

2021-2022



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



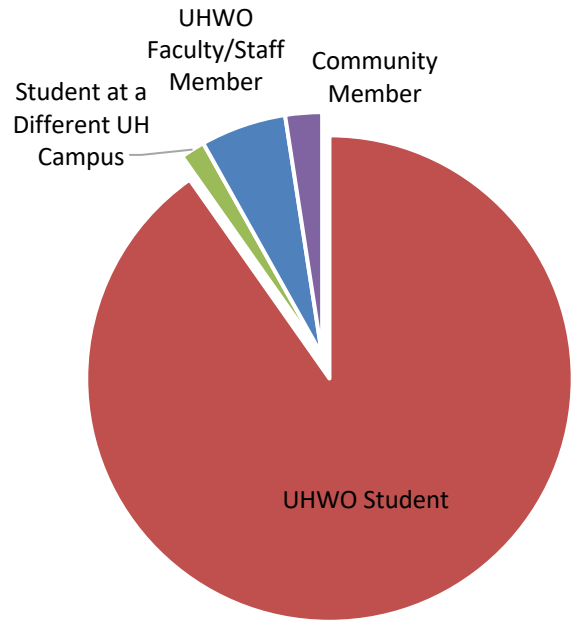
Library Services Survey Summary of Data

Survey ran from 4/4/2022 through 5/1/2022.

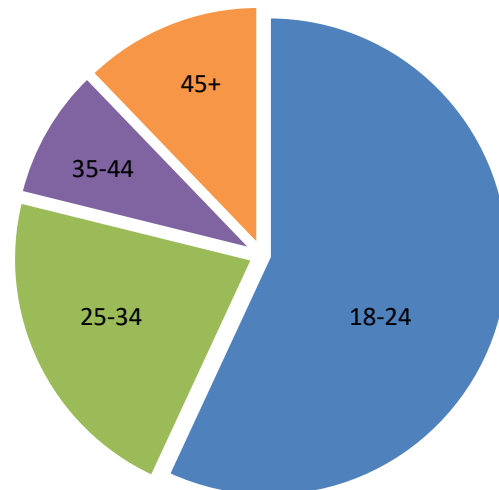
Total of 123 responses collected.

Demographics

I AM A:			
UHWO Student	111	90.2%	●
Student at a Different UH Campus	2	1.6%	●
UHWO Faculty/Staff Member	7	5.7%	●
Community Member	3	2.4%	●



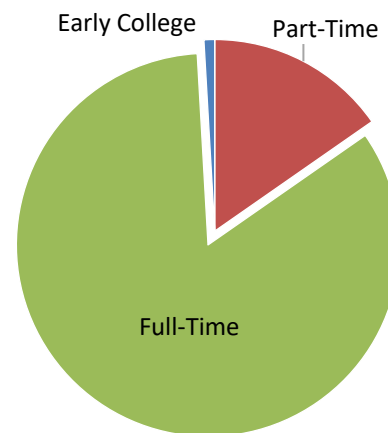
AGE:			
Under 18	0	--	●
18-24	70	56.9%	●
25-34	27	22.0%	●
35-44	11	8.9%	●
45+	15	12.2%	●



UHWO Student Responses

111 responses

Enrollment Status			
Early College	1	5.4%	•
Part-Time	17	12.6%	•
Full-Time	93	28.8%	•



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

Common responses:

- Utilize more online resources
- Less visits to the Library

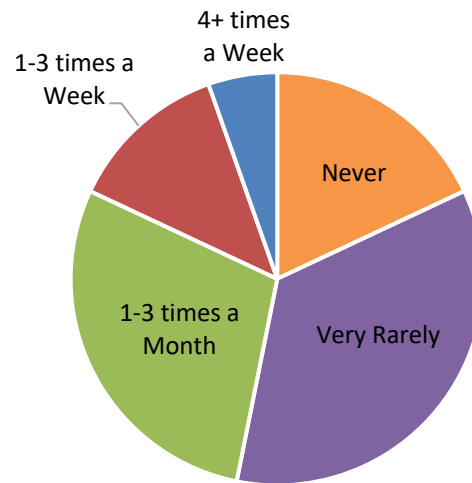
Selected, illustrative responses:

- The hours are a lot more limited, so I haven't been able to attend like I used to prior to COVID.
- I rarely go to the library due to the distance from where I live and less in person classes.
- Since my classes are all online, I utilize more online resources that the library provides rather than in-person resources.
- Due to the pandemic, I solely use library services online.

The Library's Physical Space

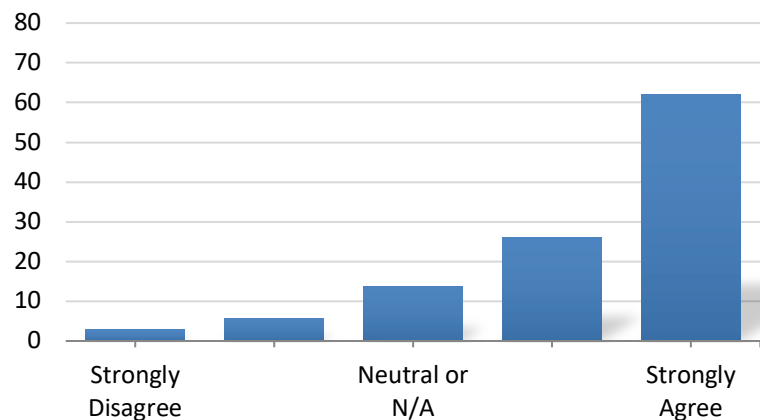
I visit the Library:

4+ times a week	6	5.4%	●
1-3 times a week	14	12.6%	●
1-3 times a month	32	28.8%	●
Very rarely	39	35.1%	●
Never	20	18.0%	●



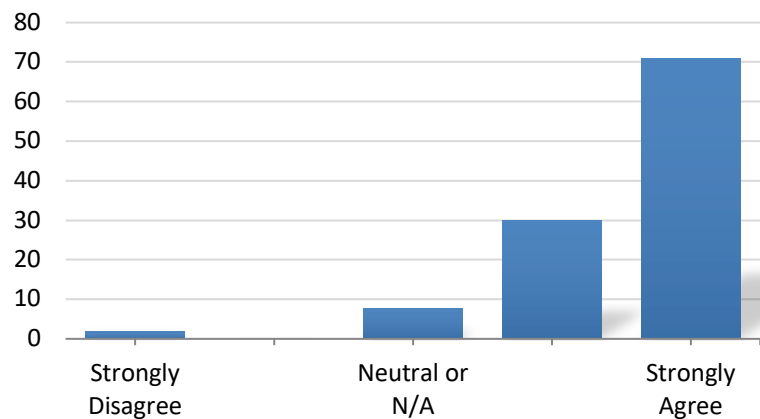
I am generally satisfied with the Library's Building hours.

Strongly Disagree	3	2.7%
Somewhat Disagree	6	5.4%
Neutral or N/A	14	12.6%
Somewhat Agree	26	23.4%
Strongly Agree	62	55.9%



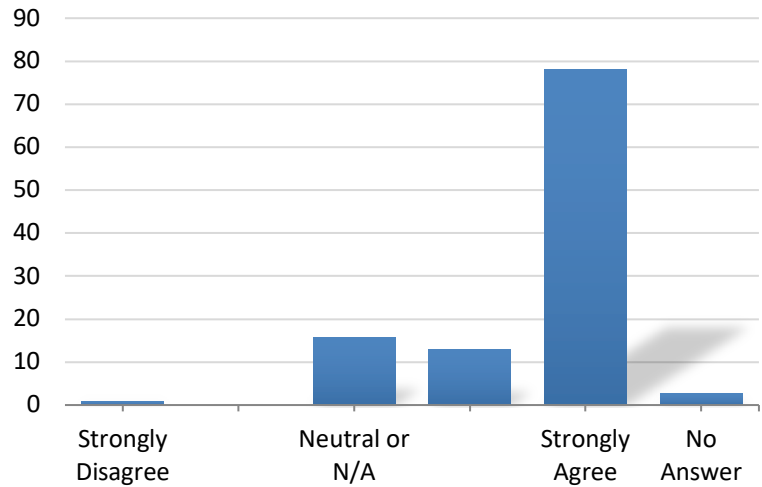
I am generally satisfied with the Library's Service hours.

Strongly Disagree	2	1.8%
Somewhat Disagree	0	--
Neutral or N/A	8	7.2%
Somewhat Agree	30	27.0%
Strongly Agree	71	64.0%



I feel comfortable in the Library.

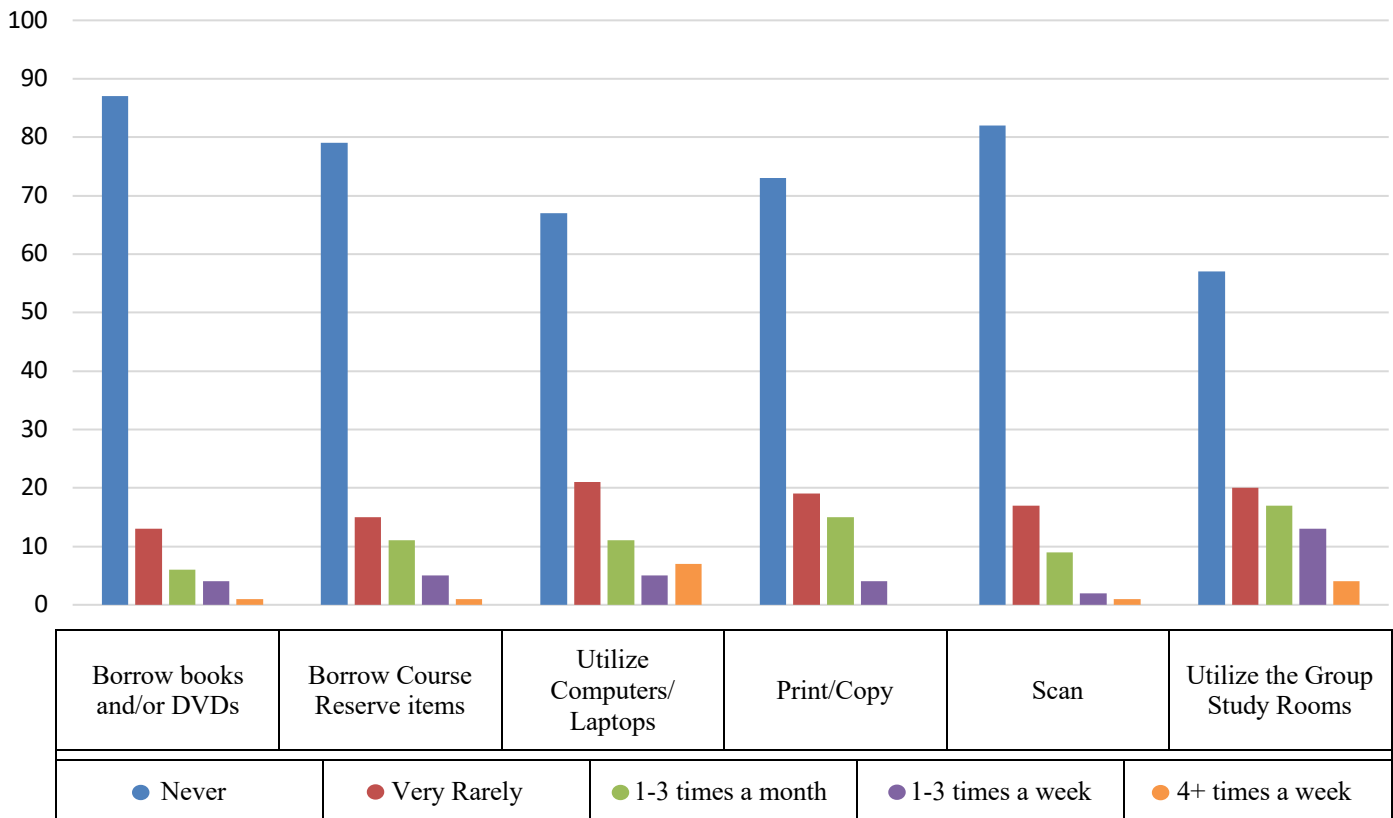
Strongly Disagree	1	0.9%
Somewhat Disagree	0	--
Neutral or N/A	16	14.4%
Somewhat Agree	13	11.7%
Strongly Agree	78	70.3%
No Answer	3	2.7%



Utilizing the Library's Services & Resources

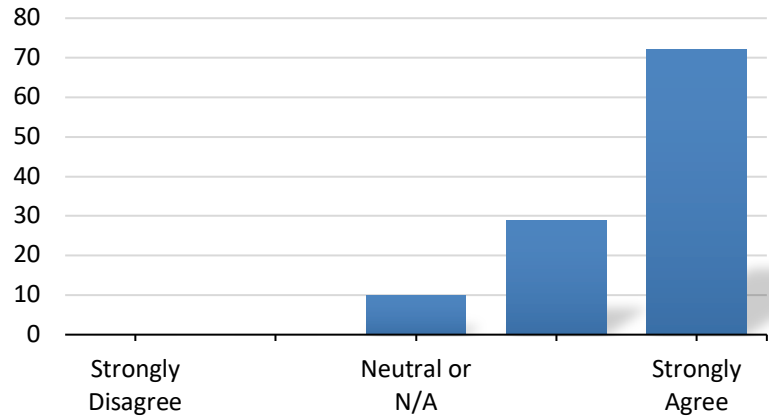
At the Library, I:

(select any applicable options)



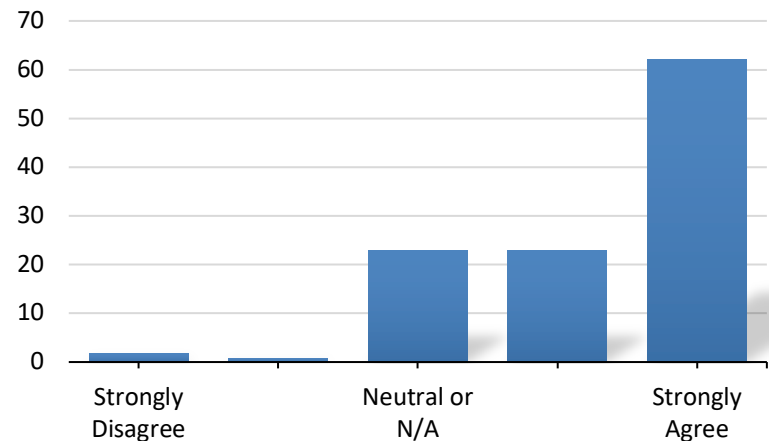
The technology available at the Library meets my needs.

Strongly Disagree	0	--
Somewhat Disagree	0	--
Neutral or N/A	10	9.0%
Somewhat Agree	29	26.1%
Strongly Agree	72	64.9%



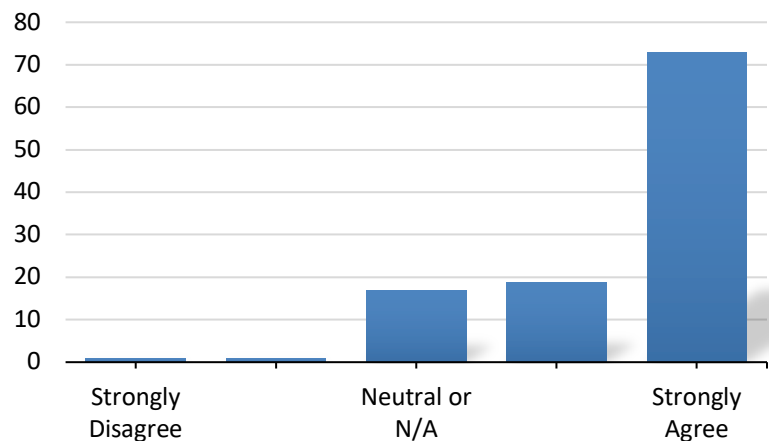
A Library computer or laptop is available for me to use when I need one.

Strongly Disagree	2	1.8%
Somewhat Disagree	1	0.9%
Neutral or N/A	23	20.7%
Somewhat Agree	23	20.7%
Strongly Agree	62	55.9%

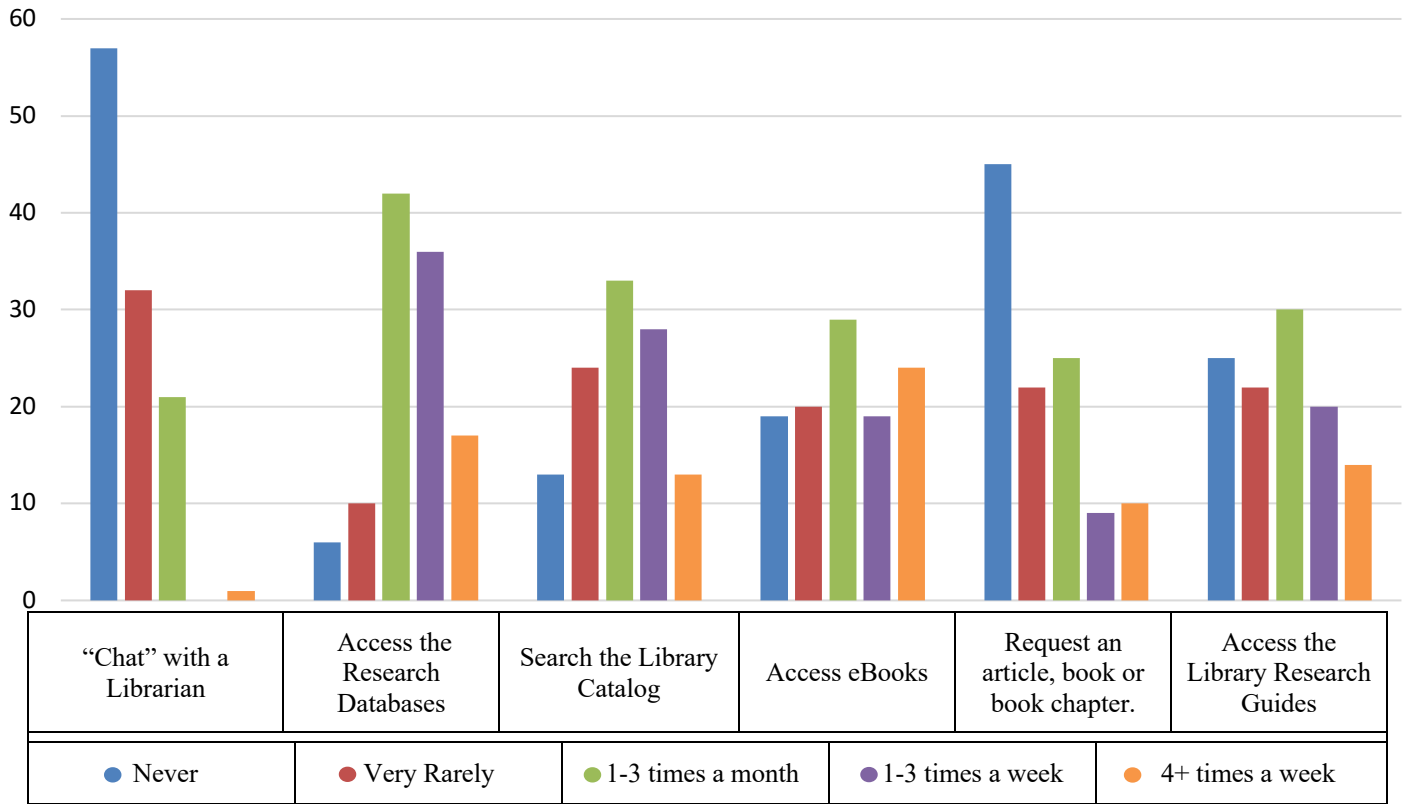


The technology available at the Library contributes to my success at UHWO.

Strongly Disagree	1	0.9%
Somewhat Disagree	1	0.9%
Neutral or N/A	17	15.3%
Somewhat Agree	19	17.1%
Strongly Agree	73	65.8%

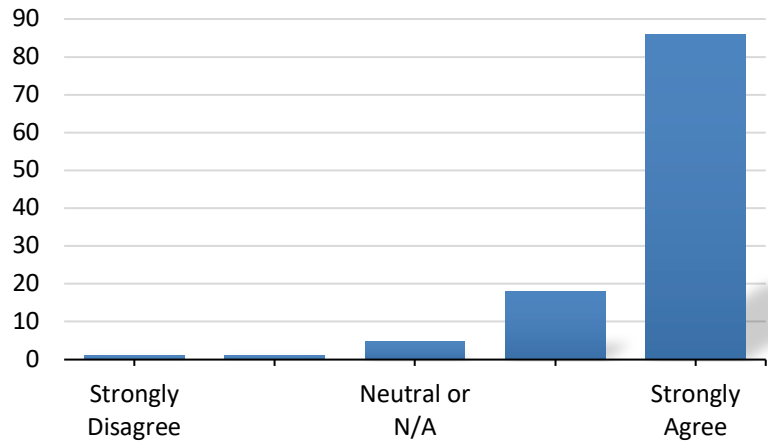


I access the Library’s website to:
(select any applicable options)



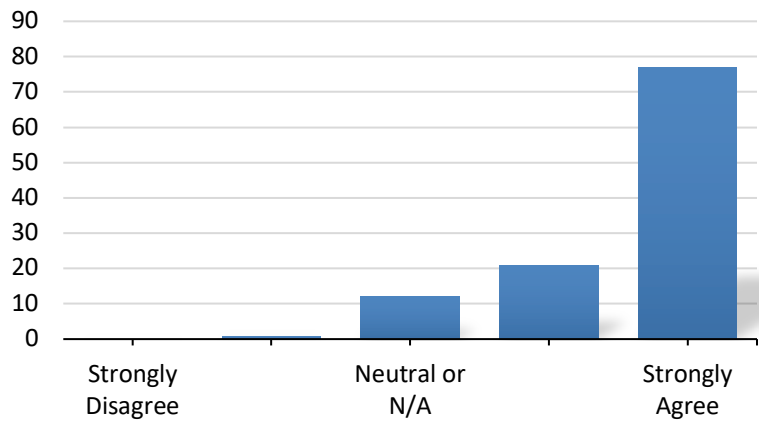
The Library’s website directs me to the resources and services I need to complete my coursework.

Strongly Disagree	0	--
Somewhat Disagree	1	0.9%
Neutral or N/A	12	10.8%
Somewhat Agree	21	18.9%
Strongly Agree	77	69.4%



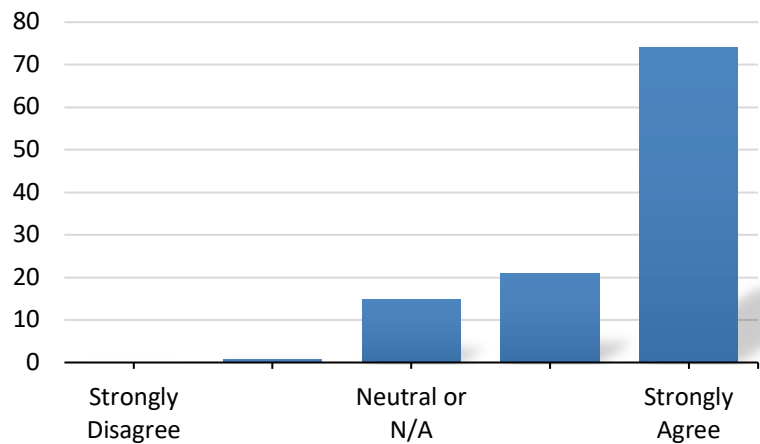
I am able to access the research databases (e.g. EBSCO, Credo Reference, JStor, Science Direct, etc.) on the Library website when I need to use them.

Strongly Disagree	1	0.9%
Somewhat Disagree	1	0.9%
Neutral or N/A	5	4.5%
Somewhat Agree	18	16.2%
Strongly Agree	86	77.5%



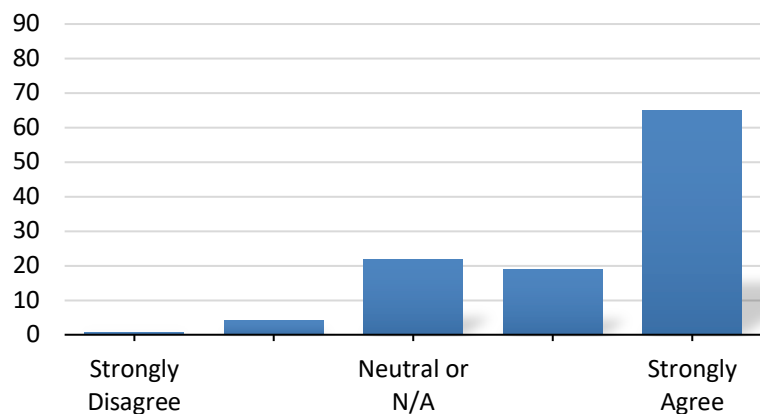
There are enough print resources (books, journals, magazines) to help me complete my assignments.

Strongly Disagree	1	0.9%
Somewhat Disagree	4	3.6%
Neutral or N/A	22	19.8%
Somewhat Agree	19	17.1%
Strongly Agree	65	58.6%



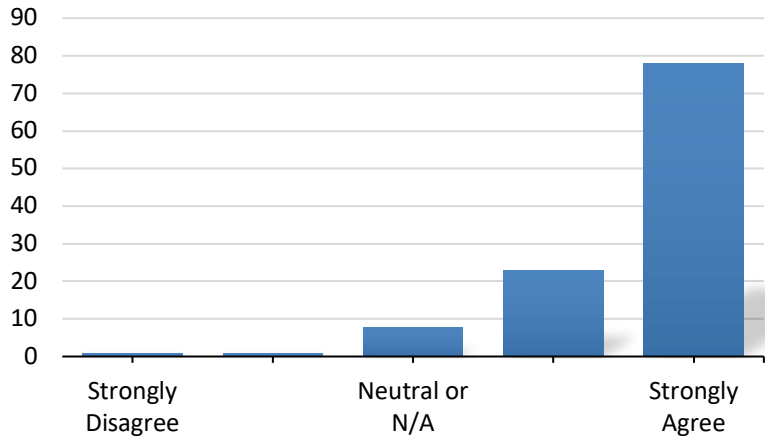
There are enough electronic articles in the Library databases to help me complete my assignments.

Strongly Disagree	1	0.9%
Somewhat Disagree	1	0.9%
Neutral or N/A	8	7.2%
Somewhat Agree	23	20.7%
Strongly Agree	78	70.3%



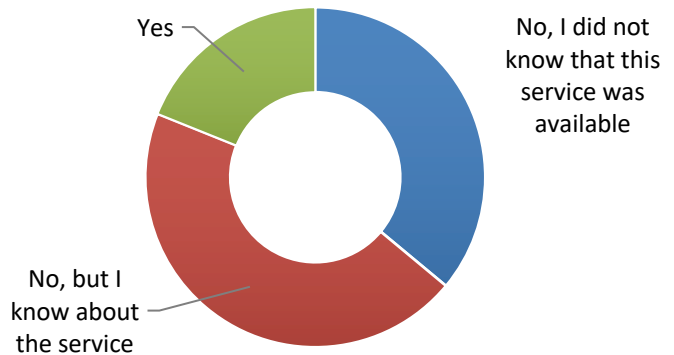
The Librarians help guide me to relevant resources.

Strongly Disagree	0	--
Somewhat Disagree	1	0.9%
Neutral or N/A	15	13.5%
Somewhat Agree	21	18.9%
Strongly Agree	74	66.7%



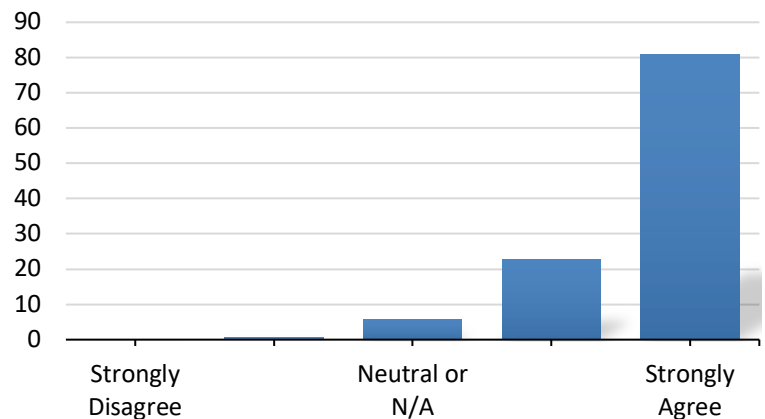
I have used UHWO's Interlibrary Loan (ILL) service to place article and/or book chapter requests.

No, I did not know that this service was available	40	36.0%	●
No, but I know about the service	50	45.0%	●
Yes	21	18.9%	●



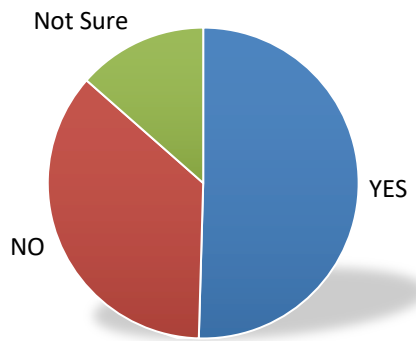
I am generally satisfied with the services, resources, and support provided by the Library.

Strongly Disagree	0	--
Somewhat Disagree	1	0.9%
Neutral or N/A	6	5.4%
Somewhat Agree	23	20.7%
Strongly Agree	81	73.0%



Have you attended a Library Information Literacy session or Library workshop this academic year?

Yes	56	50.5%	●
No	40	36.0%	●
I'm not sure	15	13.5%	●



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

Selected, illustrative responses:

- It helped me learn how to narrow down or widen my topic, how to find peer reviewed articles, what keywords I should use, and how to improve my researching skills.
- It really helped me understand the layout of the online library and how to get the most out of my online research. Due to most of my classes being online, I mainly use the online library so gaining a better understanding of how to find sources was super helpful.
- The library workshop helped me locate focused material on references or articles that I need for papers, usually I have a really hard time trying to find relevant information but with the insight of the workshops I am able to find good information.
- The library workshop covering Zotero changed my research drastically. Prior to the workshop, I used to use a sketchy website named "Citation Machine." The citations produced through that Citation Machine are inaccurate and would disappear after a week. However, Zotero allows me to create accurate citations that I have access to 24/7. Using Zotero makes my life a thousand times more easier. Citations are always required in papers, weekly discussions, etc. For this reason, it was crucial for me to have a program or website that creates accurate citations and stores them properly. Thank you Carina!

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

Common responses:

- More historical exhibitions
- Basic technology training workshop
- Book club

Selected, illustrative responses:

- More historical events like the Holocaust event that happened recently. I find those very interesting and would love to see more.
- I would most likely attend a zoom workshop or program available from the library.

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 like the space and it is very clean and organized. I think the furniture is very comfortable and there are a lot of convenient outlets.
- I really like how accessible and efficient they have made the online aspect of the library. I really enjoy all of the workshops they offer and the website is very easy to navigate. The staff is also super helpful and welcoming.
- It offers a quiet and safe space for me to study and do my homework and there are many resources available.
- Carina is super responsive and helpful when it comes to any questions I have. Last month, I had the opportunity to visit the library for the first time. It is absolutely beautiful and clean! I also like the live chat feature that is available on the library's website. It is clear that the library staff really wants to support UHWO's students and help them be successful through all these resources, workshops, etc.

What can be improved at the Library?

Common responses:

- Longer hours of operation.
- More books, both physically and digitally.
- Providing more space for individual study (individual cubicles, study rooms)
- More library communication – updates, upcoming events, follow ups, etc.

Selected, illustrative responses:

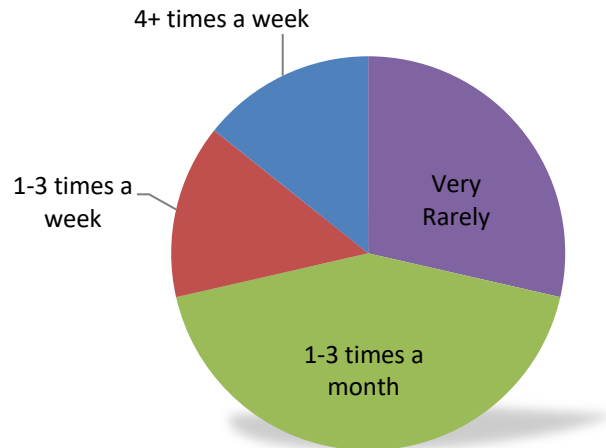
- Expanding the digital catalog available. Ideally any book obtainable via hardcopy should be available digitally and the overall database can never be too wide.
- More emails could be sent out about the different services or events the library offers so that more students could take advantage of them.
- Maybe extending the hours so that students can study longer.

UHWO Faculty/Staff

7 responses

I visit the Library:

4+ times a week	1	14.3%	●
1-3 times a week	1	14.3%	●
1-3 times a month	3	42.9%	●
Very rarely	2	28.6%	●
Never	0	--	●



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

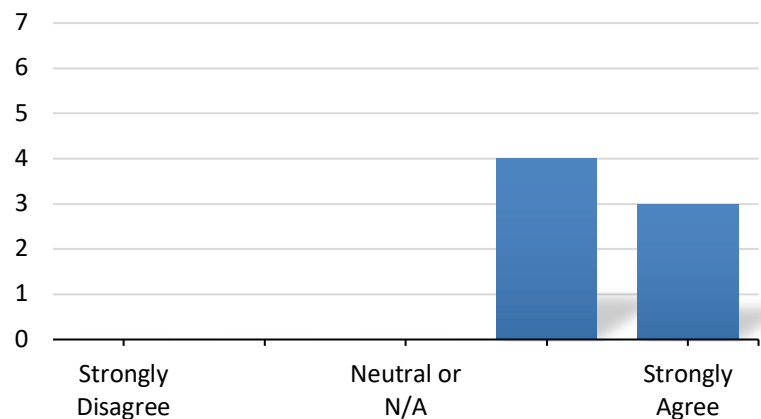
Selected, illustrative responses:

- Limited hours
- I rarely visit the library in person during the pandemic. Before I would visit at least twice a week.

The Library's Physical Space

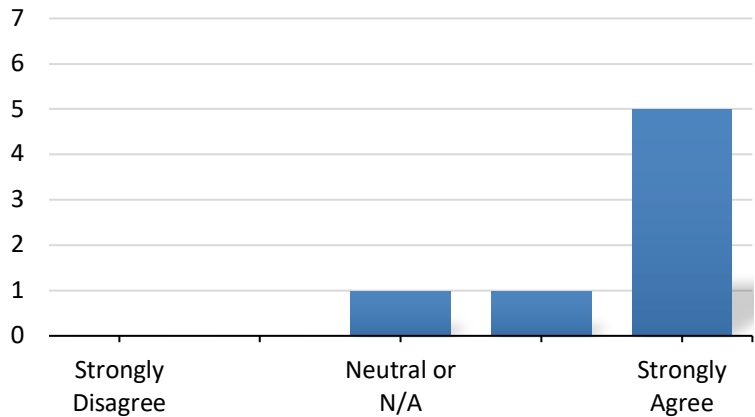
I am generally satisfied with the Library's Building hours.

Strongly Disagree	0	--
Somewhat Disagree	0	--
Neutral or N/A	0	--
Somewhat Agree	4	57.1%
Strongly Agree	3	42.9%



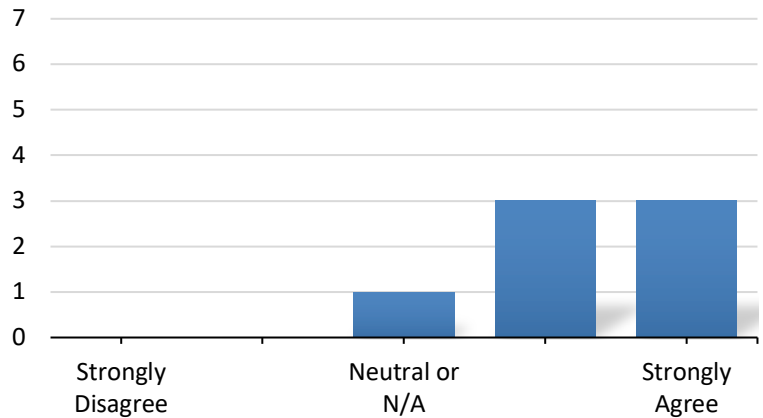
I am generally satisfied with the Library's service hours.?

Strongly Disagree	0	--
Somewhat Disagree	0	--
Neutral or N/A	1	14.3%
Somewhat Agree	1	14.3%
Strongly Agree	5	71.4%



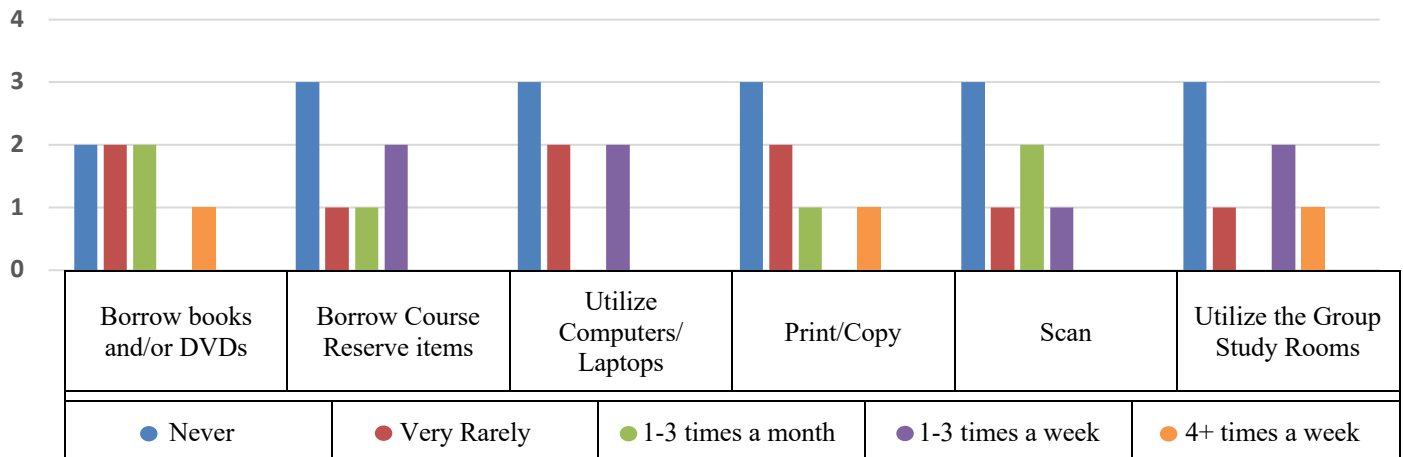
I feel comfortable in the Library.

Strongly Disagree	0	--
Somewhat Disagree	0	--
Neutral or N/A	1	14.3%
Somewhat Agree	3	42.9%
Strongly Agree	3	42.9%



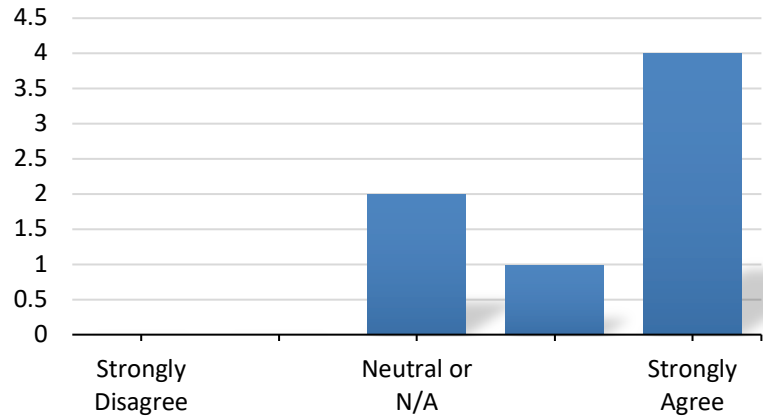
Utilizing the Library's Services & Resources

At the Library, I:
(select any applicable options)

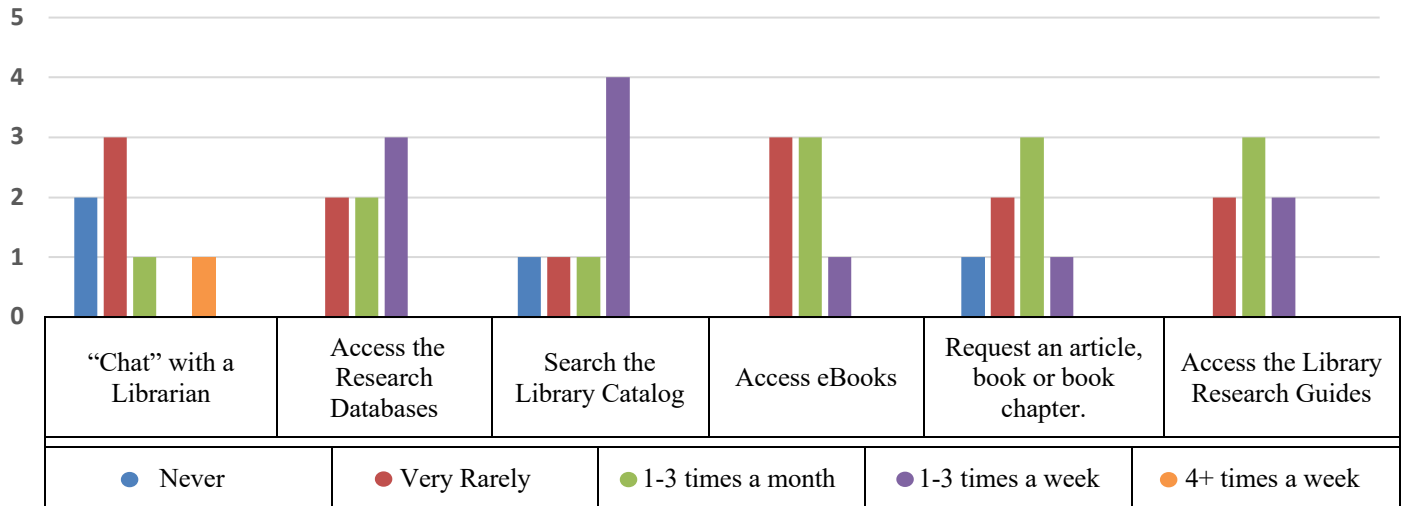


The technology available at the Library contributes to my students' success at UHWO.

Strongly Disagree	0	--
Somewhat Disagree	0	--
Neutral or N/A	2	28.6%
Somewhat Agree	1	14.3%
Strongly Agree	4	57.1%

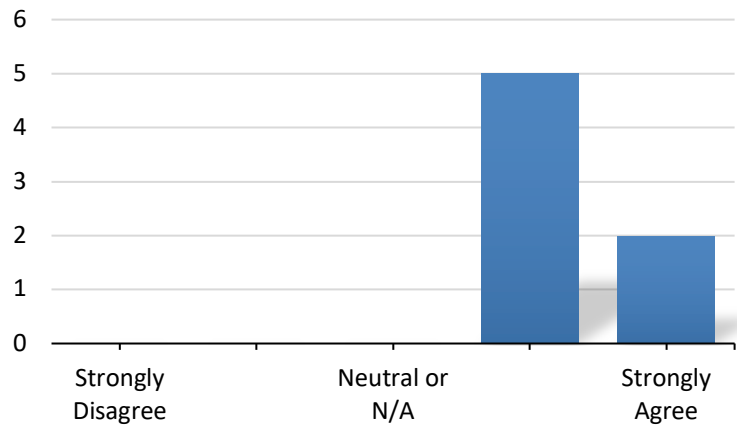


I access the Library's website to:
(select any applicable options)



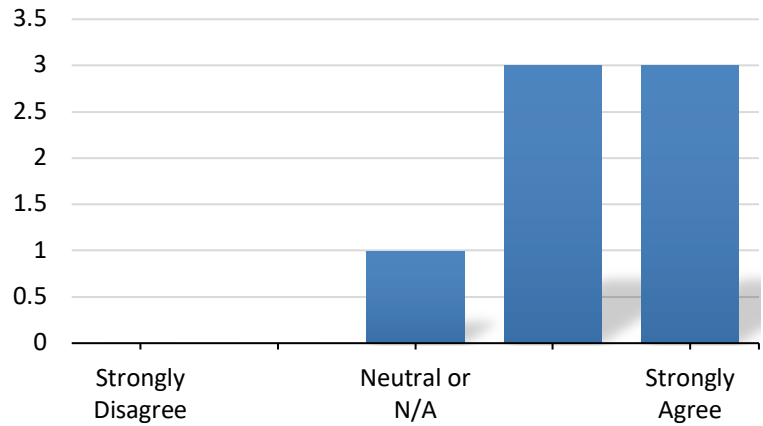
The Library's website directs me to the resources and services I need.

Strongly Disagree	0	--
Somewhat Disagree	0	--
Neutral or N/A	0	--
Somewhat Agree	5	71.4%
Strongly Agree	2	28.6%



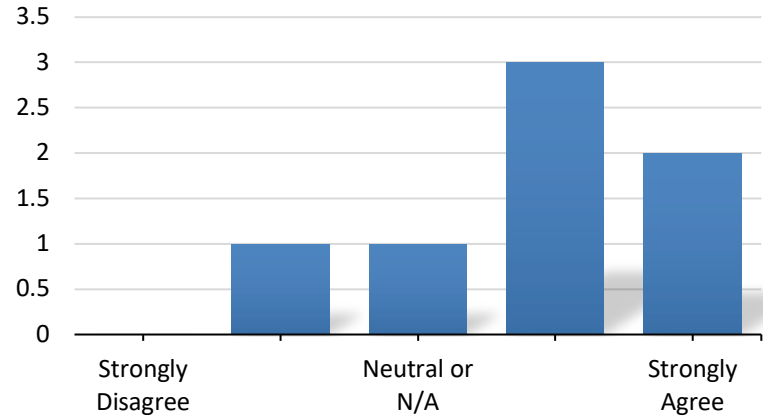
I am able to access the research databases (e.g. EBSCO, Credo Reference, JStor, Science Direct, etc.) on the Library website when I need to use them:

Strongly Disagree	0	--
Somewhat Disagree	0	--
Neutral or N/A	1	14.3%
Somewhat Agree	3	42.9%
Strongly Agree	3	42.9%



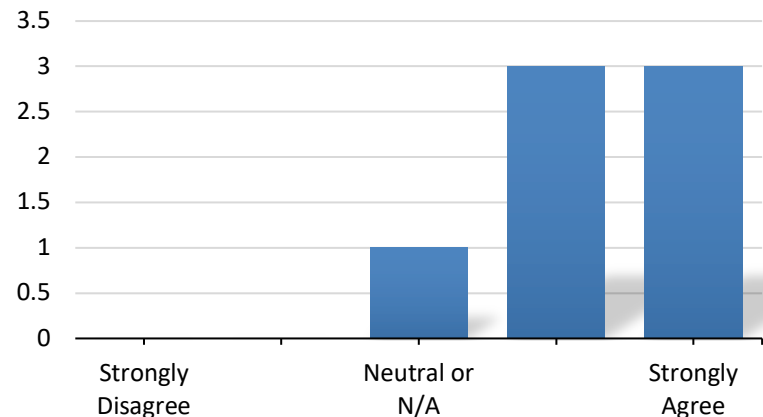
There are enough print resources (books, journals, magazines) to meet my teaching (course) needs:

Strongly Disagree	0	--
Somewhat Disagree	1	14.3%
Neutral or N/A	1	14.3%
Somewhat Agree	3	42.9%
Strongly Agree	2	28.6%



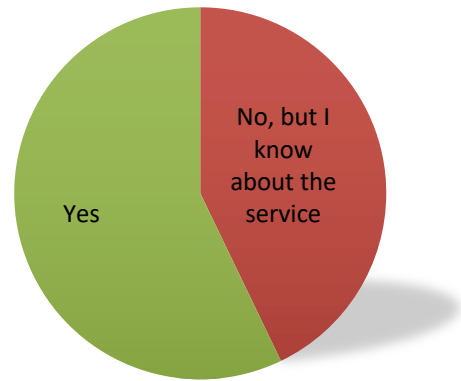
There are enough electronic articles in the Library databases to meet my teaching (course) needs:

Strongly Disagree	0	--
Somewhat Disagree	0	--
Neutral or N/A	1	14.3%
Somewhat Agree	3	42.9%
Strongly Agree	3	42.9%



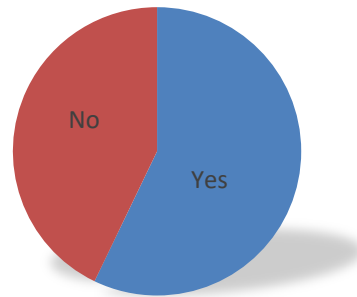
I have used UHWO's Interlibrary Loan (ILL) service to place article and/or book chapter requests.

No, I did not know that this service was available	0	--	●
No, but I know about the service	3	42.9%	●
Yes	4	57.1%	●



Did you request a Library Instruction session this academic year?

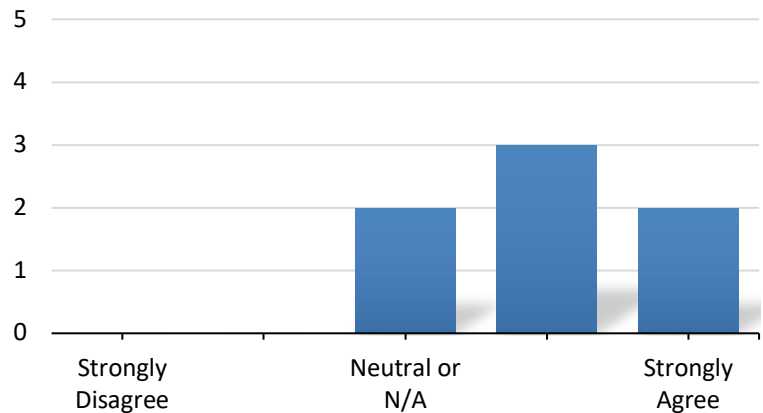
Yes	4	57.1%	●
No	3	42.9%	●



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

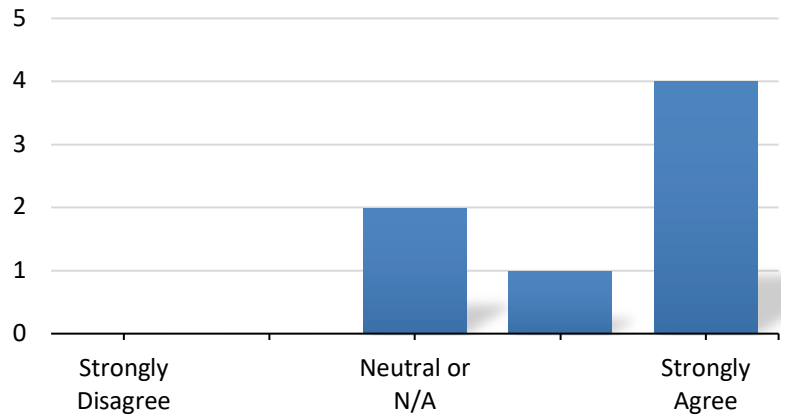
The Library's instruction sessions have increased my students' ability to do research and use library resources.

Strongly Disagree	0	--
Somewhat Disagree	0	--
Neutral or N/A	2	28.6%
Somewhat Agree	3	42.9%
Strongly Agree	2	28.6%



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

Strongly Disagree	0	--
Somewhat Disagree	0	--
Neutral or N/A	2	28.6%
Somewhat Agree	1	14.3%
Strongly Agree	4	57.1%



What do you like best about the Library?

Selected, illustrative responses:

- A comfortable environment.
- The helpful librarians

What can be improved at the Library?

Selected, illustrative responses:

- More marketing of exhibits, tours and perhaps functions in the library.
- More flexible group study spaces.