	2.3%
Neutral or N/A	19	11.2%
Somewhat Agree	43	25.3%
Strongly Agree	97	57.1%



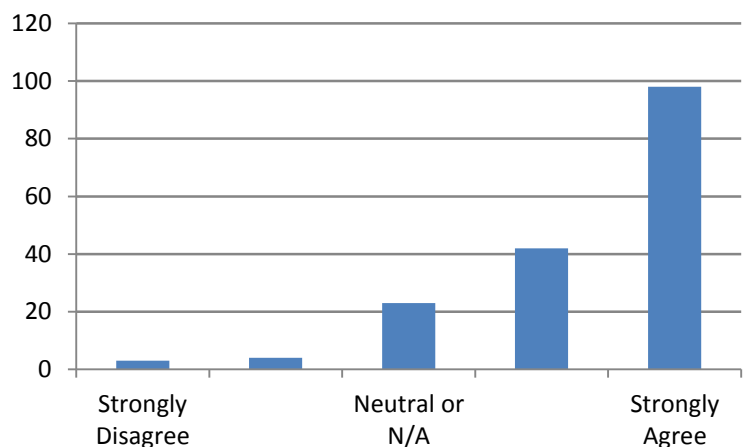
**When studying, I prefer a:**

Social Environment	1	0.5%
More Social than Quiet	3	1.8%
Neutral or N/A	42	24.7%
More Quiet than Social	50	29.4%
Quiet Environment	74	43.5%



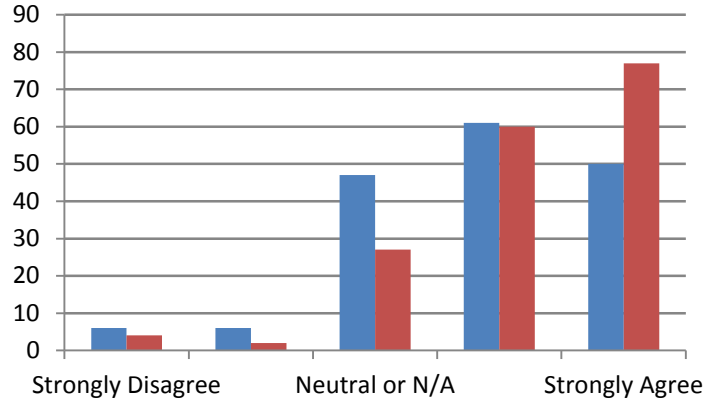
**The Library has a sufficient amount of quiet study space.**

Strongly Disagree	3	1.8%
Somewhat Disagree	4	2.3%
Neutral or N/A	23	13.5%
Somewhat Agree	42	24.7%
Strongly Agree	98	57.6%



**The Library’s environment (space, noise) is conducive to my learning.**

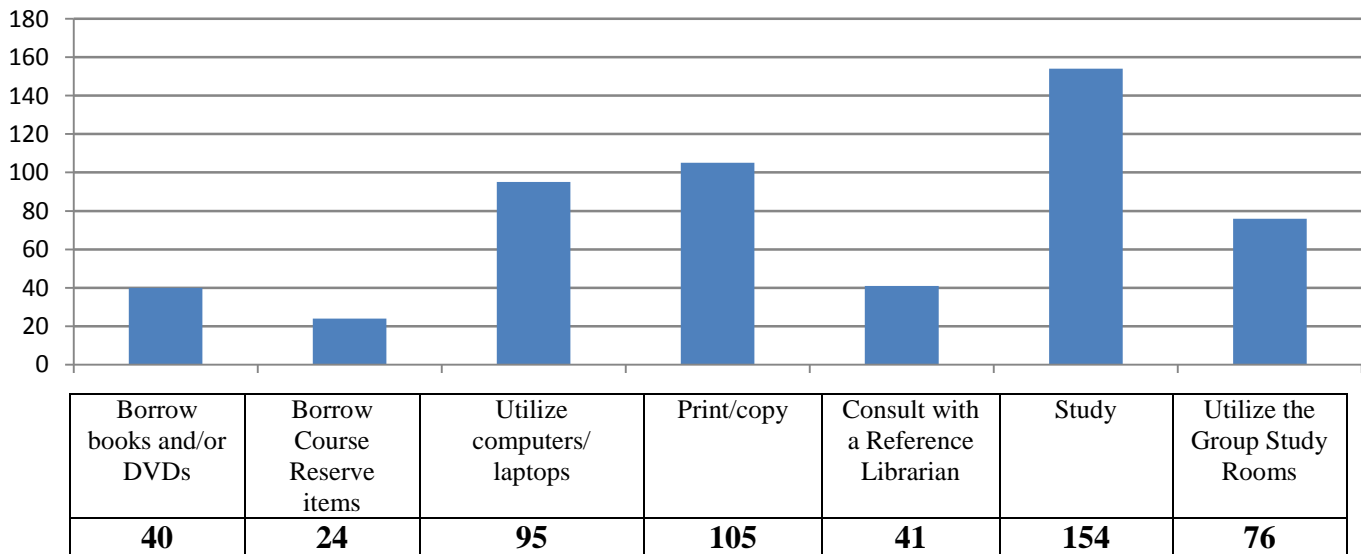
	First Floor ●	Second Floor ●
Strongly Disagree	<b>6</b> 3.5%	<b>4</b> 2.3%
Somewhat Disagree	<b>6</b> 3.5%	<b>2</b> 1.2%
Neutral or N/A	<b>47</b> 27.6%	<b>27</b> 15.9%
Somewhat Agree	<b>61</b> 35.9%	<b>60</b> 35.3%
Strongly Agree	<b>50</b> 29.4%	<b>77</b> 45.3%



**Utilizing the Library’s Services & Resources**

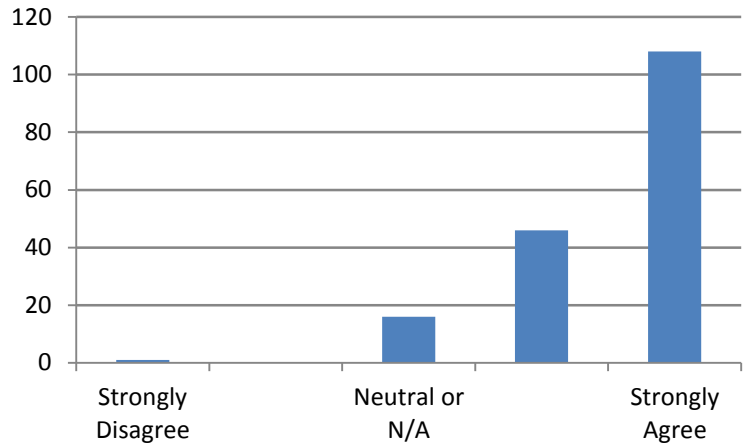
**At the Library, I:**

*(select any applicable options)*



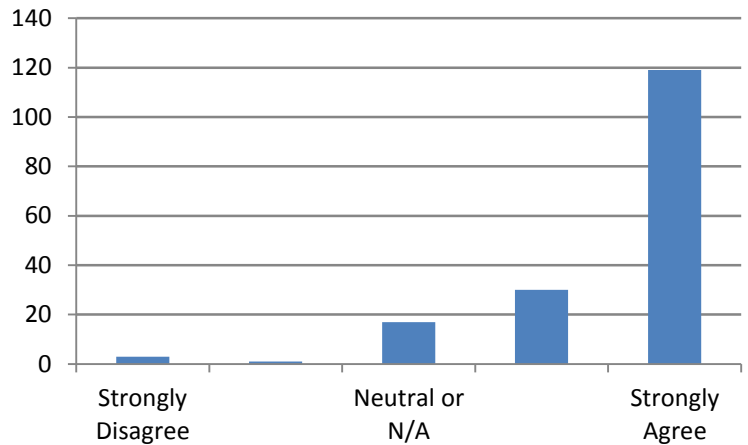
**The technology available at the Library meets my needs.**

Strongly Disagree	1	0.5%
Somewhat Disagree	0	0%
Neutral or N/A	16	9.4%
Somewhat Agree	45	26.5%
Strongly Agree	108	63.5%



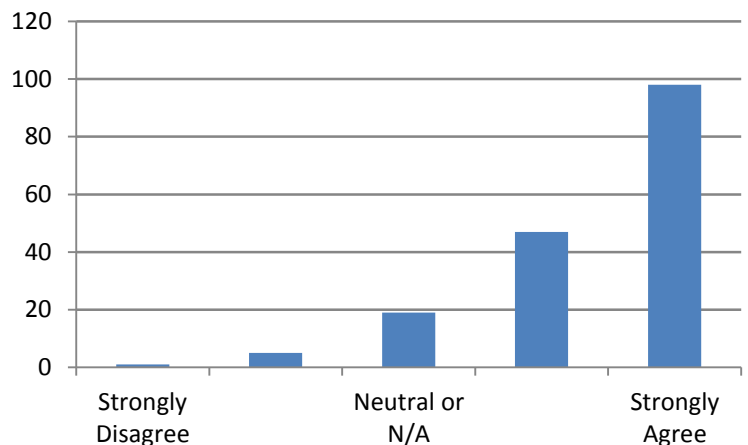
**A Library computer or laptop is available for me to use when I need one.**

Strongly Disagree	3	1.8%
Somewhat Disagree	1	0.6%
Neutral or N/A	17	10.0%
Somewhat Agree	29	17.0%
Strongly Agree	120	70.6%



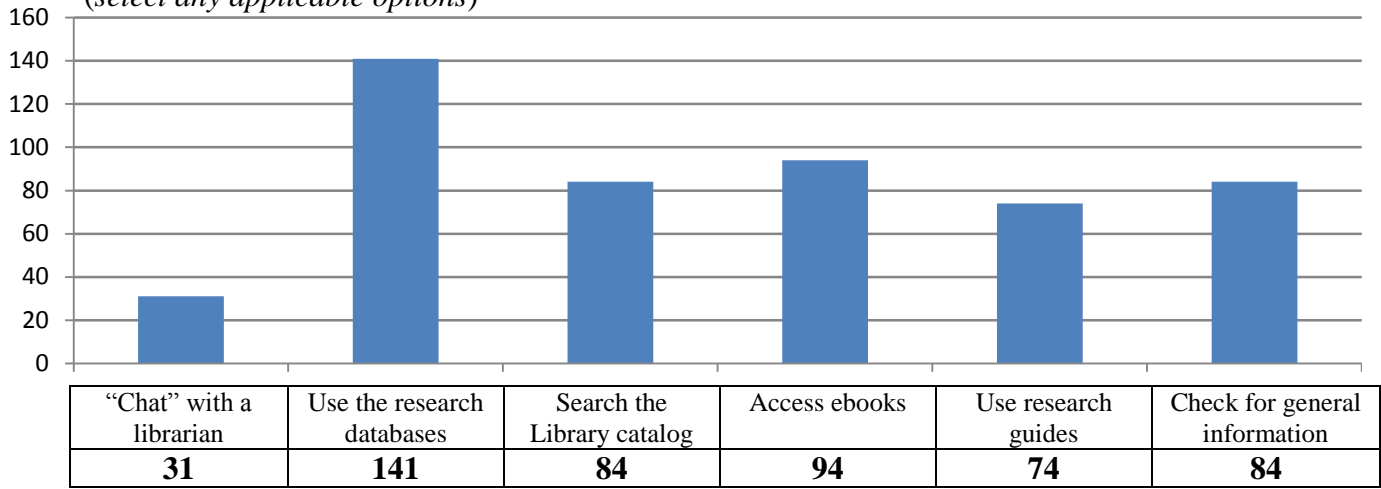
**The technology available at the Library contributes to my success at UHWO.**

Strongly Disagree	1	0.6%
Somewhat Disagree	5	2.9%
Neutral or N/A	19	11.2%
Somewhat Agree	47	27.6%
Strongly Agree	98	57.6%



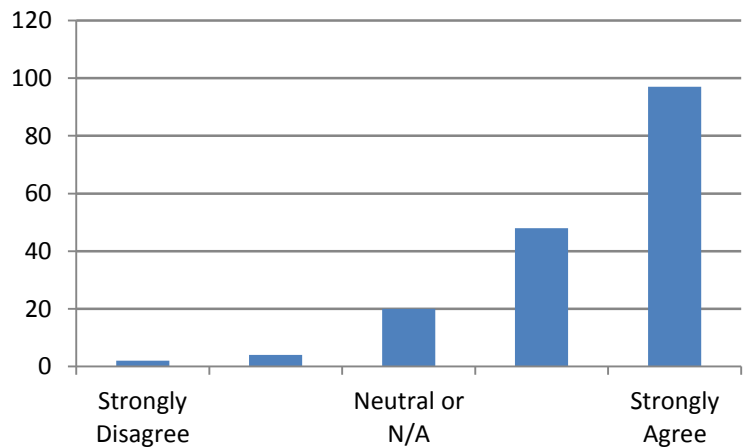
**I access the Library’s website to:**

*(select any applicable options)*



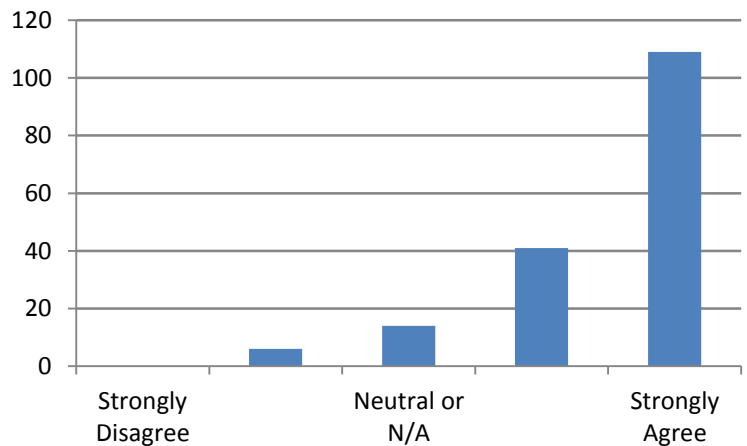
**The Library’s website directs me to the resources and services I need to complete my coursework.**

Strongly Disagree	2	1.2%
Somewhat Disagree	4	2.3%
Neutral or N/A	20	11.8%
Somewhat Agree	48	28.2%
Strongly Agree	96	56.5%



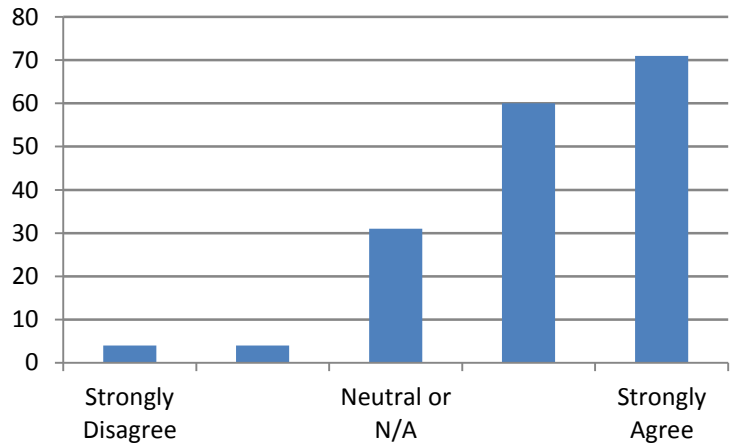
**I am able to access the research databases (e.g. EBSCO, Credo Reference, JStor, Science Direct, etc.) on the Library website when I need to use them.**

Strongly Disagree	0	0%
Somewhat Disagree	6	3.5%
Neutral or N/A	14	8.2%
Somewhat Agree	41	24.1%
Strongly Agree	109	64.1%



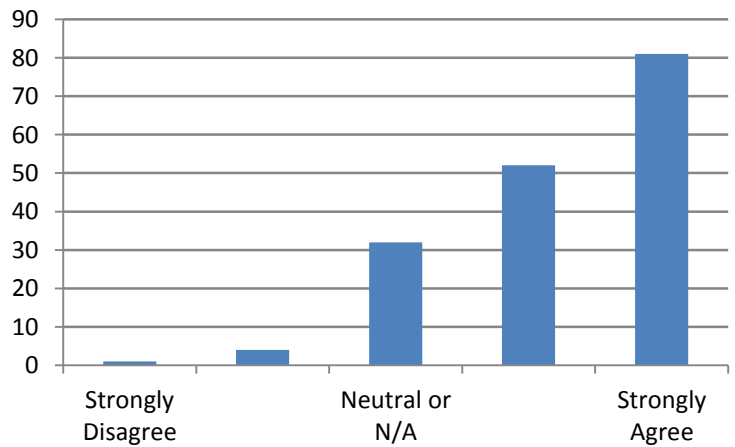
**There are enough print resources (books, journals, magazines) to help me complete my assignments.**

Strongly Disagree	4	2.3%
Somewhat Disagree	4	2.3%
Neutral or N/A	31	18.2%
Somewhat Agree	60	35.3%
Strongly Agree	71	41.8%



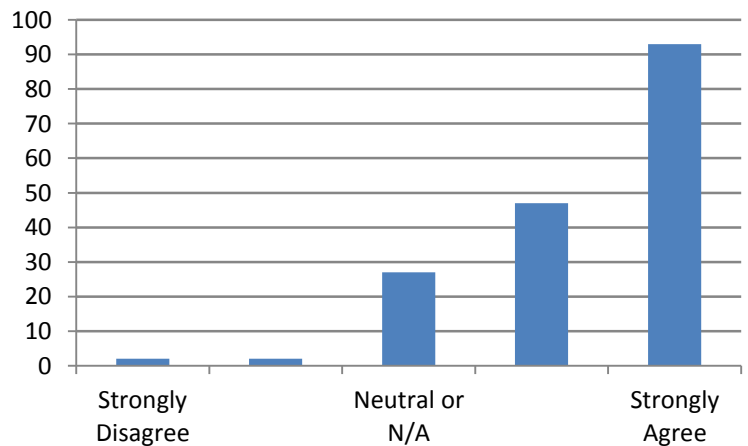
**There are enough electronic articles in the Library databases to help me complete my assignments.**

Strongly Disagree	1	0.6%
Somewhat Disagree	4	2.3%
Neutral or N/A	32	18.8%
Somewhat Agree	52	30.6%
Strongly Agree	81	47.6%



**The Librarians help guide me to relevant resources.**

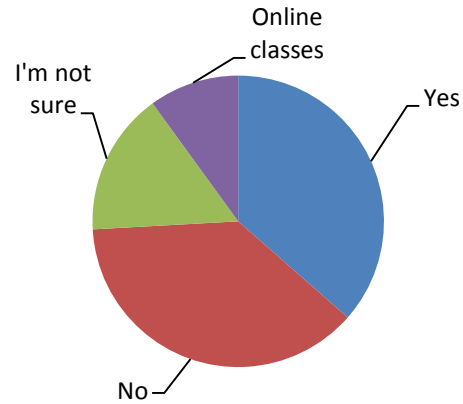
Strongly Disagree	2	1.2%
Somewhat Disagree	2	1.2%
Neutral or N/A	26	15.3%
Somewhat Agree	47	27.6%
Strongly Agree	93	54.7%





**Have you had a Library Information Literacy session this academic year?**

Yes	62	36.5%	●
No	64	37.6%	●
I'm not sure	27	15.9%	●
I'm only taking online classes	17	10.0%	●



**If you had a Library Information Literacy Session, how has it helped with your research?**

*Selected, illustrative responses:*

- I am able to research and find articles/information quick and efficiently than prior to having the literacy session.
- It helped me to learn that the library can really help you if you take the time to learn more about it and its faculty. There are people willing to help if you go to them. Attending the session has made it easier for me to conduct my research because I know where to go now.
- I learned how to use the different search engines to find scholarly sources as well as use AND, OR, "", etc.

**What programs, events, or workshops would you like to see at the Library?**

*Common responses:*

- More book and poetry readings.
- Book fairs.

*Selected, illustrative responses:*

- Have more guest speaker presentations in the library instead of the classrooms. That way, more people can listen to the presentation.
- More art events, like the one from Brazil.

## **What do you like best about the Library?**

*Common responses:*

- The space – quiet, open, clean, light, relaxing.
- The welcoming environment & staff.

*Selected, illustrative responses:*

- I love that the staff is very friendly and willing to help me with and questions or concerns that I have regarding research and navigating through the website.
- The online library that lets me access information and databases without having to visit the physical library.
- I like how welcoming and comfortable it is. The library always allows me to get a lot of my work done and resources are always available.
- The quiet zone in the back of the second floor. It's great and the furniture is comfortable and everyone keeps to themselves.

## **What can be improved at the Library?**

*Common responses:*

- The space – uncomfortable chairs at the computers, can get noisy, need more eating areas.
- Longer hours.
- More books and online resources.

*Selected, illustrative responses:*

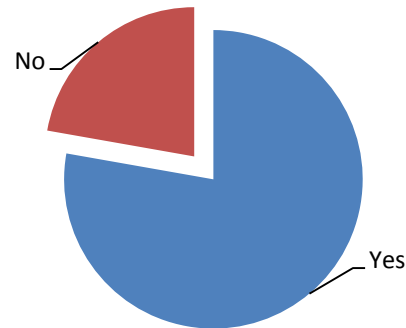
- The bottom floor can get quite noisy sometimes from visitors or random people and the sound transfers upstairs. I wish the library staff would better enforce volume downstairs. I also wish (this is a stretch) there was a restroom on the other end of the library.
- There are not as much books as I expected. There is only a small section for books in the library and I hope that someday there will be a larger variety of books. Especially books to read on my leisure time
- The only things I would suggest improvement on is better chairs by the computers (having the comfortable chairs instead of hardwood) and the cleaning of windows. sometimes students like to look outside for some inspiration but the windows are not that clear.

## UHWO Faculty/Staff

9 responses

Have you taught an online course at UHWO?

Yes	7	77.8%	●
No	2	22.2%	●



How can the Library better serve distance education students?

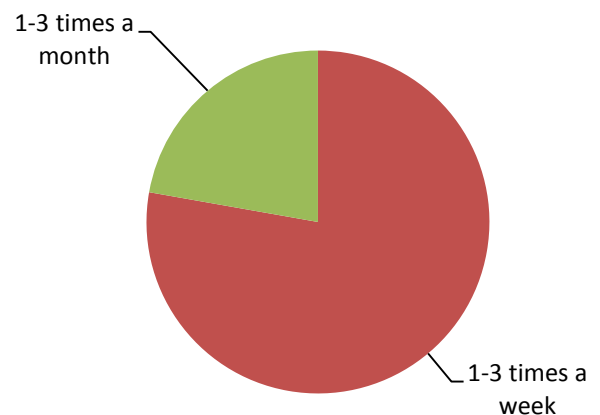
*Selected, illustrative responses:*

- Your Youtube channel on using the research databases, finding scholarly sources, and searching for other types of resources is helpful, but could be updated.
- Some distance education students rely on access to the library for high speed internet connections, or access to a computer to complete their coursework. Therefore, increasing library hours later into the evening and extended weekend hours would benefit distance education students.

## The Library's Physical Space

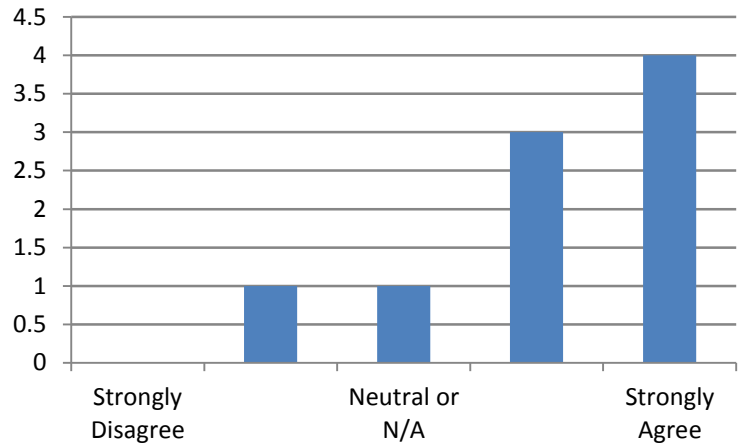
I visit the Library:

4+ times a week	0	0%	●
1-3 times a week	7	77.8%	●
1-3 times a month	2	22.2%	●
Very rarely	0	0%	●
Never	0	0%	●



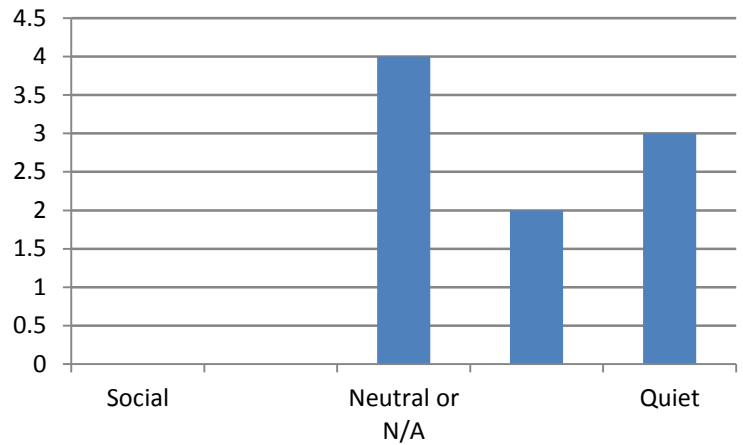
**I am generally satisfied with the Library's hours.**

Strongly Disagree	0	0%
Somewhat Disagree	1	11.1%
Neutral or N/A	1	11.1%
Somewhat Agree	3	33.3%
Strongly Agree	4	44.4%



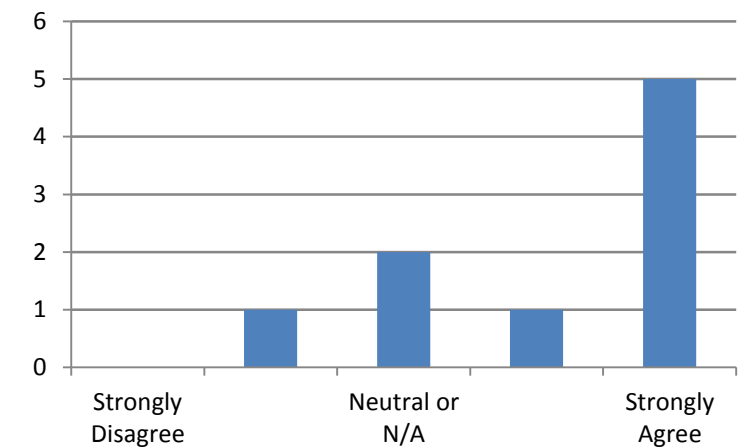
**What type of environment is most conducive to learning?**

Social Environment	0	0%
More Social than Quiet	0	0%
Neutral or N/A	4	44.4%
More Quiet than Social	2	22.2%
Quiet Environment	3	33.3%



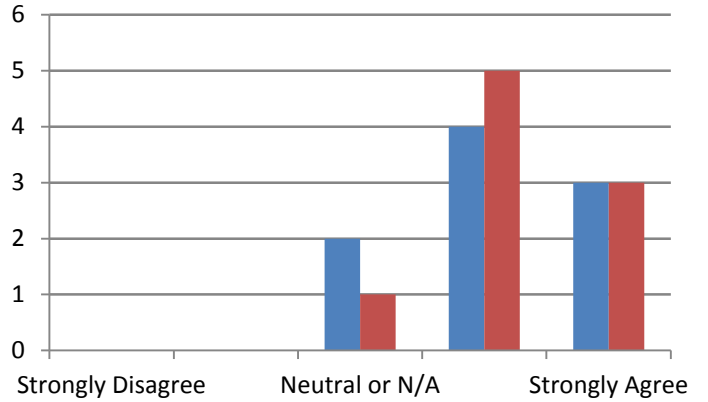
**The Library has a sufficient amount of quiet study space.**

Strongly Disagree	0	0%
Somewhat Disagree	1	11.1%
Neutral or N/A	2	22.2%
Somewhat Agree	1	11.1%
Strongly Agree	5	55.6%



**The Library’s environment (space, noise) is conducive to learning.**

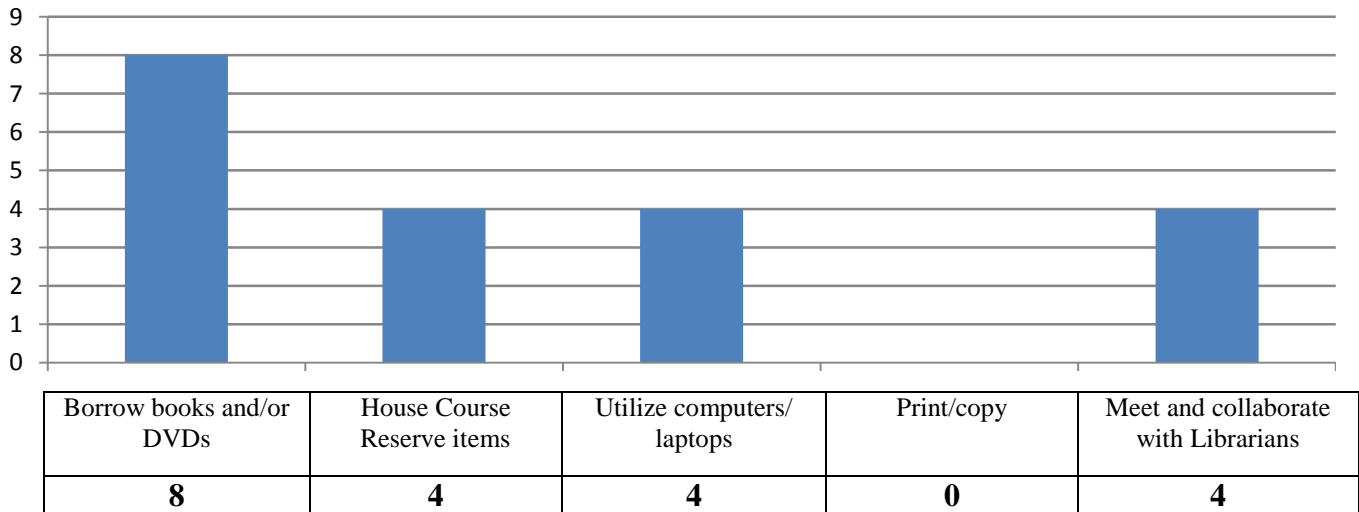
	First Floor ●	Second Floor ●
Strongly Disagree	<b>0</b> 0%	<b>0</b> 0%
Somewhat Disagree	<b>0</b> 0%	<b>0</b> 0%
Neutral or N/A	<b>2</b> 22.2%	<b>1</b> 11.1%
Somewhat Agree	<b>4</b> 44.4%	<b>5</b> 55.6%
Strongly Agree	<b>3</b> 33.3%	<b>3</b> 33.3%



**Utilizing the Library’s Services & Resources**

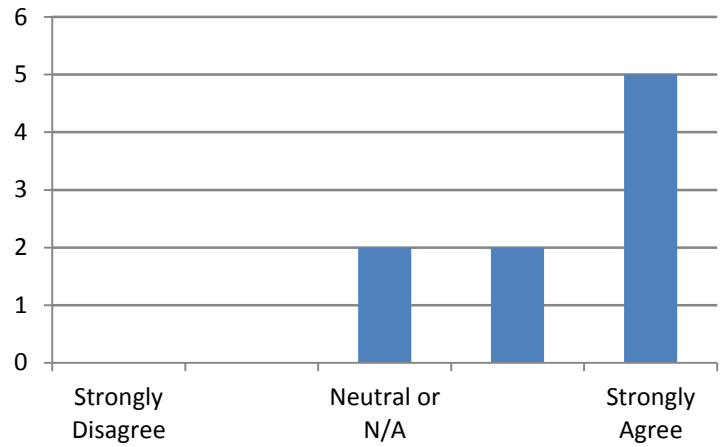
**At the Library, I:**

*(select any applicable options)*



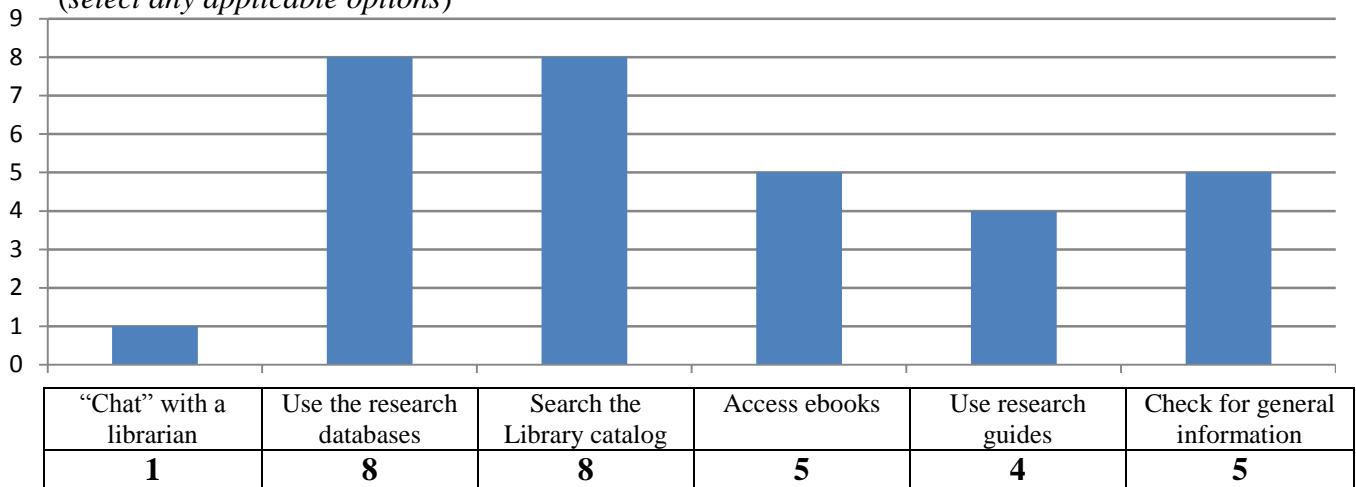
**The technology available at the Library contributes to my students' success at UHWO.**

Strongly Disagree	0	0%
Somewhat Disagree	0	0%
Neutral or N/A	2	22.2%
Somewhat Agree	2	22.2%
Strongly Agree	5	55.6%



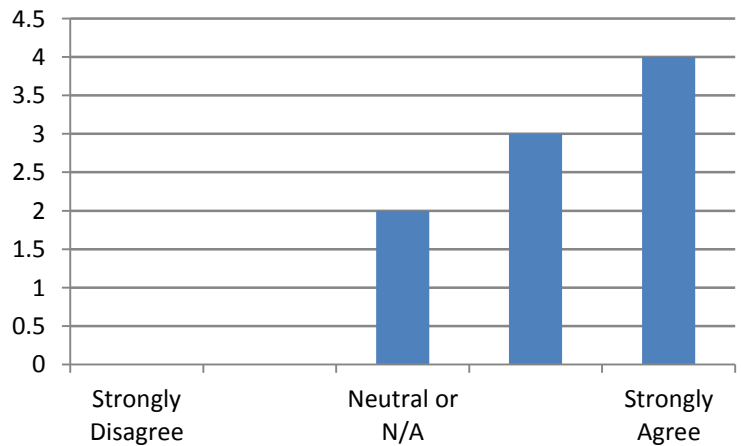
**I access the Library's website to:**

*(select any applicable options)*



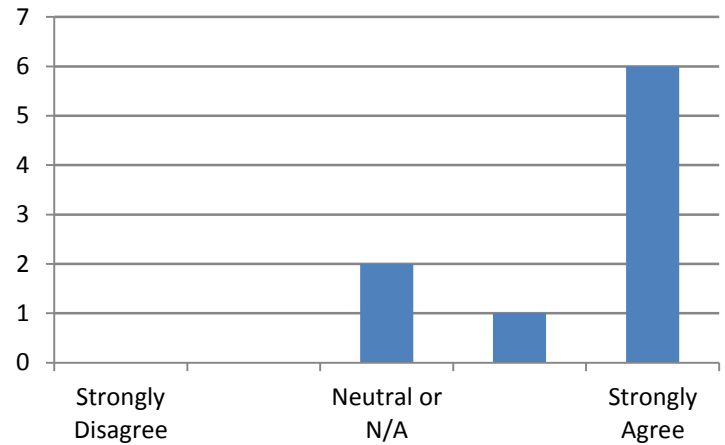
**The Library's website directs me to the resources and services I need.**

Strongly Disagree	0	0%
Somewhat Disagree	0	0%
Neutral or N/A	2	22.2%
Somewhat Agree	3	33.3%
Strongly Agree	4	44.4%



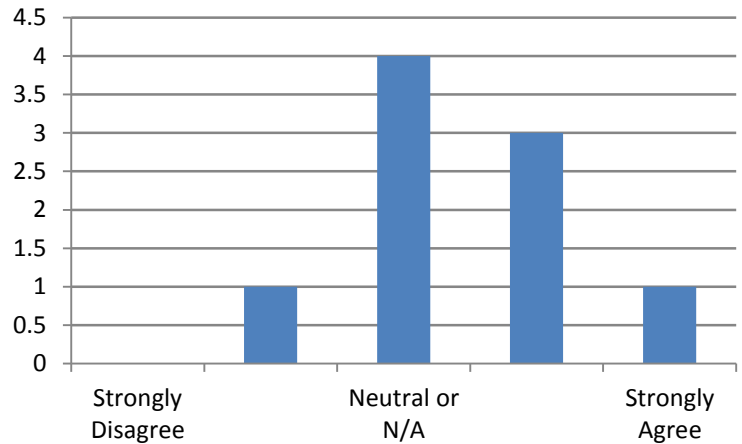
**I am able to access the research databases (e.g. EBSCO, Credo Reference, JStor, Science Direct, etc.) on the Library website when I need to use them.**

Strongly Disagree	0	0%
Somewhat Disagree	0	0%
Neutral or N/A	2	22.2%
Somewhat Agree	1	11.1%
Strongly Agree	6	66.7%



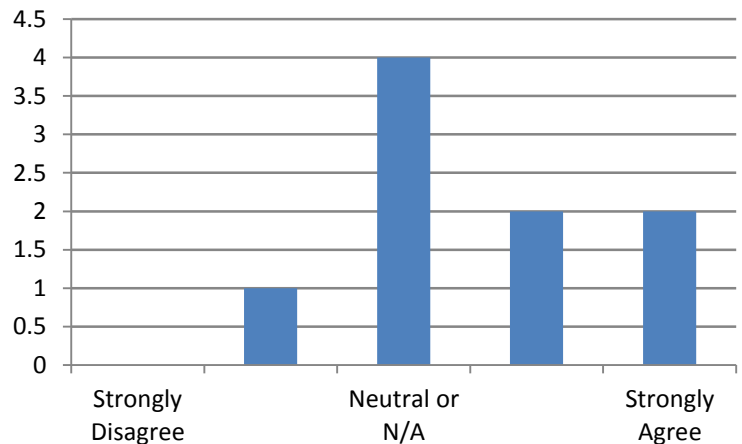
**There are enough print resources (books, journals, magazines) to meet my teaching (course) needs.**

Strongly Disagree	0	0%
Somewhat Disagree	1	11.1%
Neutral or N/A	4	44.4%
Somewhat Agree	3	33.3%
Strongly Agree	1	11.1%



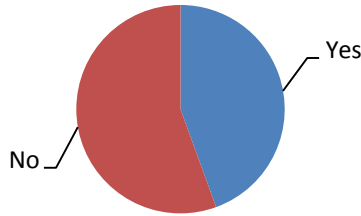
**There are enough electronic articles in the Library databases to meet my teaching (course) needs.**

Strongly Disagree	0	0%
Somewhat Disagree	1	11.1%
Neutral or N/A	4	44.4%
Somewhat Agree	2	22.2%
Strongly Agree	2	22.2%



**Did you request a Library Instruction session this academic year?**

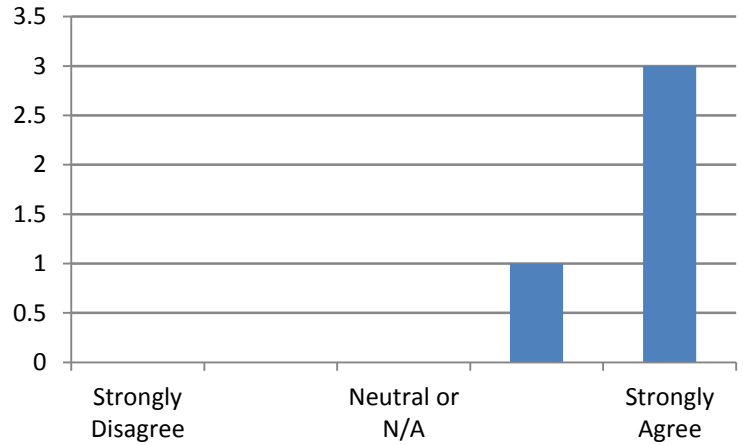
Yes	4	44.4%	<span style="color: blue;">●</span>
No	5	55.6%	<span style="color: red;">●</span>



(next question is only for those who answered YES to the previous question)

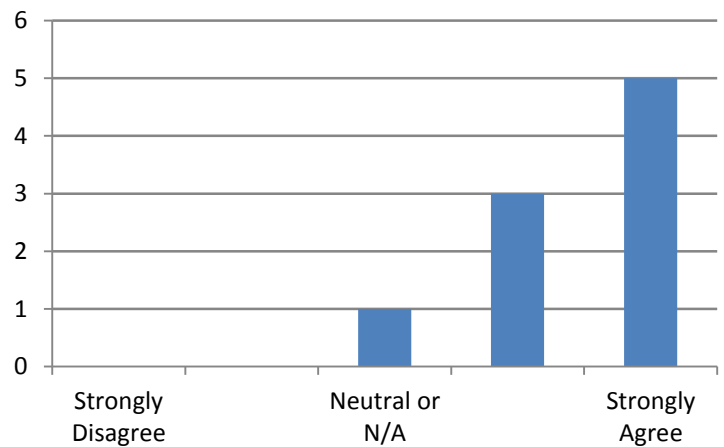
**The Library's instruction sessions have increased my students' ability to do research and use library resources.**

Strongly Disagree	0	0%
Somewhat Disagree	0	0%
Neutral or N/A	0	0%
Somewhat Agree	1	20.0%
Strongly Agree	3	80.0%



**I am generally satisfied with the services, resources, and support provided by the Library.**

Strongly Disagree	0	0%
Somewhat Disagree	0	0%
Neutral or N/A	1	11.1%
Somewhat Agree	3	33.3%
Strongly Agree	5	55.6%





## **What programs, events, or workshops would you like to see at the UHWO Library?**

*Selected, illustrative responses:*

- I am enjoying the increasing number of visiting exhibits on display in the library.
- I like more research skills workshops offered throughout different times of the semester.

## **What do you like best about the Library?**

*Common responses:*

- The welcoming environment & staff.

*Selected, illustrative responses:*

- The physical space is open and has an abundance of natural light. There is a nice balance of quiet space and social space. All of the librarians are friendly, knowledgeable and supportive.
- The people who run it! They are fantastic and dedicated.
- I like the atmosphere because it helps me do my work, and I love that the library doesn't just feel like a library (it's an inviting, innovative, and cool space to hang out too).

## **What can be improved at the Library?**

*Common responses:*

- Longer hours.
- More books and online resources.

*Selected, illustrative responses:*

- Increasing the availability of full text articles in the research databases. My students like to have things "on demand."
- I would like to see Sunday hours and extended hours during the crunch times of the semester (midterm and the weeks leading up to finals). Many of my students lack technology access at home. For the past two years I have had students write their papers on their phones using Google Docs because they either don't have a computer at home or don't have internet at home.
- More resources and access to other journals. Supported research citation platforms. If there is a way to access Manoa's collection of online sources, that would really help with both teaching and research.