

2020-2021



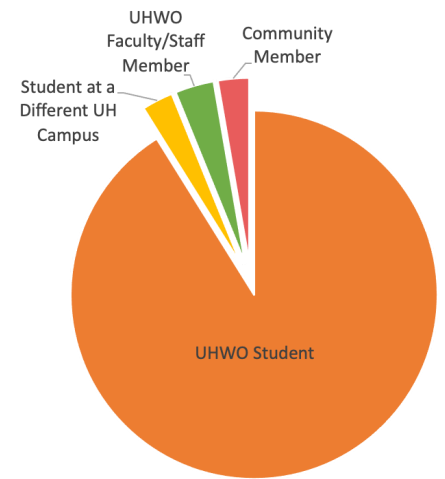
JAMES & ABIGAIL
**CAMPBELL
LIBRARY**
UNIVERSITY OF HAWAI'I-WEST O'AHU

Library Services Survey Summary of Data

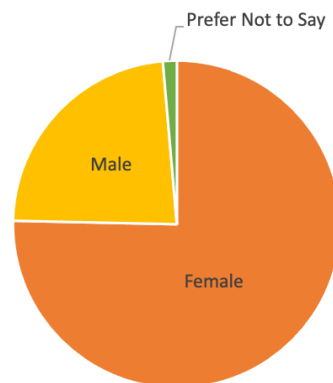
Survey ran from 04/05/2021 through 04/29/2021
Total of 146 responses collected.

Demographics

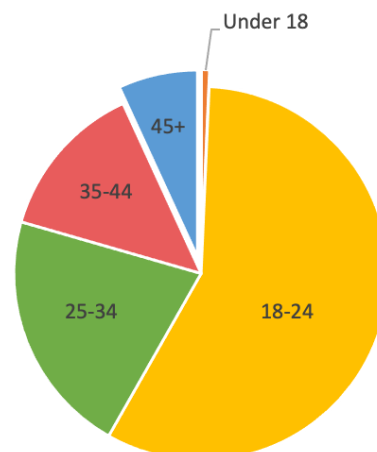
I AM A:			
UHWO Student	133	91.1%	●
Student at a Different UH Campus	4	2.7%	●
UHWO Faculty/Staff Member	5	3.4%	●
Community Member	4	2.7%	●



GENDER:			
Female	110	75.3%	●
Male	34	23.3%	●
Prefer Not to Say	2	1.4%	●



AGE:		
Under 18	0.7%	●
18-24	57.5%	●
25-34	21.2%	●
35-44	13.7%	●
45+	6.8%	●

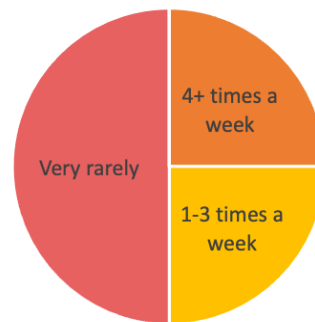


Community User Responses

4 Responses

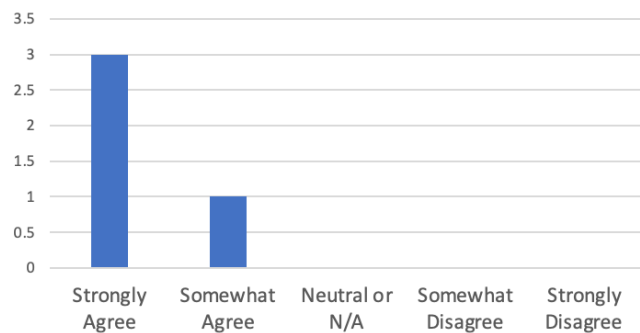
I visit the library...

4+ times a week	1	25%	●
1-3 times a week	1	25%	●
1-3 times a month	0	--	●
Very rarely	2	50%	●
Never	0	--	●



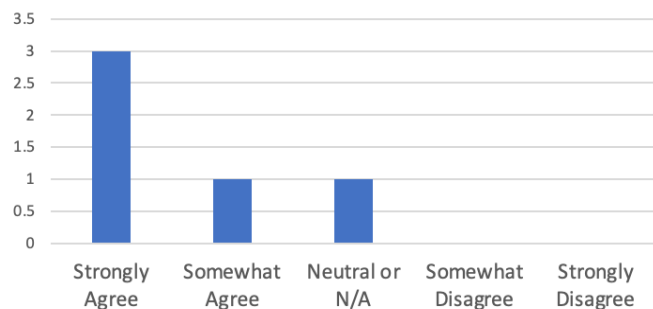
I am generally satisfied with the Library's hours.

Strongly Agree	3	75%
Somewhat Agree	1	25%
Neutral or N/A	0	--
Somewhat Disagree	0	--
Strongly Disagree	0	--



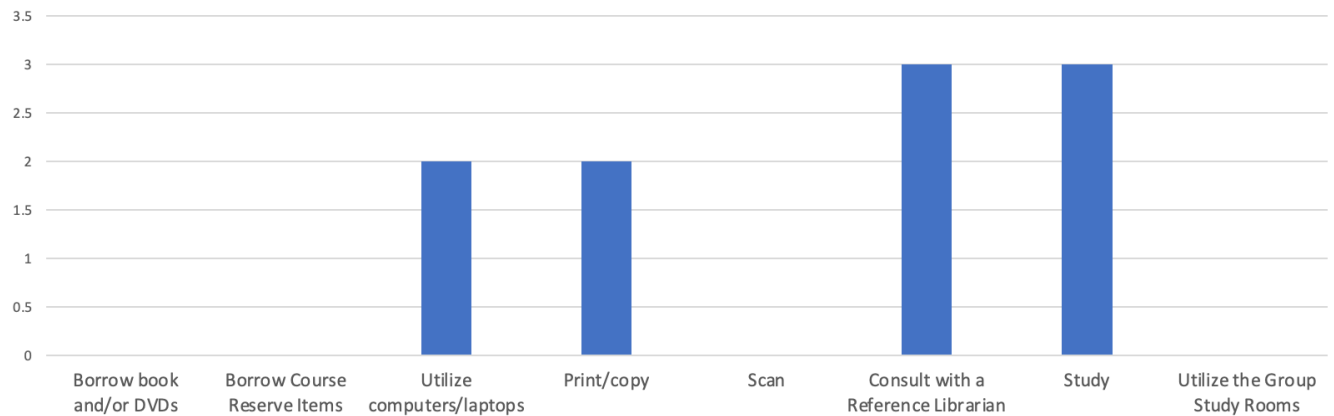
I am generally satisfied with the services, resources, and support provided by the library.

Strongly Agree	3	75%
Somewhat Agree	1	25%
Neutral or N/A	0	--
Somewhat Disagree	0	--
Strongly Disagree	0	--



At the Library, I...

(select any applicable options)



What programs, events, or workshops would you like to see at the James & Abigail Campbell Library?

- True 'ike
- I'd like to give a seminar on library regulations
- Subject class meeting discussion
- Stargazing, book sales, free seminars for professional services like trusts, taxes, and insurance, bake sales, fire safety and storm preparedness seminars

How did the COVID-19 pandemic change the way you used the library or library services?

- Greatly affected, I only stay home
- You must make an appointment in advance to enter the library and wear a mask
- Admission to the library is by appointment
- I did not go for a year. I wanted to limit exposure by staying home as much as possible.

What do you like the best about the James & Abigail Campbell Library?

- Learning about kūpuna
- The learning atmosphere of the library
- Quiet
- Ingenuity, commitment to excellence, spacious, clean, quiet, safe, interesting. Just the right amount of online presence to invite visitors and showcase what makes James & Abigail Campbell so different from other libraries.

What can be improved at the James & Abigail Campbell Library?

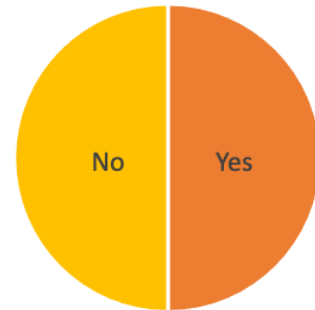
- Haven't been lately, so not sure
- Students must be made to strictly observe the library rules and regulations
- You can add some other kinds of books

Non-UHWO Student Responses

4 Responses

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

Yes	2	50%	●
No	2	50%	●



How can the James & Abigail Campbell Library better serve distance education students?

- Hold tutoring sessions for online students
- More interactive
- Electronic bookmark

The Library's Physical Space

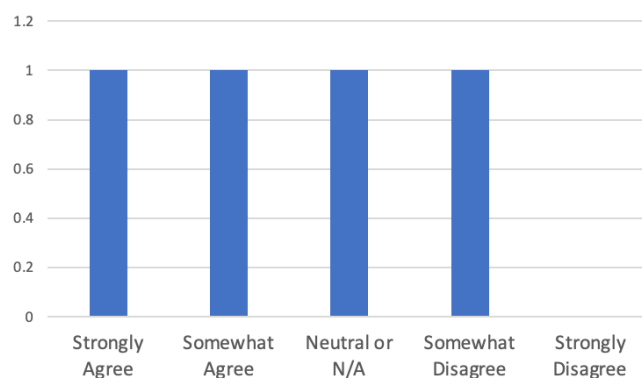
I visit the library...

4+ times a week	0	--	●
1-3 times a week	1	25%	●
1-3 times a month	1	25%	●
Very rarely	1	25%	●
Never	1	25%	●



I am generally satisfied with the Library's hours.

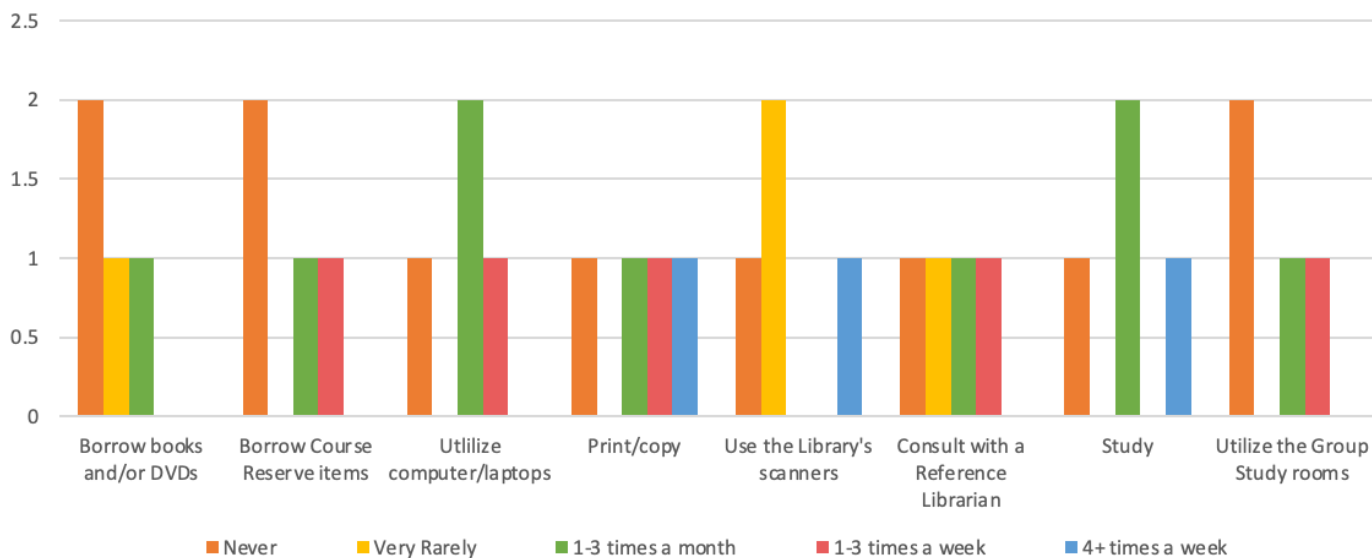
Strongly Agree	1	25%
Somewhat Agree	1	25%
Neutral or N/A	1	25%
Somewhat Disagree	1	25%
Strongly Disagree	0	--



Utilizing the Library's Services & Resources

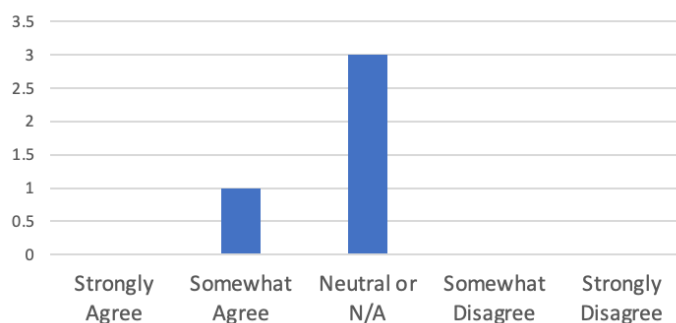
At the Library, I...

(select any applicable options)



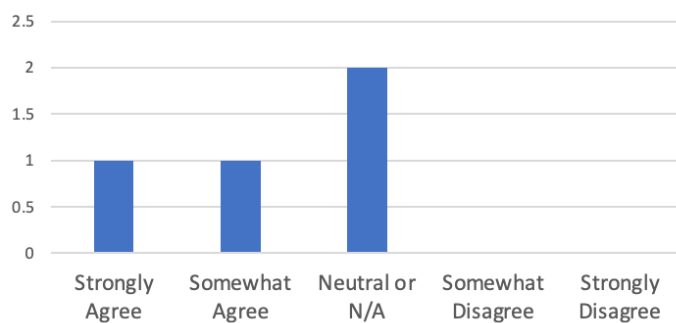
The technology available at the Library meets my needs.

Strongly Agree	0	--
Somewhat Agree	1	25%
Neutral or N/A	3	75%
Somewhat Disagree	0	--
Strongly Disagree	0	--



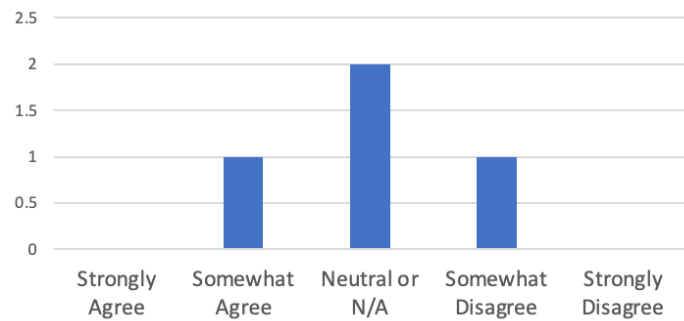
A Library computer or laptop is available for me to use when I need one.

Strongly Agree	1	25%
Somewhat Agree	1	25%
Neutral or N/A	2	50%
Somewhat Disagree	0	--
Strongly Disagree	0	--

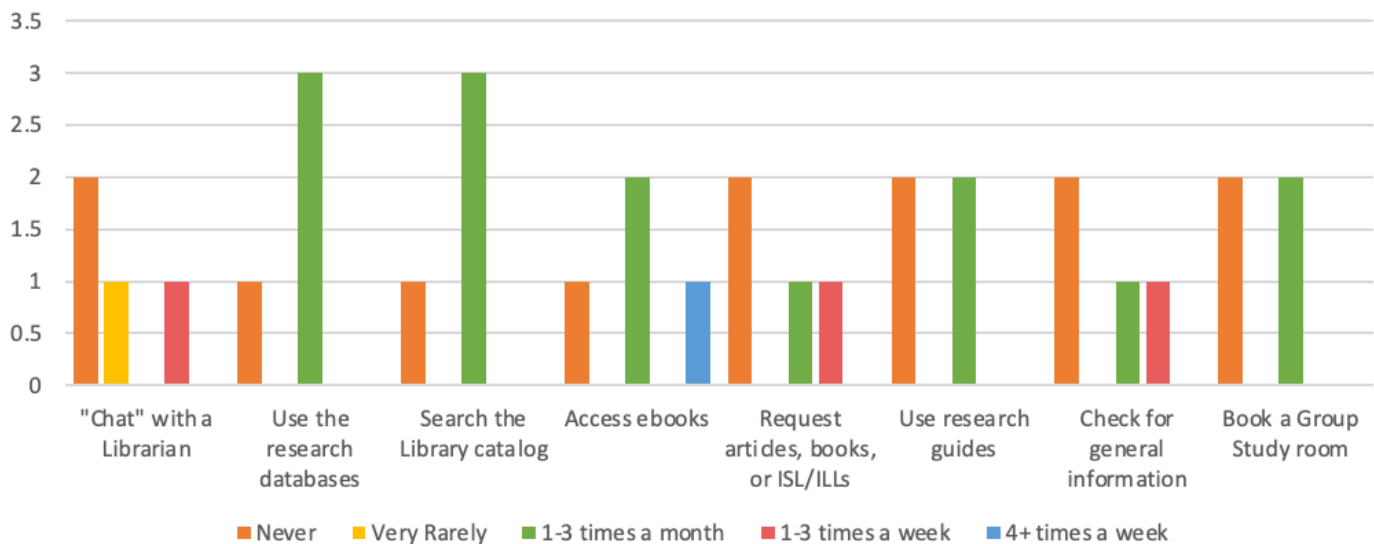


This technology available at the Library contributes to my success at UHWO.

Strongly Agree	0	--
Somewhat Agree	1	25%
Neutral or N/A	2	50%
Somewhat Disagree	1	25%
Strongly Disagree	0	--

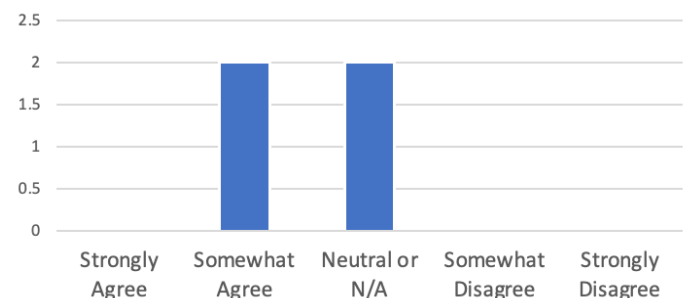


I access the Library's website to:
(select any applicable options)



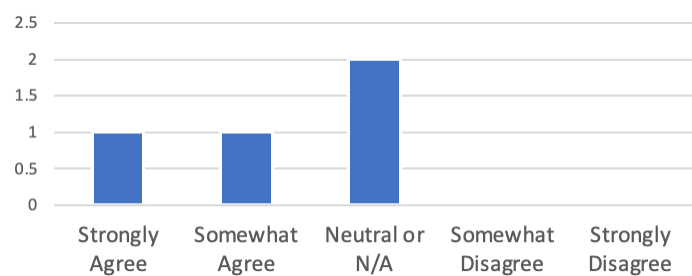
The Library's website directs me to the resources and services I need to complete my coursework.

Strongly Agree	0	--
Somewhat Agree	2	50%
Neutral or N/A	2	50%
Somewhat Disagree	0	--
Strongly Disagree	0	--



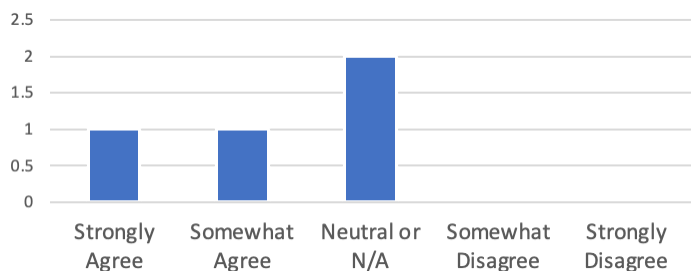
I am able to access research databases on the Library's website (e.g. EBSCO, Credo Reference, JStor, Science Direct, etc.) when I need to use them.

Strongly Agree	1	25%
Somewhat Agree	1	25%
Neutral or N/A	2	50%
Somewhat Disagree	0	--
Strongly Disagree	0	--



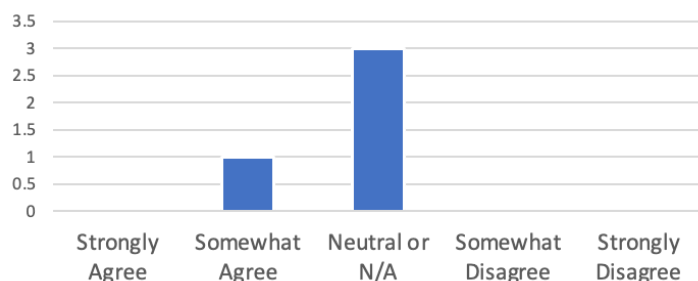
There are enough print resources (books, journals, magazines) to help me complete my course assignments.

Strongly Agree	1	25%
Somewhat Agree	1	25%
Neutral or N/A	2	50%
Somewhat Disagree	0	--
Strongly Disagree	0	--



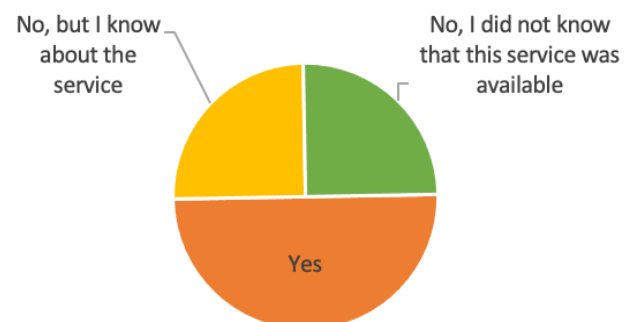
There are enough electronic articles in the Library databases to help me complete my course assignments.

Strongly Agree	0	--
Somewhat Agree	1	25%
Neutral or N/A	3	75%
Somewhat Disagree	0	--
Strongly Disagree	0	--



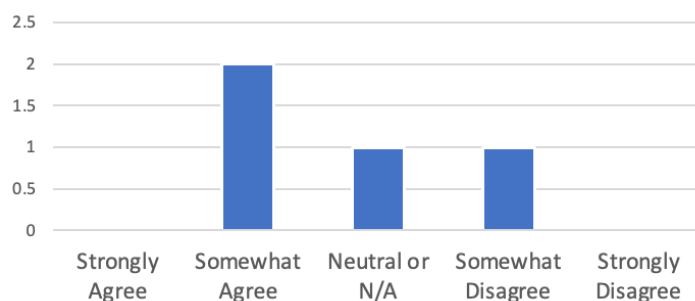
I have used UHWO's Interlibrary Loan (ILL) service to place article and/or book chapter requests.

Yes	2	50%	●
No, but I know about the service	1	25%	●
No, I did not know that this service was available	1	25%	●



The Librarians help guide me to relevant resources.

Strongly Agree	0	--
Somewhat Agree	2	50%
Neutral or N/A	1	25%
Somewhat Disagree	1	25%
Strongly Disagree	0	--



Have you had a Librarian Information Literacy Session this academic year?

Yes	1	25%	●
No	2	50%	●
I'm not sure	1	25%	●



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

- Helped my education
- Can make me understand the library better
- Sped up my study

What programs, events, or workshops would you like to see at the James & Abigail Campbell Library?

- Workshops for building resumes
- Education discussion
- I want to watch a show about historical relics

How did the COVID-19 pandemic change the way you used the library or library services?

- I didn't go to campus so I didn't go to the library
- There is no change
- Let me use it more through the internet
- It's at home now

What do you like the best about the James & Abigail Campbell Library?

- Books
- Favorite book

- Building
- Style

What can be improved at the James & Abigail Campbell Library?

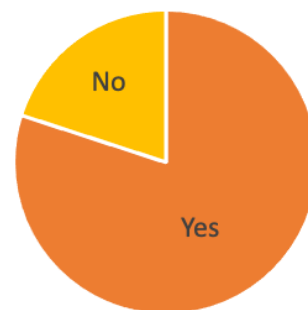
- More books
- Everything needs to change
- Interior decoration
- The environment

UHWO Faculty/Staff Responses

5 Responses

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

Yes	4	80%	●
No	1	20%	●



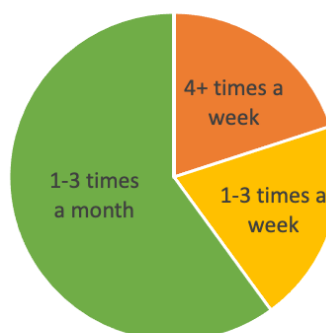
How can the James & Abigail Campbell Library better serve distance education students?

- Provide tutoring services for chemistry students
- Keep offering those online workshops! My students said they are engaging, worthwhile, and good for focusing and expanding their learning on specific topics
- Online book can be created for students to read
- You all do a wonderful job with the webinars. I would love to collaborate more with you all

The Library's Physical Space

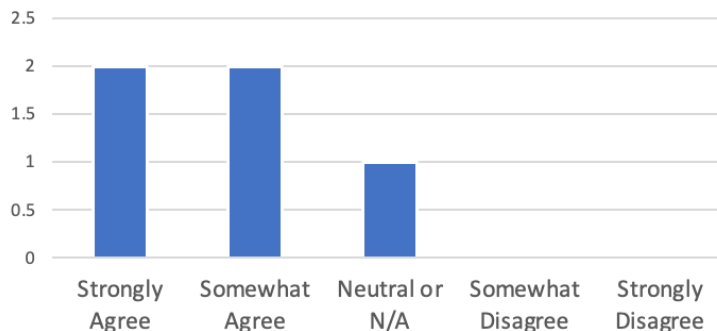
I visit the library...

4+ times a week	1	20%	●
1-3 times a week	1	20%	●
1-3 times a month	3	60%	●
Very rarely	0	--	●
Never	0	--	●



I am generally satisfied with the Library's hours.

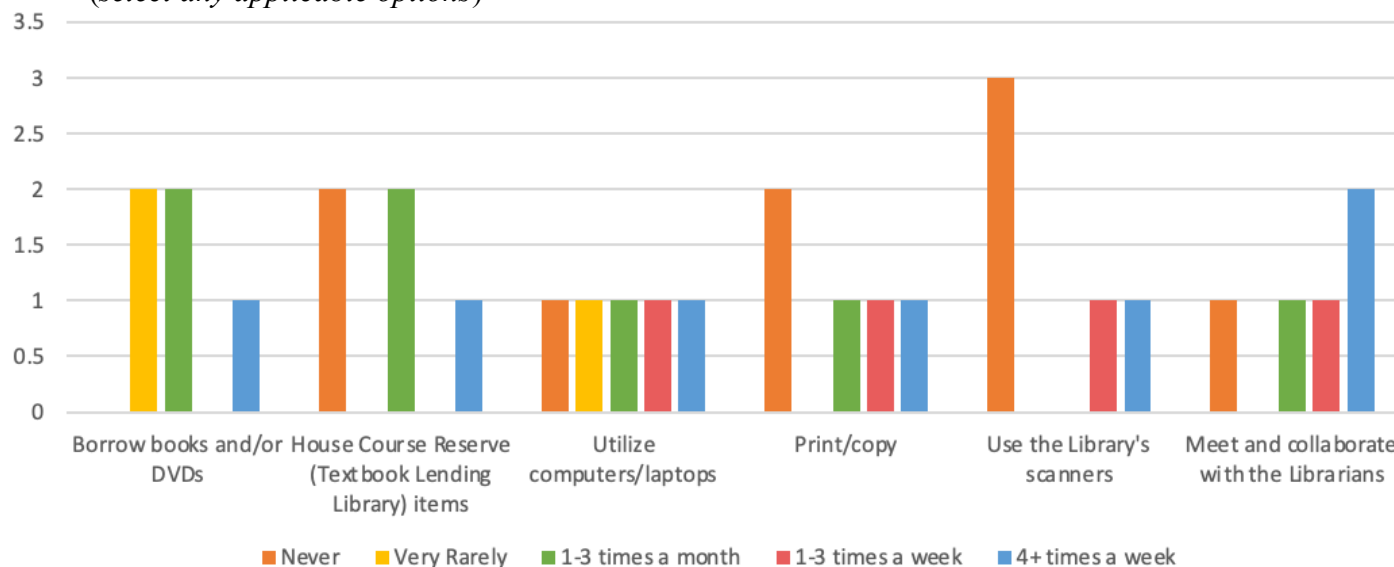
Strongly Agree	2	40%
Somewhat Agree	2	40%
Neutral or N/A	1	20%
Somewhat Disagree	0	--
Strongly Disagree	0	--



Utilizing the Library's Services & Resources

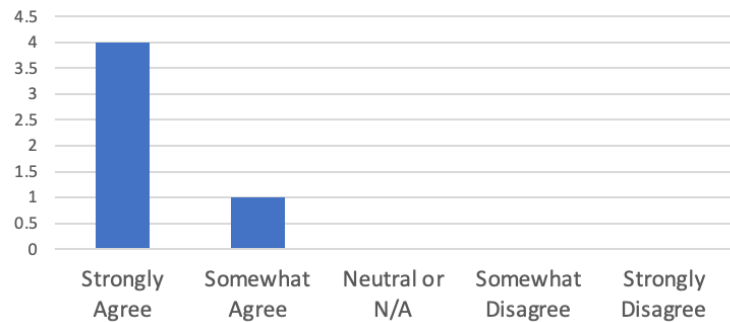
At the Library, I...

(select any applicable options)

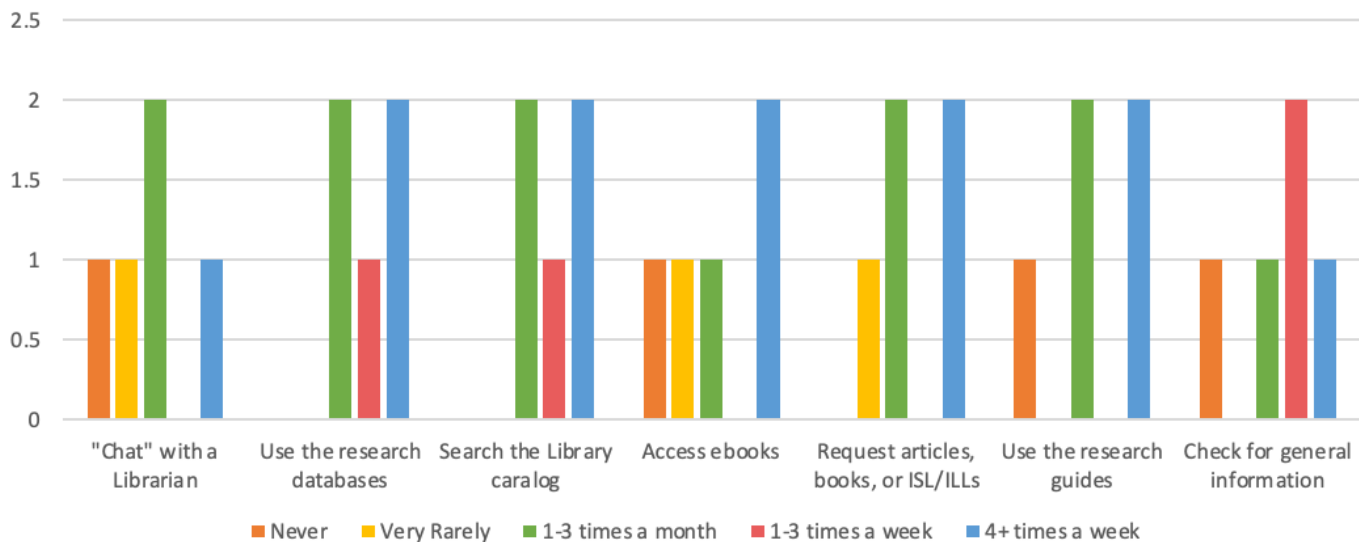


The technology available at the Library meets my needs.

Strongly Agree	4	80%
Somewhat Agree	1	20%
Neutral or N/A	0	--
Somewhat Disagree	0	--
Strongly Disagree	0	--

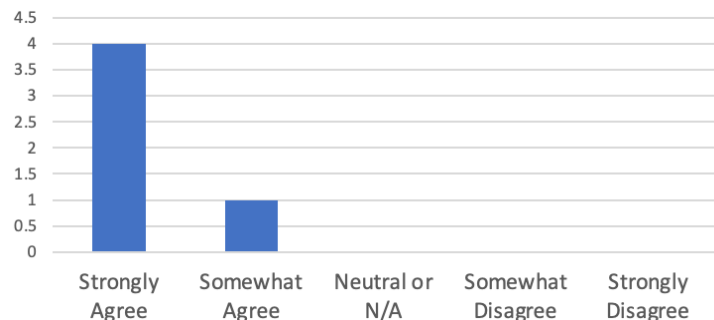


I access the Library's website to:
(select any applicable options)



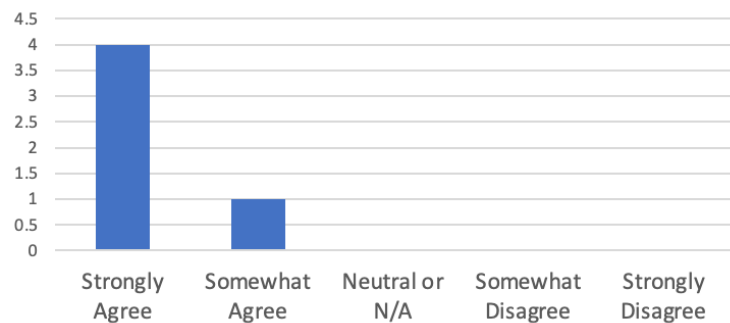
The Library's website directs me to the resources and services I need.

Strongly Agree	4	80%
Somewhat Agree	1	20%
Neutral or N/A	0	--
Somewhat Disagree	0	--
Strongly Disagree	0	--



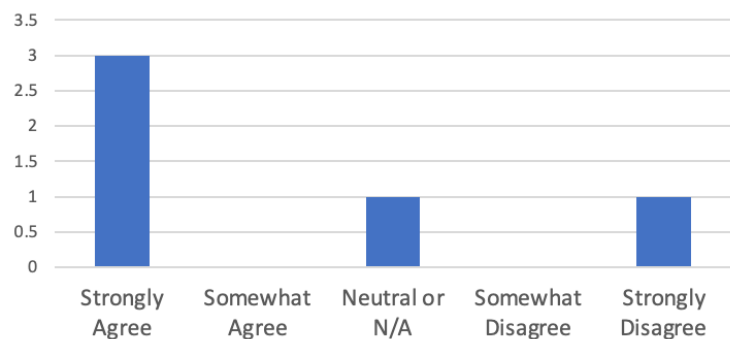
I am able to access research databases on the Library's website when I need to use them.

Strongly Agree	4	80%
Somewhat Agree	1	20%
Neutral or N/A	0	--
Somewhat Disagree	0	--
Strongly Disagree	0	--



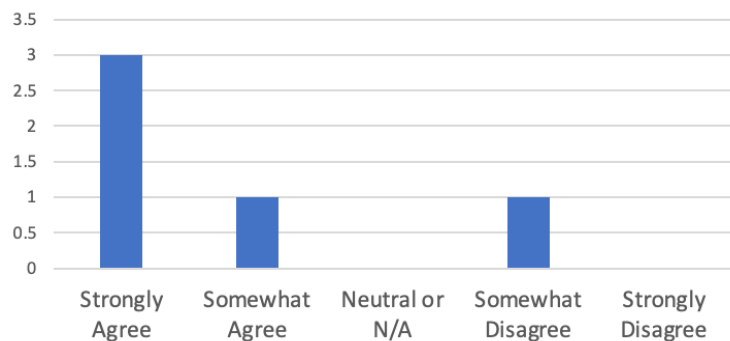
There are enough print resources (books, journals, magazines) to meet my teaching (course) needs.

Strongly Agree	3	60%
Somewhat Agree	0	--
Neutral or N/A	1	20%
Somewhat Disagree	0	--
Strongly Disagree	1	20%



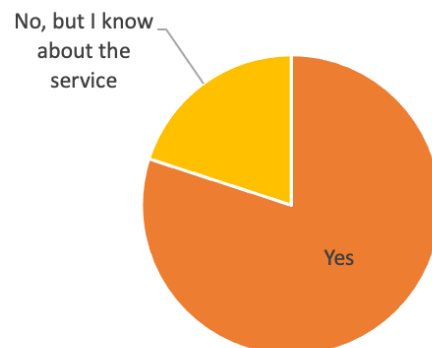
There are enough electronic articles in the Library databases to meet my teaching (course) needs.

Strongly Agree	3	60%
Somewhat Agree	1	20%
Neutral or N/A	0	--
Somewhat Disagree	1	20%
Strongly Disagree	0	--



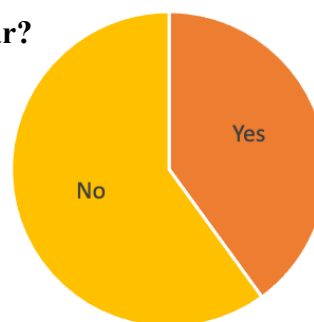
I have used UHWO's Interlibrary Loan (ILL) service to place article and/or book chapter requests.

Yes	4	80%	●
No, but I know about the service	1	20%	●
No, I did not know that this service was available	0	--	●



Did you request a Library Instruction session this academic year?

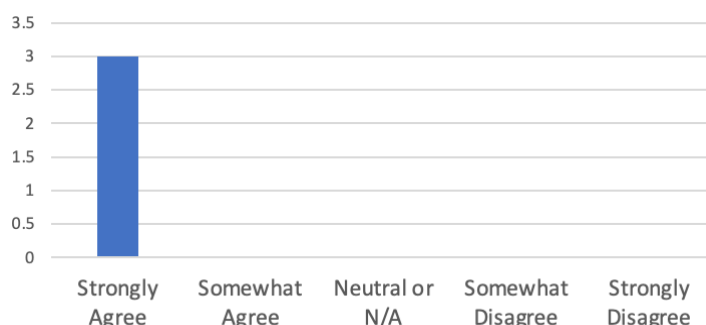
Yes	2	40%	●
No	3	60%	●



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

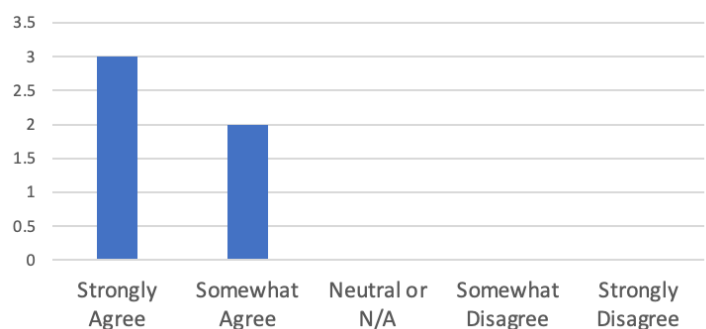
The Library's instruction sessions have increased my students' ability to do research and use library resources.

Strongly Agree	3	100%
Somewhat Agree	0	--
Neutral or N/A	0	--
Somewhat Disagree	0	--
Strongly Disagree	0	--



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

Strongly Agree	3	60%
Somewhat Agree	2	40%
Neutral or N/A	0	--
Somewhat Disagree	0	--
Strongly Disagree	0	--



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

- Education help
- Can make me understand the library better

What programs, events, or workshops would you like to see at the James & Abigail Campbell Library?

- Dog therapy return when the pandemic is gone

- I'd like to see the return of the in-person events from pre-COVID when it's safe to do so again. I also would like more collaboration with the 'Ulu 'Ulu Archive that's so hidden, many students don't utilize it or explore it at all
- Academic discussion and subject research in the library
- Intellectual debate
- More about the archives, especially regarding the Native Hawaiian archives

How did the COVID-19 pandemic change the way you used the library or library services?

- I stopped coming into the library since I always sat upstairs which has been closed due to budget cut
- I don't visit in person at all, which makes me sad since I used to be frequent in-person user
- Getting in and out of the library is a hassle
- Wear a mask in the library
- I definitely went more online

What do you like the best about the James & Abigail Campbell Library?

- Best library in the UH system. Huge and beautiful. No'eau center is full of wonderful people! Lots of places to sit and relax/study
- How inviting, clean, and multipurpose the facilities are
- Atmosphere
- All kinds of book are comprehensive
- Flexibility and everyone is so helpful!

What can be improved at the James & Abigail Campbell Library?

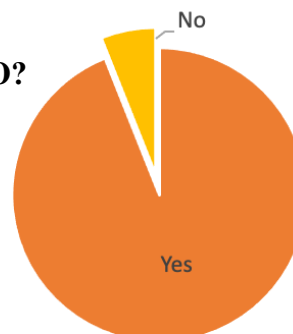
- We NEED chemistry tutoring. Even if it's just a few hours per week. Please make this happen.
- Perhaps, hours can be expanded as demand for that increases
- Don't need to improve
- The placement of books can be optimized
- Everything you do so far is great. If we could collaborate more to help with the classes I would love to know. If there is a way to put that form for showing those movies online, that would be INCREDIBLY helpful. Right now, sending all the one's to Jarrett via email is ok, but it takes a considerable amount of time, and all I'm doing is copy and pasting over and over again.

UHWO Student Responses

133 Responses

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

Yes	125	94.9%	●
No	8	6%	●



How can the James & Abigail Campbell Library better serve distance education students?

Common responses

- More in person events
- Allow longer than 2hr reservations
- More social media interaction
- Maybe have quick and easy tutorials on the initial website page
- Open study rooms and extend the time limit students can be there to study
- Advertise both physical and virtual library services more
- Training on how to access resources
- Open on the weekends
- Update your computers

Selected, illustrated responses

- Perhaps by providing workshops completely geared towards online/hybrid classes, or videos that offer helpful tips on how to utilize the library's resources all while staying at home
- Continue to showcase Carina's zoom meetings. I've found them to be very helpful in learning about the campus considering that I am a first year student
- Advertise more on the information/how the librarians can help students, for example: interactive chat on the website, what times are you all available?
- I would say opening the services in the weekends on the research databases, as there are some students who do their essays on the weekends and need research. So you can conduct surveys on when is the best time for your students
- When I do come on campus, the computers ALWAYS take 15 minutes to boot up. Then, the computers are terribly slow making getting my work done efficiently very hard. You guys should really upgrade

The Library's Physical Space

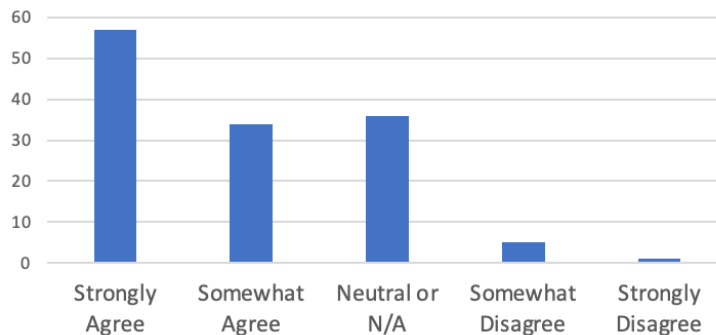
I visit the library...

4+ times a week	11	8.3%	●
1-3 times a week	19	14.3%	●
1-3 times a month	23	17.3%	●
Very rarely	40	30%	●
Never	40	30%	●



I am generally satisfied with the Library's hours.

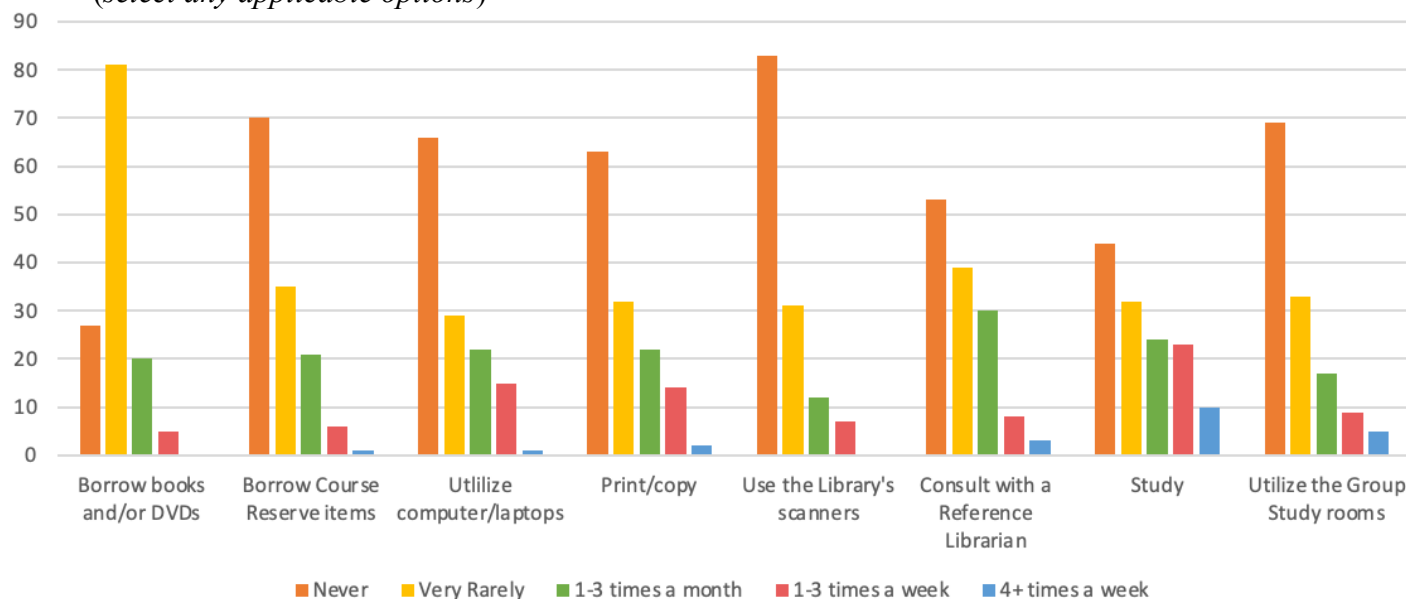
Strongly Agree	57	42.9%
Somewhat Agree	34	25.6%
Neutral or N/A	36	27.1%
Somewhat Disagree	5	3.8%
Strongly Disagree	1	0.8%



Utilizing the Library's Services & Resources

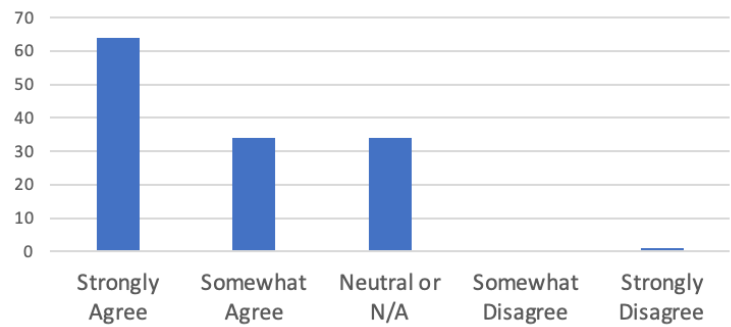
At the Library, I...

(select any applicable options)



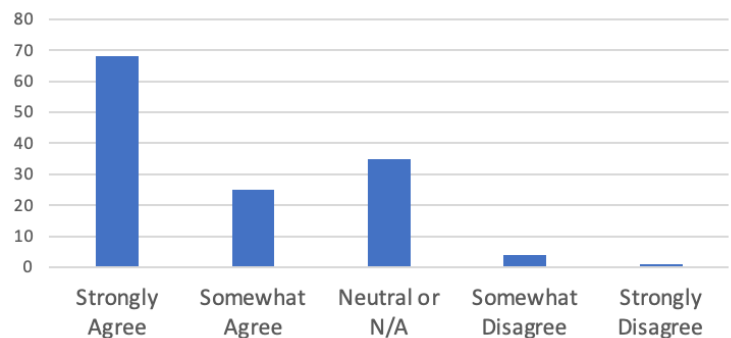
The technology available at the Library meets my needs.

Strongly Agree	64	48.1%
Somewhat Agree	34	25.6%
Neutral or N/A	34	25.6%
Somewhat Disagree	0	--
Strongly Disagree	1	0.8%



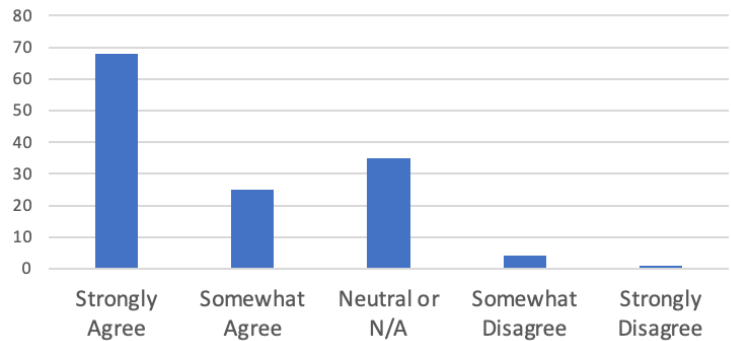
A Library computer or laptop is available for me to use when I need one.

Strongly Agree	68	51.1%
Somewhat Agree	25	18.8%
Neutral or N/A	35	26.3%
Somewhat Disagree	4	3%
Strongly Disagree	1	0.8%

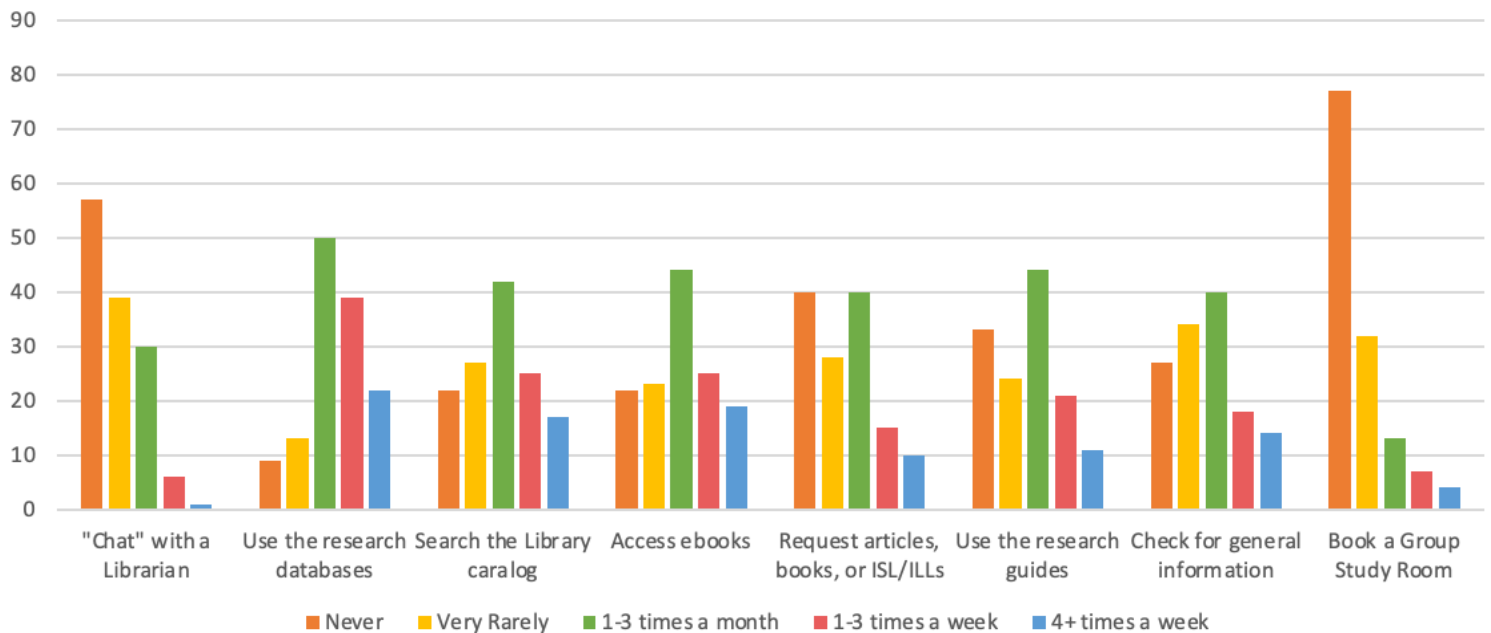


The technology available at the Library contributes to my success at UHWO.

Strongly Agree	70	52.6%
Somewhat Agree	22	16.5%
Neutral or N/A	36	27.1%
Somewhat Disagree	3	2.3%
Strongly Disagree	2	1.5%

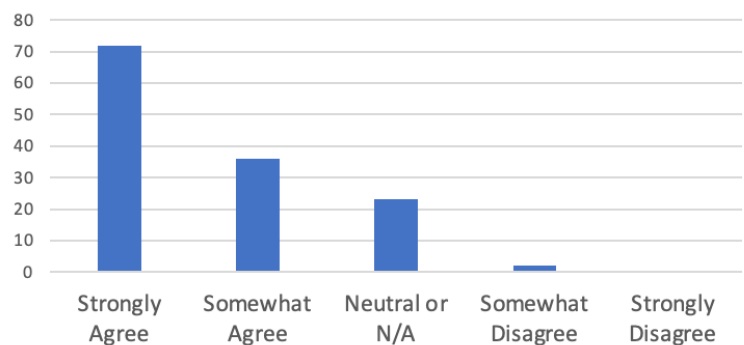


I access the Library's website to:
(select any applicable options)



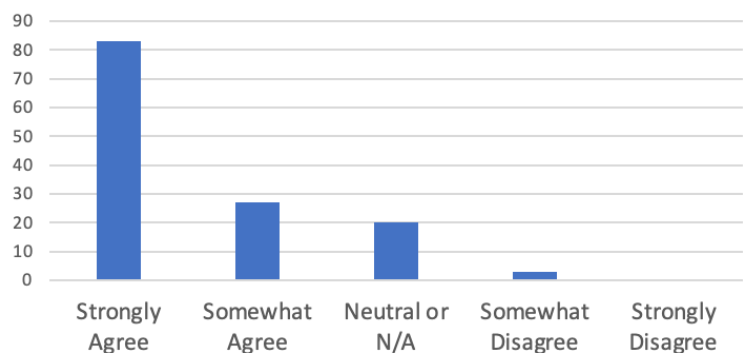
The Library's website directs me to the resources and services I need to complete my coursework.

Strongly Agree	72	54.1%
Somewhat Agree	36	27.1%
Neutral or N/A	23	17.3%
Somewhat Disagree	2	1.5%
Strongly Disagree	0	--



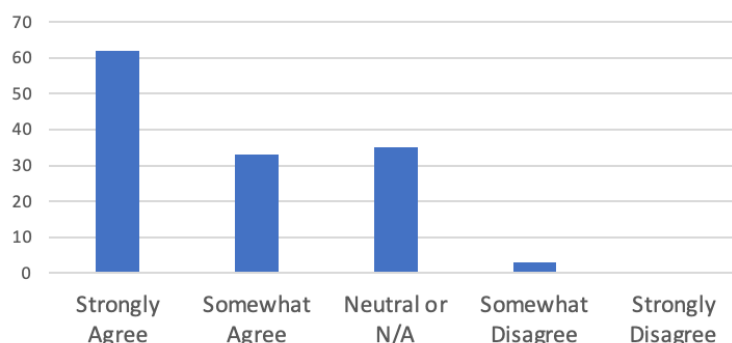
I am able to access research databases on the Library's website when I need them.

Strongly Agree	83	62.4%
Somewhat Agree	27	20.3%
Neutral or N/A	20	15%
Somewhat Disagree	3	2.3%
Strongly Disagree	0	--



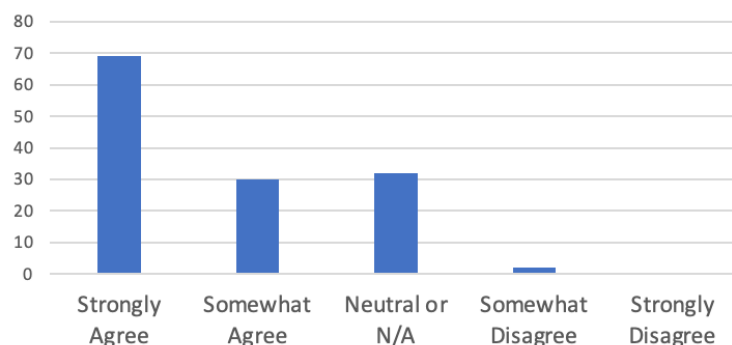
There are enough print resources (books, journals, magazines) to help me complete my course assignments.

Strongly Agree	62	46.6%
Somewhat Agree	33	24.8%
Neutral or N/A	35	26.3%
Somewhat Disagree	3	2.3%
Strongly Disagree	0	--



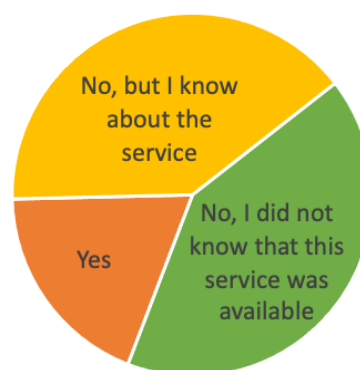
There are enough electronic articles in the Library databases to help me complete my course assignments.

Strongly Agree	69	51.9%
Somewhat Agree	30	22.6%
Neutral or N/A	32	24.1%
Somewhat Disagree	2	1.5%
Strongly Disagree	0	--



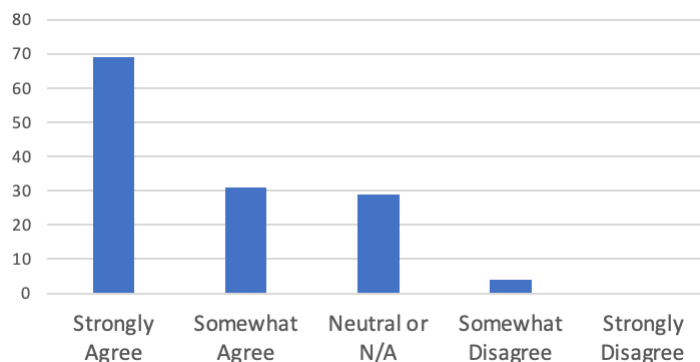
I have used UHWO's Interlibrary Loan (ILL) service to place article and/or book chapter requests.

Yes	25	18.8%	●
No, but I know about the service	53	39.8%	●
No, I did not know that this service was available	55	41.4%	●



The Librarians help guide me to relevant sources.

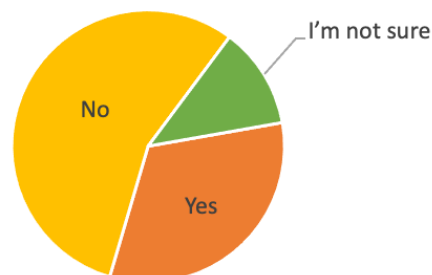
Strongly Agree	69	51.9%
Somewhat Agree	30	22.6%
Neutral or N/A	32	24.1%
Somewhat Disagree	2	1.5%



Strongly Disagree	0	--
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Have you had a Librarian Information Literacy Session this academic year?

Yes	43	32.3%	●
No	74	55.6%	●
I'm not sure	16	12%	●



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

Common responses

- Yes, I have learned how to navigate the library website online!
- It helped me to better utilize online databases
- It has helped writing papers
- It's helped me understand how to search for academic articles within the library's database
- Made me aware of the resources available to me as a student in the library

Selected, illustrated responses

- I had it last year, so I'm not sure if it's still relevant. But I believe we had Carina and she helped us navigate through resources and how to use EBSCO and such for looking up journals for our annotated bibliography. It was very helpful and there was still the online chat service as well as being able to talk with her in person that helped a lot
- It has helped my research by showing me which databases are best for certain types of research and also by showing me how to use the libraries databases more efficiently
- It was a helpful reminder for the vast amount of resources available for students. Especially helpful for ENG/HIST classes
- It has helped me understand more about the history and purpose of the U.S. Census and how to research Census data
- Helped me understand how to properly use these resources/websites to obtain and narrow down what I'm looking for

What programs, events, or workshops would you like to see at the James & Abigail Campbell Library?

Common responses:

- Writing workshops
- More workshops and programs in general
- Therapy dog sessions

- Career related workshops
- Online workshops on navigating the database
- Family friendly events
- Workshops on how to find resources at the library and on their website

Selected, illustrated responses:

- I liked it when you guys featured local writers and poets, namely with the Bamboo Ridge features. Perhaps more of those
- When the COVID-19 situation becomes safer, I'd like to see a "welcome back" workshop/series of events that may promote the transition from online to in-person/hybrid once again. This would make students feel welcome once again and more comfortable in the shift
- I would like to see more events or workshops suited for Creative Media Majors
- When it is a certain month such as Hawaiian history month or Black history month, promote books related to the history and culture of those people
- Financial literacy and workshops targeted for our demographic to learn about buying houses, taxes, public resources, etc. Not everyone has parents who know how to do those things and the internet is overwhelming
- It would be interesting to have more talk session events from various speakers

How did the COVID-19 pandemic change the way you used the library or library services?

Common responses:

- All my courses are online so I don't visit campus very often
- Harder for me to get a copy of an article or book
- Less use
- I was not comfortable visiting in-person
- All online
- I utilize the quiet space and internet connection a lot since I don't have solid internet connection at home
- Limited hours

Selected, illustrated responses:

- It helped me to always be connected with the librarians in finding articles or resources as it is limited to go to the library
- Due to the pandemic, I never physically go to the library. However, I've earned a great deal of information through the online website, the Instagram account, and Youtube channel
- I no longer go to the library in-person. I mostly use the library's online catalog/database
- It limited my time in the library. I missed those days where I'd be able to stay there for like, five hours, in order to do a big old cram session, especially with finals coming up

- I used to go to the library everyday between classes because it's the perfect place to study and catch up on work. Now since the pandemic it's hard to focus at home because there are so many distractions. Also I don't have easy access to books. Now I have to research and ask a librarian. I like going to the library and reading through the book before actually checking it out
- I wish you guys would just adjust your policies about time limit, especially when the library is empty and no one is waiting for a computer, why am I forced to leave in two hours?
- I guess I borrowed more books, and also accumulated more late fees due to not wanting to drive to UHWO to return my books. COVID has prevented me from being on campus more often, and the visual sight of the library would've prompted me to return my books on time

What do you like the best about the James & Abigail Campbell Library?

Common responses:

- I like the amount of space there is to study and places where you can study individually or as a group and easy access to the computers
- I love accessible the library is especially during this time
- I like the soft lighting and quiet environment
- It is very well stocked and the staff is extremely helpful
- The size and acoustics mainly, really nice and quiet
- The atmosphere makes you inclined to focus and get the work done
- I like the study environment

Selected, illustrated responses:

- I just like the library in all. The librarians and staff are always kind, so that's great. But usually I just keep to myself and hide behind a desktop to do work and it's great. It has AC and good internet and it's quiet enough to do work
- I like how the website is well organized and I do see that they offer many services
- I like all of the online databases that they offer, it really helps me with research when I have papers to write
- 1. Carina Cernisky has been extremely helpful in my requests for assistance and guiding me in obtaining the articles I needed for my class. 2. Huge online resources covering topics in all my classes. 3. Easy access to online resources
- Research box is smack dab in the middle of the home page
- I think the architecture is unique, I enjoy seeing the stained glass lit up at night
- I really liked how innovative the library system is and how easy it is to access. I am usually able to find all of my sources within the library virtual platform which is convenient and helpful when it comes to being able to gather sources from one area as well as making sure the sources I am reading and using are peer reviewed and credible

- Although I have never been in person, it looks beautiful. I am glad that I am able to access scholarly articles and books at anytime from Maui

What can be improved at the James & Abigail Campbell Library?

Common responses:

- More workshops
- Longer hours and more books
- The computers are soooo slow please fix this please!!
- I want to have more self-studying rooms
- More resources, peer-reviewed articles and a bigger variety of articles
- More YA books
- A coffee shop would be nice, maybe an area where people can be chatty and not feel the stuffiness of a library
- I want to have more self-study rooms

Selected, illustrated responses:

- Opening on the weekends because students do their assignments mostly on the weekends as well
- They could improve on advertising what the library has to offer to more students. I know that some freshman here are not aware about some opportunities there, if they are not involved with school
- Addressing the time constraints. I understand the regards for COVID-19 but being able to have a bit more time would be great. I often felt like I had to keep an eye on the clock and feel pressured to do more work
- I do wish the library had more math and science books available
- Offer pre-recording “How To” research videos
- The library website should be better optimized for mobile devices
- Consider expanding on your Youtube channel to gain publicity from the UHWO students
- It would be awesome to have more online resources we can have access to such as UpToDate and other medical journals as well
- The online chat. I started a chat because I could not access EBSCO. The person who I chatted with never got back to me about my question