



JAMES & ABIGAIL CAMPBELL LIBRARY

2019-2020 Library Services Survey Summary Data Report



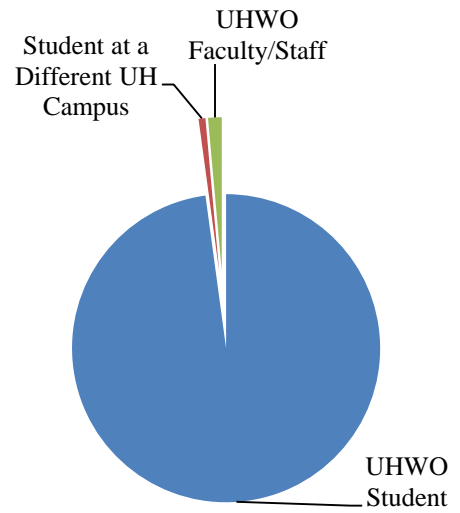
UNIVERSITY of HAWAII'
WEST OAHU

Survey ran from 4/13/2020 through 5/4/2020.

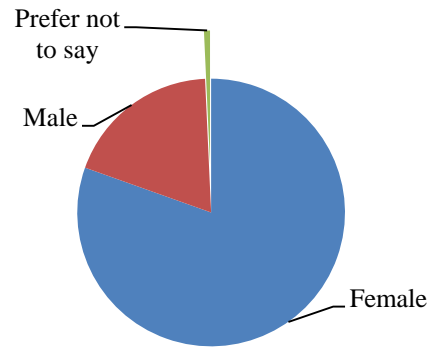
Total of 140 responses collected.

Demographics

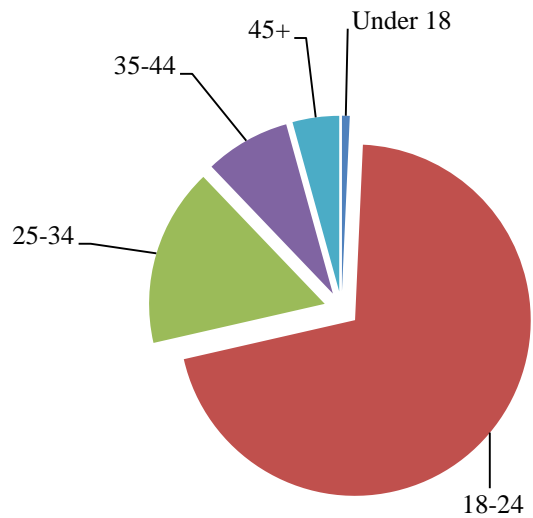
I AM A:			
UHWO Student	137	97.9%	●
Student at a Different UH Campus	1	0.7%	●
UHWO Faculty/Staff Member	2	1.4%	●
Community Member	0	--	●



GENDER:			
Female	113	80.7%	●
Male	26	18.6%	●
Prefer not to say	1	0.7%	●



AGE:			
Under 18	1	0.7%	●
18-24	99	70.7%	●
25-34	23	16.4%	●
35-44	11	7.9%	●
45+	6	4.3%	●

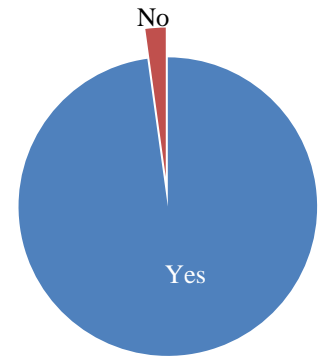


UHWO Student Responses

137 responses

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

Yes	134	97.8%	●
No	3	2.2%	●



How can the Library better serve distance education students?

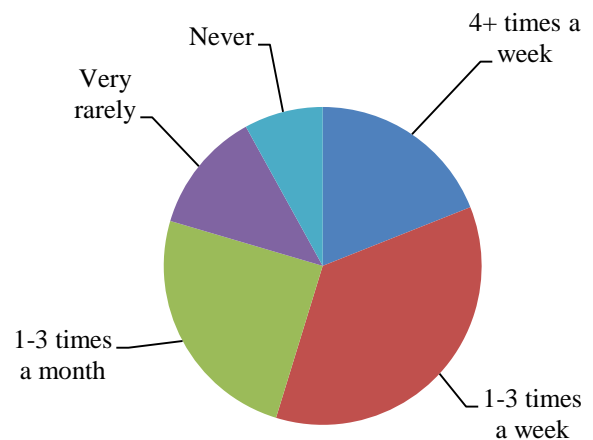
Selected, illustrative responses:

- Make more of the course reserves available online to extend the “borrowing hours” for a course reserve about 2 more hours per book
- More advertisement of videos on how to use the research databases. That was definitely a struggle when I first started at UHWO and it’s really beneficial to know about the databases so that one doesn’t have to suffer through digging into all the stuff on google just to find one good peer reviewed article.
- I would say maybe more online library workshops. I like the online library workshops that Carina hosts, I find them very informative and helpful. It really helps to maneuver the online library when I need scholarly information but I’m not able to physically get to the library.

The Library’s Physical Space

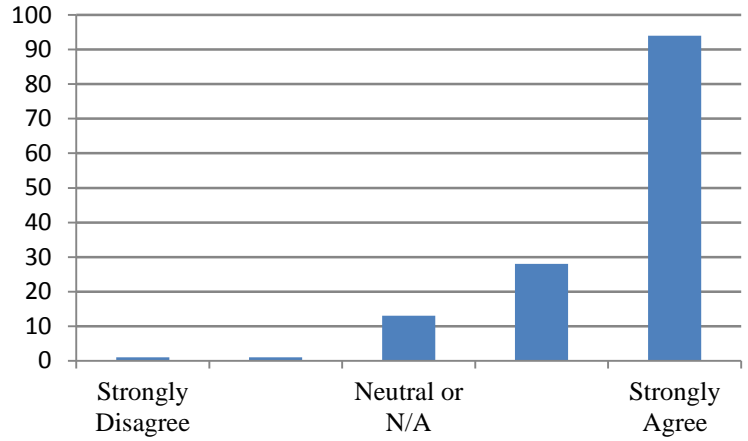
I visit the Library:

4+ times a week	26	19%	●
1-3 times a week	49	35.8%	●
1-3 times a month	34	24.8%	●
Very rarely	17	12.4%	●
Never	11	8%	●



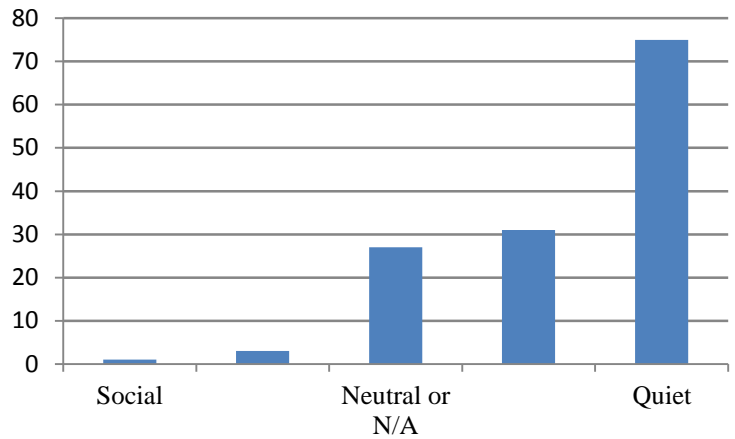
I am generally satisfied with the Library's hours.

Strongly Disagree	1	0.7%
Somewhat Disagree	1	0.7%
Neutral or N/A	13	9.5%
Somewhat Agree	28	20.5%
Strongly Agree	94	68.6%



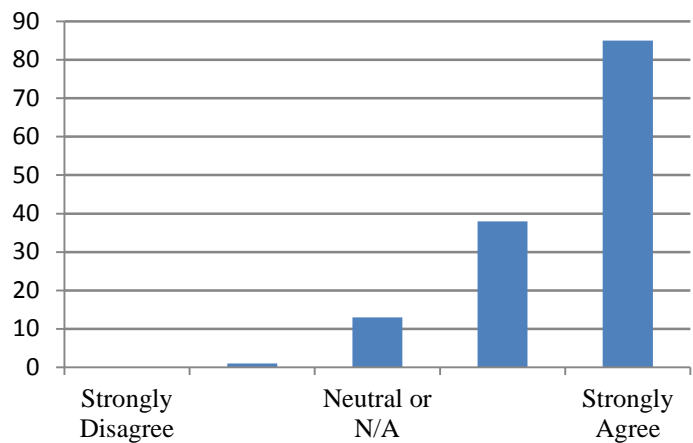
When studying, I prefer a:

Social Environment	1	0.7%
More Social than Quiet	3	2.2%
Neutral or N/A	27	19.7%
More Quiet than Social	31	22.6%
Quiet Environment	75	54.8%



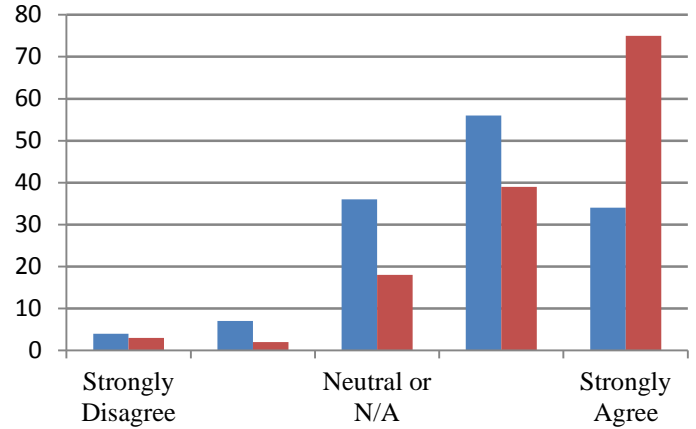
The Library has a sufficient amount of quiet study space.

Strongly Disagree	0	--
Somewhat Disagree	1	0.7%
Neutral or N/A	13	9.5%
Somewhat Agree	38	27.8%
Strongly Agree	85	62%



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

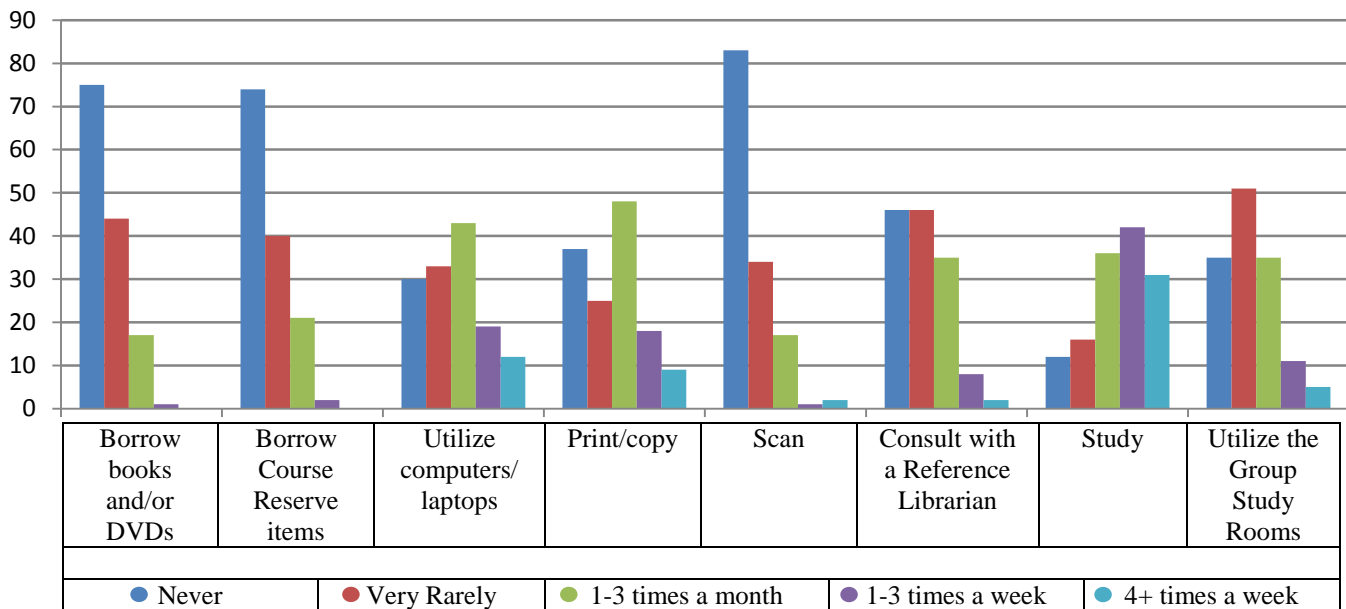
	First Floor ●	Second Floor ●
Strongly Disagree	4 2.9%	3 2.2%
Disagree	7 5.1%	2 1.5%
Neutral or N/A	36 26.3%	18 13.1%
Agree	56 40.9%	39 28.5%
Strongly Agree	34 24.8%	75 54.7%



Utilizing the Library’s Services & Resources

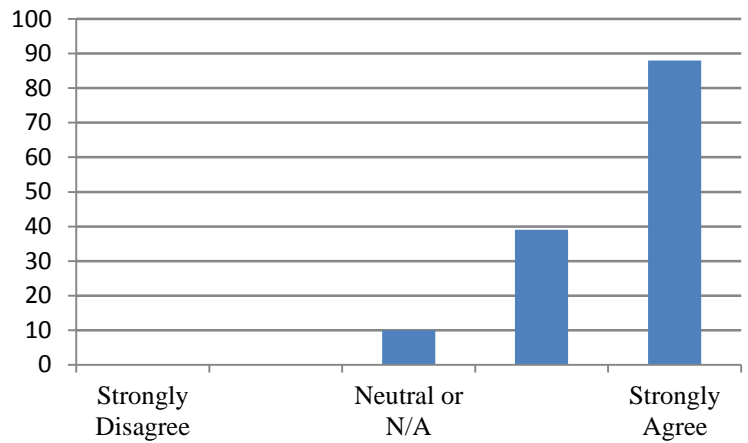
At the Library, I:

(select any applicable options)



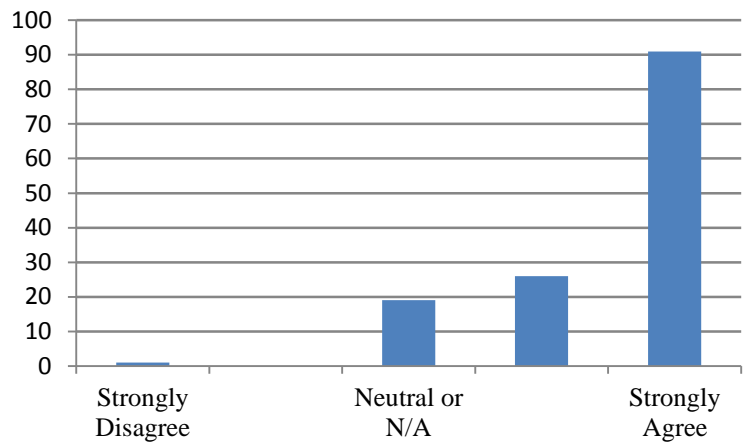
The technology available at the Library meets my needs.

Strongly Disagree	0	--
Somewhat Disagree	0	--
Neutral or N/A	10	7.3%
Somewhat Agree	39	28.5%
Strongly Agree	88	64.2%



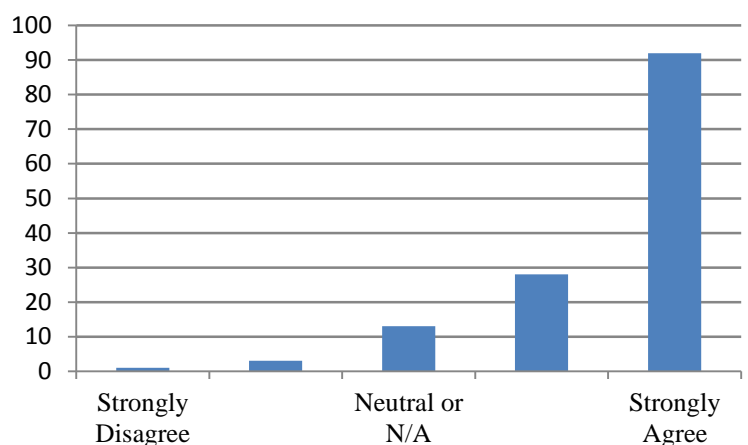
A Library computer or laptop is available for me to use when I need one.

Strongly Disagree	1	0.7%
Somewhat Disagree	0	--
Neutral or N/A	19	13.9%
Somewhat Agree	26	19%
Strongly Agree	91	66.4%

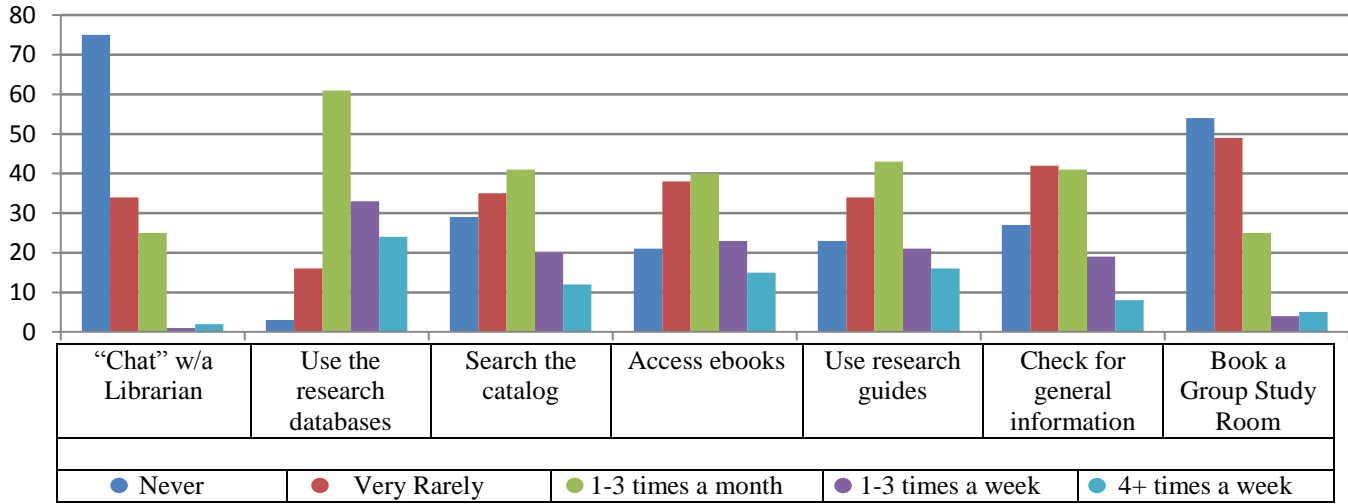


The technology available at the Library contributes to my success at UHWO.

Strongly Disagree	1	0.7%
Somewhat Disagree	3	2.2%
Neutral or N/A	13	9.5%
Somewhat Agree	28	20.4%
Strongly Agree	92	67.2%

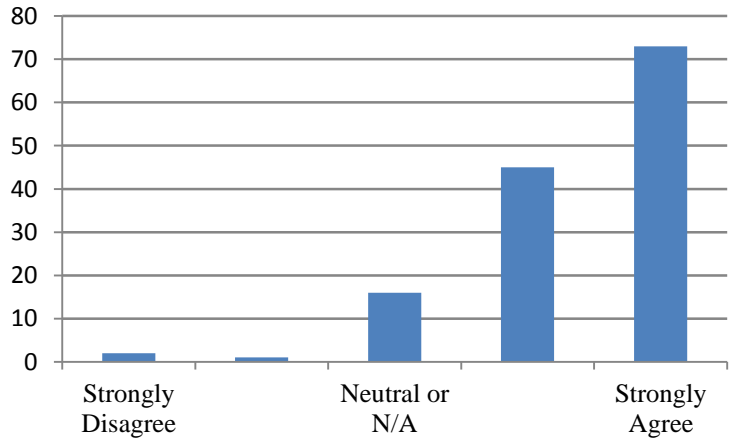


I access the Library’s website to:
(select any applicable options)



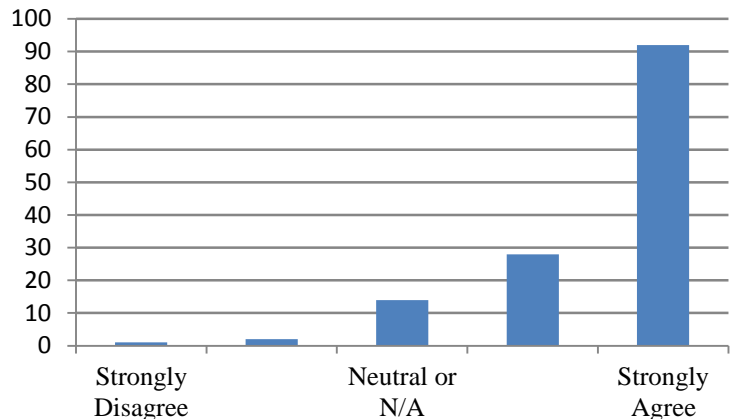
The Library’s website directs me to the resources and services I need to complete my coursework.

Strongly Disagree	2	1.5%
Somewhat Disagree	1	0.7%
Neutral or N/A	16	11.7%
Somewhat Agree	45	32.8%
Strongly Agree	73	53.3%



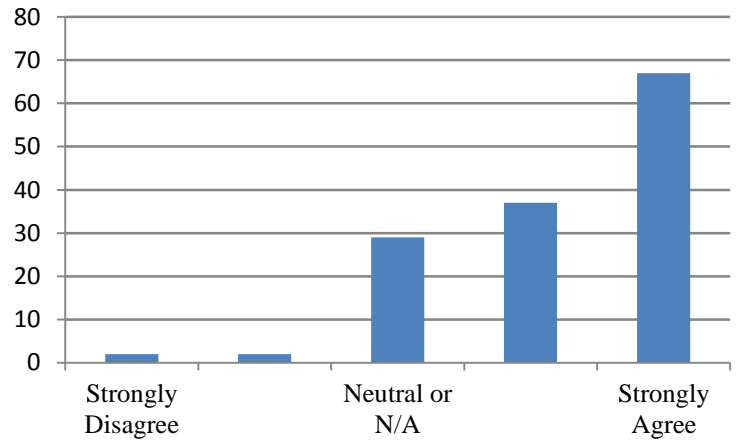
I am able to access the research databases (e.g. EBSCO, Credo Reference, JStor, Science Direct, etc.) on the Library website when I need to use them.

Strongly Disagree	1	0.7%
Somewhat Disagree	2	1.5%
Neutral or N/A	14	10.2%
Somewhat Agree	28	20.4%
Strongly Agree	92	67.2%



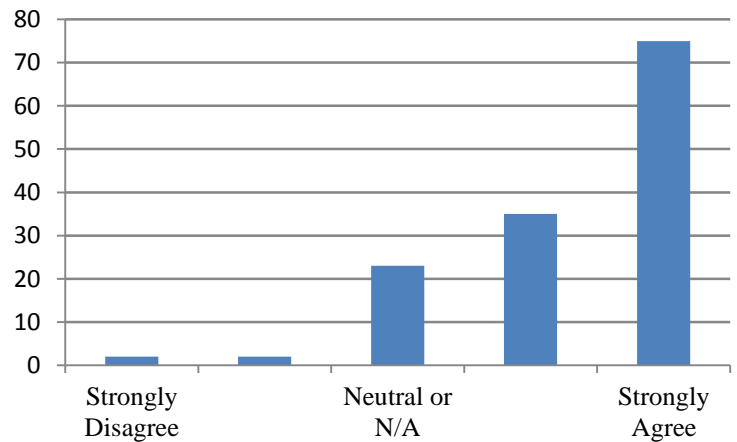
There are enough print resources (books, journals, magazines) to help me complete my assignments.

Strongly Disagree	2	1.5%
Somewhat Disagree	2	1.5%
Neutral or N/A	29	21.1%
Somewhat Agree	37	27%
Strongly Agree	67	48.9%



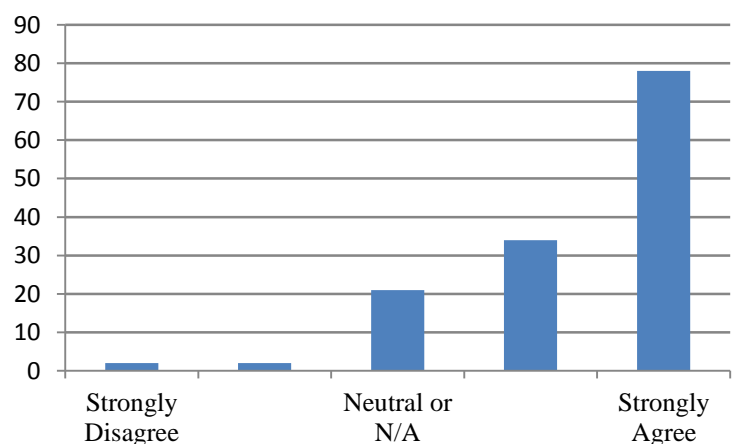
There are enough electronic articles in the Library databases to help me complete my assignments.

Strongly Disagree	2	1.5%
Somewhat Disagree	2	1.5%
Neutral or N/A	23	16.8%
Somewhat Agree	35	25.5%
Strongly Agree	75	54.7%



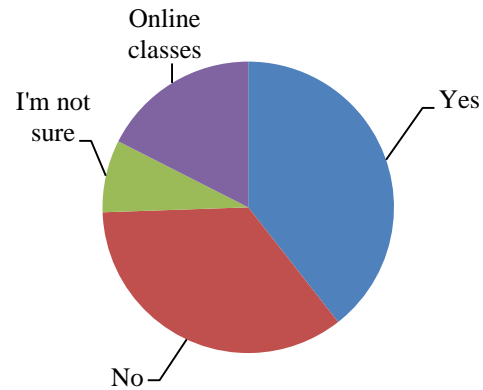
The Librarians help guide me to relevant resources.

Strongly Disagree	2	1.5%
Somewhat Disagree	2	1.5%
Neutral or N/A	21	15.3%
Somewhat Agree	34	24.8%
Strongly Agree	78	56.9%



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

Yes	54	39.4%	●
No	48	35.1%	●
I'm not sure	11	8%	●
I'm only taking online classes	24	17.5%	●



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

Selected, illustrative responses:

- There are shortcuts that I didn't even know about when you do online searches and there are resources available for certain classes. It's helped me with my literature review.
- Since it was my first semester, having a Library Information Literacy Session helped me know how to get to the research guides and the online databases. It helped me to better find sources that match my topic better and fit what my professors asked for.
- It helped my research by refining keywords when searching for specific topics that are related to any course that I am taking.
- Previous to the Library Information Literacy Session, I did not know that the online library website allows students to specify what particular resource they are in need of. I have since used the tags Online and Full Text more times than I can count.
- It aided me in looking for clues on whether or not a source is credible. Distinguishing actual/factual news from parody or satire.

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

Common responses:

- More guest speakers and reading sessions.
- More dog/pet events.

Selected, illustrative responses:

- Different art media to learn, it doesn't have to be messy. Maybe short creative writing classes, digital art classes, origami etc..
- I would like to see more art exhibits if possible and creators from the community.

What do you like best about the Library?

Common responses:

- The space – quiet, spacious, clean, natural light, comfortable, always room to study.
- The welcoming environment with knowledgeable and helpful librarians.
- Many resources available whether it be books and equipment (computers, scanners) or the online databases.

Selected, illustrative responses:

- I love how spacious it is and how well the environment is controlled and quiet. I love that there are always people there willing to help me find the book I am searching for.
- I like events that occur there especially if it involves food or free massages. I enjoyed having tutors available. I like the quiet and spacious environment.
- The resources available like computers and peer-review articles for research papers.

What can be improved at the Library?

Common responses:

- More books and online resources.
- Noise regulation as it can be too loud at times
- Providing more space for individual study (individual cubicles, study rooms)
- Longer hours of operation

Selected, illustrative responses:

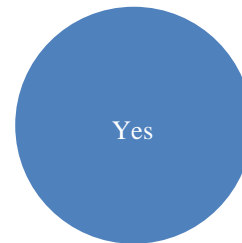
- I would love to see a larger selection of print at the James & Abigail Campbell Library, especially for math and science subjects.
- I wish there were more events centered around the library. I have heard talk that there might be movies from the library projected onto the sides of the new building, and that sounds absolutely wonderful.
- The comfort of the chairs in the library for students to lounge in.

UHWO Faculty/Staff

2 responses

Have you taught an online course at UHWO?

Yes	2	100%	●
No	0	--	●



How can the Library better serve distance education students?

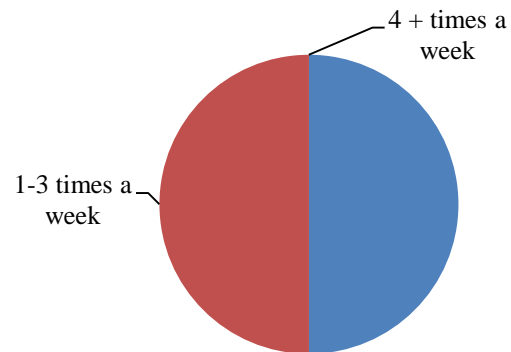
Selected, illustrative responses:

- Better advertise the lib chat option.

The Library's Physical Space

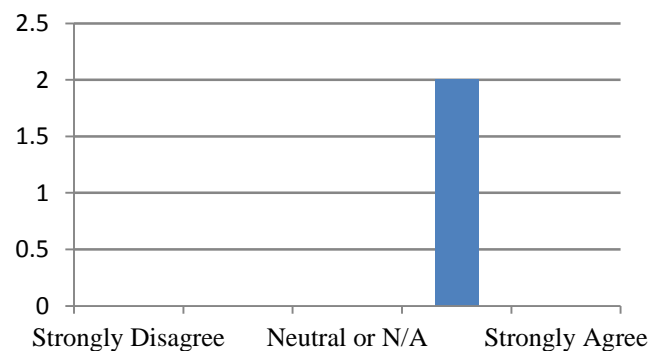
I visit the Library:

4+ times a week	1	50%	●
1-3 times a week	1	50%	●
1-3 times a month	0	--	●
Very rarely	0	--	●
Never	0	--	●



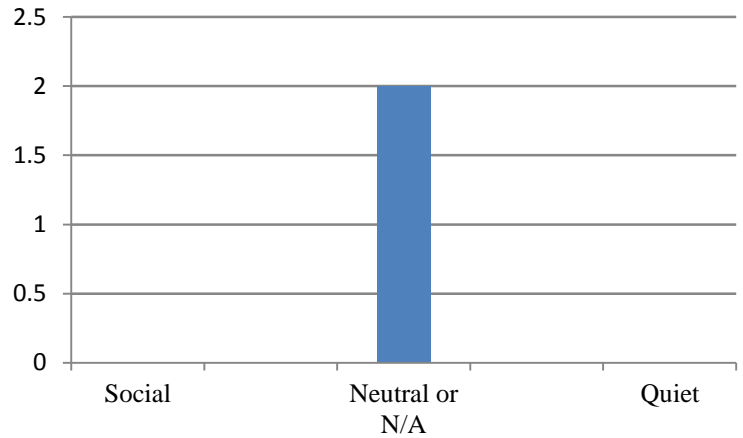
I am generally satisfied with the Library's hours.

Strongly Disagree	0	--
Somewhat Disagree	0	--
Neutral or N/A	0	--
Somewhat Agree	2	100%
Strongly Agree	0	--



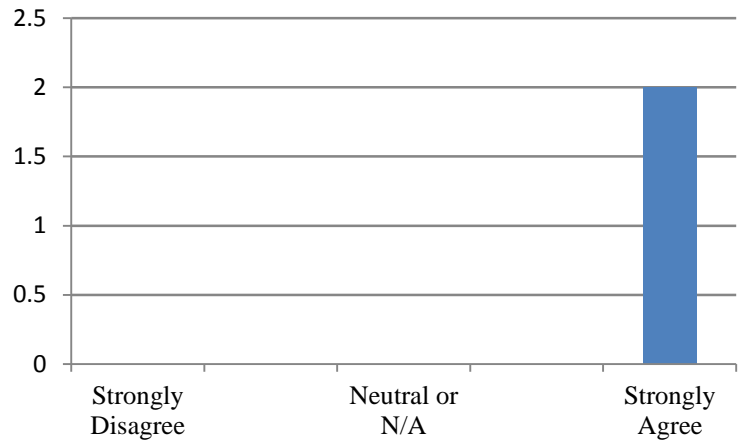
What type of environment is most conducive to learning?

Social Environment	0	--
More Social than Quiet	0	--
Neutral or N/A	2	100%
More Quiet than Social	0	--
Quiet Environment	0	--



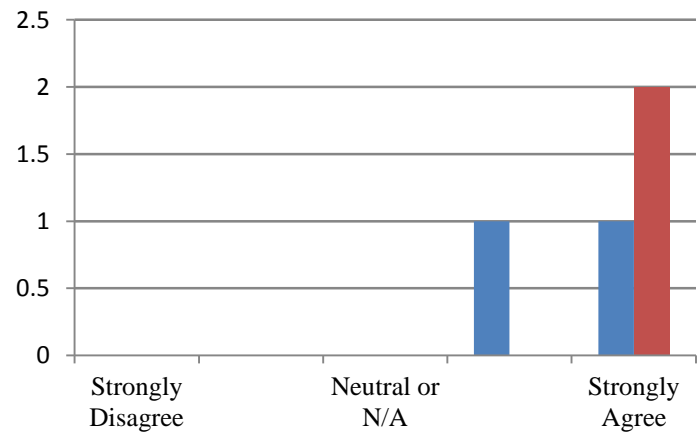
The Library has a sufficient amount of quiet study space.

Strongly Disagree	0	--
Somewhat Disagree	0	--
Neutral or N/A	0	--
Somewhat Agree	0	--
Strongly Agree	2	100%



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

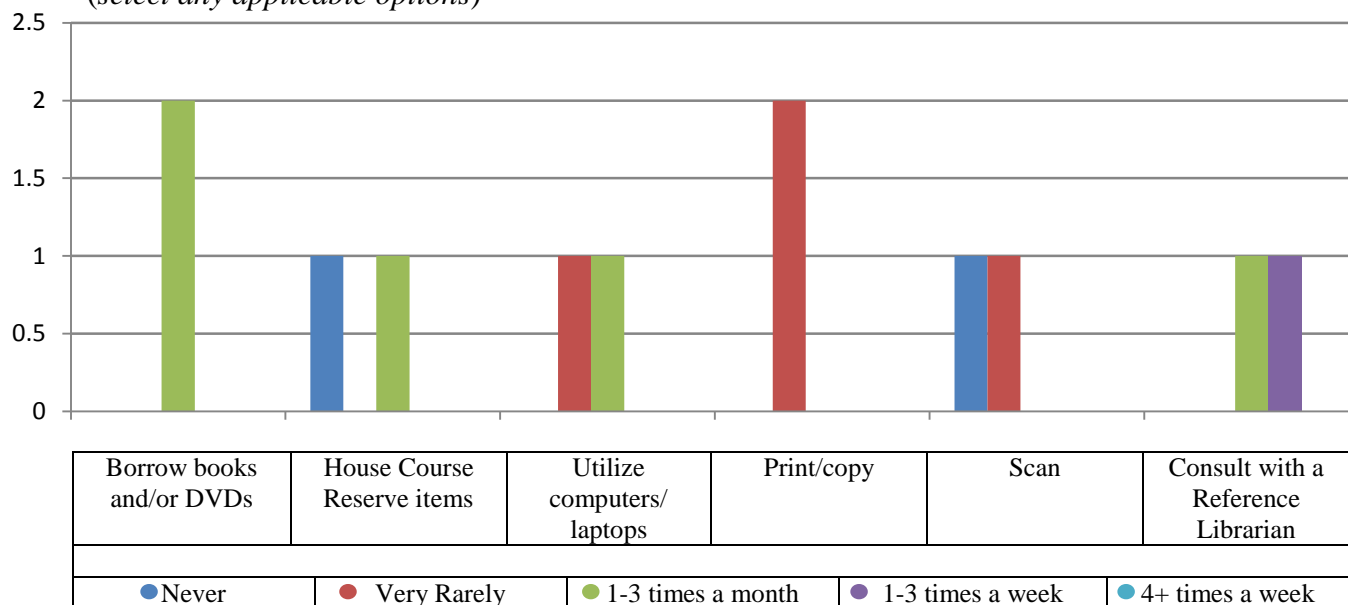
	First Floor ●	Second Floor ●
Strongly Disagree	0 --	0 --
Somewhat Disagree	0 --	0 --
Neutral or N/A	0 --	0 --
Somewhat Agree	1 50%	0 --
Strongly Agree	1 50%	2 100%



Utilizing the Library's Services & Resources

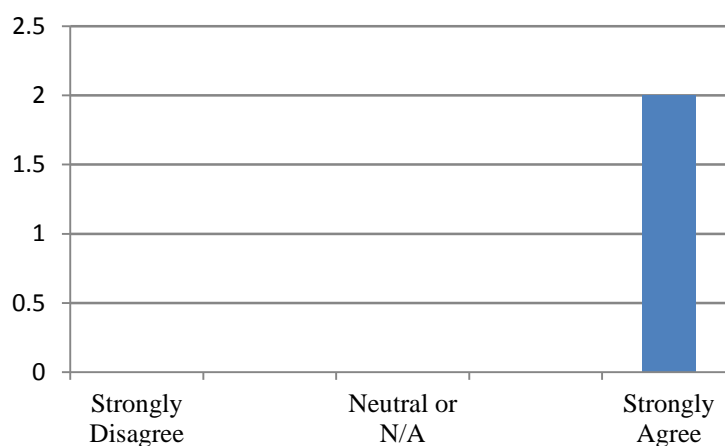
At the Library, I:

(select any applicable options)

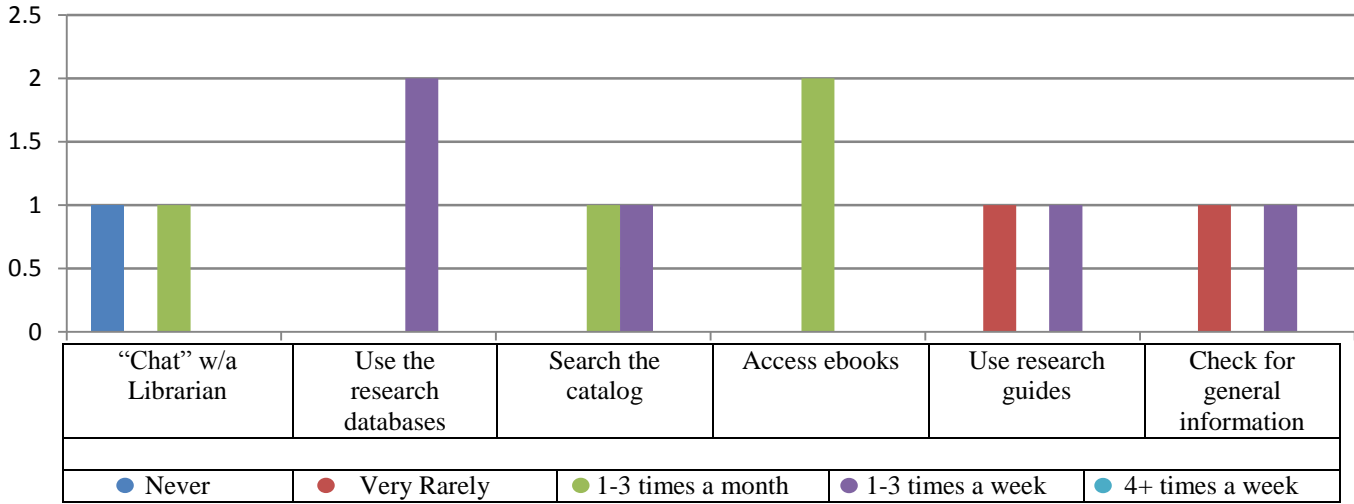


The technology available at the Library contributes to my students' success at UHWO.

Strongly Disagree	0	--
Somewhat Disagree	0	--
Neutral or N/A	0	--
Somewhat Agree	0	--
Strongly Agree	2	100%

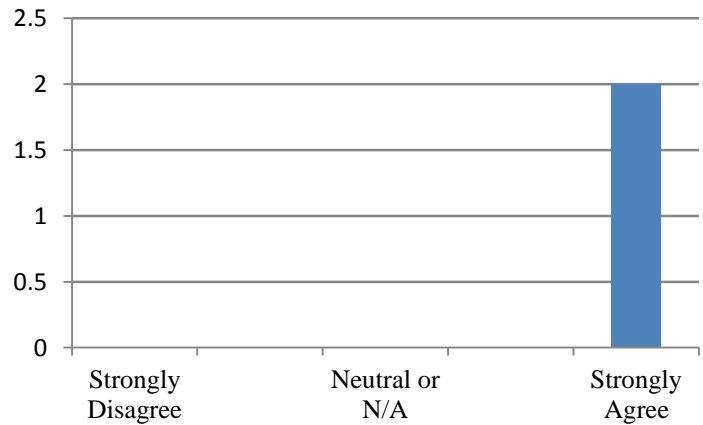


I access the Library’s website to:
(select any applicable options)



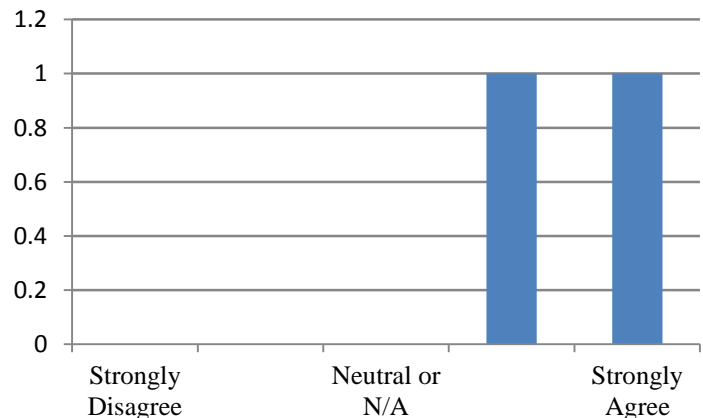
The Library’s website directs me to the resources and services I need.

Strongly Disagree	0	--
Somewhat Disagree	0	--
Neutral or N/A	0	--
Somewhat Agree	0	--
Strongly Agree	2	100%



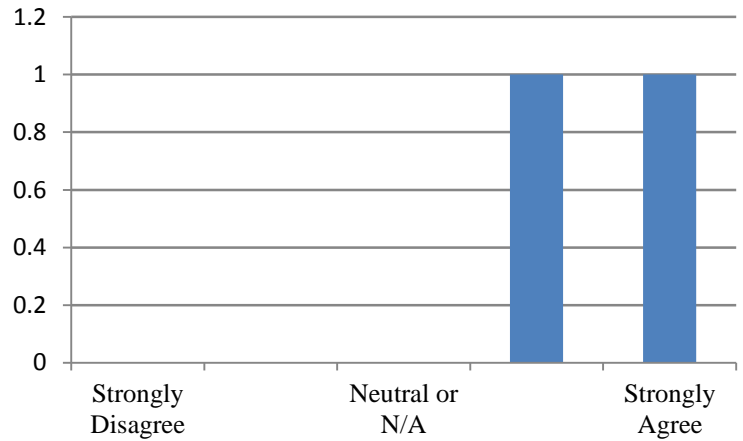
I am able to access the research databases (e.g. EBSCO, Credo Reference, JStor, Science Direct, etc.) on the Library website when I need to use them:

Strongly Disagree	0	--
Somewhat Disagree	0	--
Neutral or N/A	0	--
Somewhat Agree	1	50%
Strongly Agree	1	50%



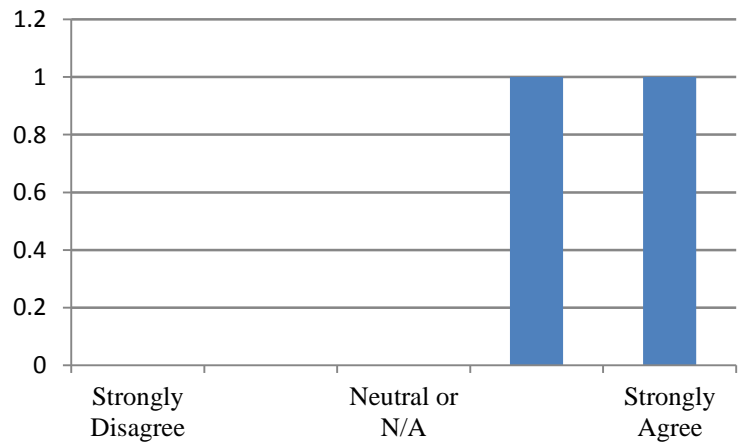
There are enough print resources (books, journals, magazines) to meet my teaching (course) needs:

Strongly Disagree	0	--
Somewhat Disagree	0	--
Neutral or N/A	0	--
Somewhat Agree	1	50%
Strongly Agree	1	50%



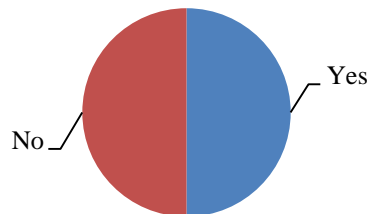
There are enough electronic articles in the Library databases to meet my teaching (course) needs:

Strongly Disagree	0	--
Somewhat Disagree	0	--
Neutral or N/A	0	--
Somewhat Agree	1	50%
Strongly Agree	1	50%



Did you request a Library Instruction session this academic year?

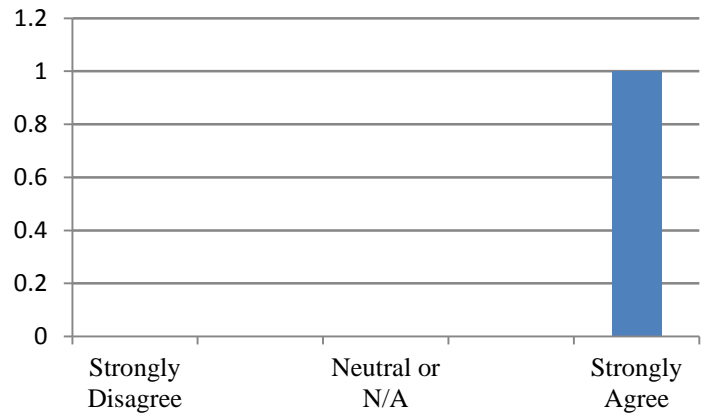
Yes	1	50%	●
No	1	50%	●



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

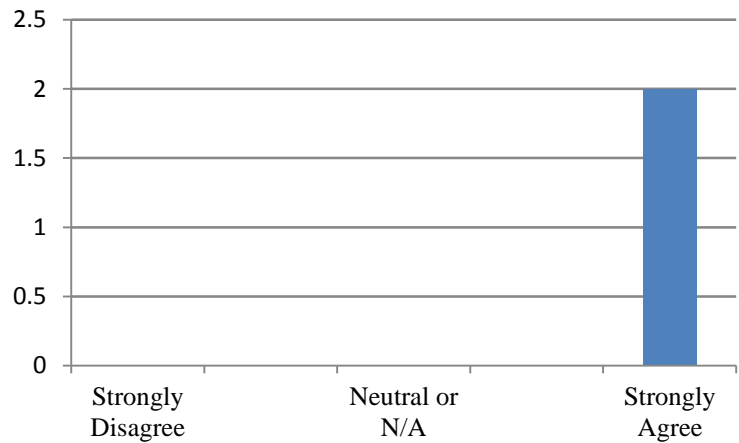
The Library’s instruction sessions have increased my students’ ability to do research and use library resources.

Strongly Disagree	0	--
Somewhat Disagree	0	--
Neutral or N/A	0	--
Somewhat Agree	0	--
Strongly Agree	1	100%



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

Strongly Disagree	0	--
Somewhat Disagree	0	--
Neutral or N/A	0	--
Somewhat Agree	0	--
Strongly Agree	2	100%



What do you like best about the Library?

- The library is a very pleasant atmosphere for study and work. Great mix of social and quiet spaces. Excellent natural light sources.
- That's hard to answer. I like a lot of aspects of this library.

What can be improved at the Library?

- The Citing Sources page and tabs could be updated and more detailed to help students.
- More flexible group study spaces.