

HCC Library User Survey: Fall 2015

Question 1

*Have you used the library this semester?
(I have used services & resources in the library and/or online resources.)*

| Answer Options | Response Percent | Response Count |
|--------------------------|------------------|----------------|
| YES | 81.7% | 196 |
| NO | 18.3% | 44 |
| <i>answered question</i> | | 240 |
| <i>skipped question</i> | | 0 |

Question 2

Why have you not used the library?

| Answer Options | Response Count |
|--------------------------|----------------|
| | 40 |
| <i>answered question</i> | |
| 40 | |
| <i>skipped question</i> | |
| 200 | |

Responses

| | |
|----|---|
| 1 | the hours of operations are limited |
| 2 | inaccess |
| 3 | am unable to locate my course books |
| 4 | never knew it |
| 5 | Public Library and UH Manoa instead |
| 6 | I do not attend classes at HCC |
| 7 | I do not know what they offer |
| 8 | i dont know |
| 9 | i dont have time to visit the library |
| 10 | didnt know |
| 11 | i dont have a prior access |
| 12 | Newley enrolled |
| 13 | I did not have a need to this semester. |
| 14 | no reason to. |
| 15 | I don't know if I'm allowed in or if I need anything in order to be allowed in. |
| 16 | not enrolled in Fall 2015 |
| 17 | Live far away from it. |
| 18 | Dis-enrolled due to various reasons |
| 19 | I'm usually in UH West Oahu. |
| 20 | Not enough time. |
| 21 | Taking lab classes |
| 22 | I did not have a reason to go. |
| 23 | My courses did not require research. |
| 24 | haven't needed to |
| 25 | I go to uh west Oahu |
| 26 | No reason to use the library. |
| 27 | Use personal resources |

Responses cont.

| | |
|----|--|
| 28 | Haven't needed to reference physical books before. |
| 29 | . |
| 30 | Not required for my classes |
| 31 | I did not need to use the library. |
| 32 | No time. |
| 33 | I haven't required any services |
| 34 | not open during weekend |
| 35 | idk |
| 36 | did not need to research anything |
| 37 | I use the internet instead. |
| 38 | no need |
| 39 | not needed yet |
| 40 | didnt really need to |

Question 3

Do you agree or disagree with the following statements:

| Answer Options | Strongly agree | Agree | Disagree | Strongly disagree | Not applicable | Response Count |
|---|----------------|-------|----------|-------------------|----------------|----------------|
| I am generally satisfied with the hours the library is open. | 99 | 65 | 14 | 3 | 0 | 181 |
| I feel comfortable being in the library. | 121 | 57 | 3 | 0 | 0 | 181 |
| The library staff are approachable and professional. | 108 | 66 | 2 | 0 | 5 | 181 |
| The library website is informative and useful. | 114 | 57 | 4 | 0 | 6 | 181 |
| The library staff guide me to resources I can use. | 107 | 54 | 4 | 2 | 14 | 181 |
| I am generally satisfied with obtaining materials (books, articles, media, etc.) from other UH System libraries. (IntraSystem Loan) | 103 | 55 | 4 | 1 | 18 | 181 |

answered question **181**

skipped question **59**

Question 4

Status:

| Answer Options | Response Percent | Response Count |
|-----------------------|------------------|----------------|
| Full-time HCC student | 55.0% | 99 |
| Part-time HCC student | 29.4% | 53 |
| Other UH student | 2.8% | 5 |
| Faculty/Staff | 12.8% | 23 |

answered question **180**

skipped question **60**

Question 5

Do you agree or disagree with the following statements:

| Answer Options | Strongly agree | Agree | Disagree | Strongly disagree | Not applicable | Response Count |
|--|----------------|-------|----------|-------------------|----------------|----------------|
| I usually find enough BOOKS (print & e-books) to meet my course needs. | 55 | 74 | 8 | 0 | 14 | 151 |
| I usually find enough ARTICLES from the library's databases to meet my class needs. | 62 | 70 | 5 | 1 | 13 | 151 |
| The library's instructional sessions have increased my ability to do research and use library resources. | 73 | 63 | 4 | 0 | 11 | 151 |
| I am generally satisfied with the library's study areas. | 83 | 64 | 3 | 0 | 1 | 151 |
| The computer resources in the library contribute to my success. | 74 | 65 | 3 | 1 | 8 | 151 |
| I am generally satisfied with being able to print in the library. | 78 | 58 | 5 | 2 | 8 | 151 |
| I am generally satisfied with the library's photocopiers. | 63 | 60 | 2 | 3 | 23 | 151 |
| I am enrolled in a HCC distance education course (cable, online, or off-campus), and I am generally satisfied with the library resources and services available to me? | 45 | 48 | 4 | 5 | 49 | 151 |
| <i>answered question</i> | | | | | | 151 |
| <i>skipped question</i> | | | | | | 89 |

Question 6

Comments or suggestions for the library:

| Answer Options | Response Count |
|--------------------------|----------------|
| | 59 |
| <i>answered question</i> | |
| 59 | |
| <i>skipped question</i> | |
| 181 | |

Responses

| | |
|---|---|
| 1 | IT IS PERFECT |
| 2 | they should re adjust on the weaknesses to strengths |
| 3 | I think that the library should stay open longer at nights because I am a night student and most times the library is closed. Even when I have afternoon classes the library is closing after my afternoon classes, so I can't use the library after class. |
| 4 | Sometimes the librarians aren't that cool, we all have off days though. |
| 5 | If the Library can offer napping area or comfy loungers type just for 10 or 20 minutes. The library computers have time limits, so I end up losing unsaved information when my time is up. |
| 6 | Should consider being able to open longer, at least till 9pm and on weekends for students. |
| 7 | The library could need to be open for late hours like from 6am - 9pm for night students like me. It would benefit a lot of students. |

Responses cont.

| | |
|----|---|
| 8 | very informative, learned more things that I didn't know from the other time my english class met in the library. ^ _ ^ |
| 9 | all should be well |
| 10 | Better water fountains on both floors would be nice. |
| 11 | It's really irritating how there are people that come through the library soliciting people to donate money. |
| 12 | More power strips! |
| 13 | you have tried your best but you are not in the standard ,ensure all study resources required for my course are available. |
| 14 | Should be open till later and be open on the weekends. |
| 15 | You need to have a few books for young children ages to 6 years old for budding early education students to use in reading to the children. just a small selection would be helpful since other topics have updated their books and themes within the course of study. We have an early childhood department, so books should be on hand and not just magazines to do research for. put out a display that is done by a library staff on early education and young children. This display could feature young children's books that are educational and of interest to attract people. There would be some type of theme to go with this display, like how you display the firemen and cosmetology and fashion school. |
| 16 | The Library Staff is very helpful. |
| 17 | I really like it in the library, whenever I have break, I go to the library to study. Quiet and able to study |
| 18 | Please bring back Saturday's available services. 8:00am- 1pm sounds fine. Also Mondays to Thursdays open service till 8pm. |
| 19 | I really like the recharge stations |
| 20 | A different way to alert students that there is a class in session for the computers |
| 21 | The computers in the UPAC region are not working all time |
| 22 | Thank you for all your help. Thank you for answering my ten million questions. I love the study room. |
| 23 | Please have librarians tell students who are talking too loud in the library to be quiet or leave the library. Places to sit around and talk story are located anywhere outside of where people are trying to study. |
| 24 | Longer timer for computers |
| 25 | I feel faculty / staff need to be more strict and aware when there are people talking on their cell phone in the library as well as those who watch videos with no earphones when using a computer/laptop. Students shouldn't have to tell there fellow students to please take a call outside or to please use earphones due to the distraction it's causing when completing assignments. I also feel \$.50 for color copy is too expensive. Some projects require a colorful advertisement or newsletter for class projects and not doing a color copy due it's price is paid for in the grade of the student (lower grade) A more reasonable price would be \$.025 |
| 26 | Saturday hours are awful |
| 27 | Thanks for everything. |
| 28 | Maybe having the library extend their hours. I usually come after working on campus and have only an hour or two of study time that is impossible at home. |
| 29 | I truly appreciate all of the staff in the library. In my 6 years here on campus as a student and student worker, and now a staff member, I have never had any complaints about the staff or the library here at Honolulu CC. Keep up your great work. I appreciate every single one of you. |
| 30 | Very nice and comfortable study areas! |
| 31 | I really like the new arrangements in the 1st floor! Keep up the good work (: |
| 32 | No comment |
| 33 | Thank you to the library staff for your great help and also for the fun Halloween activity where we all made spiders. |
| 34 | In terms of the hours of operation, the library hours are too short and should be considered to be extended to fit continuous studying. Some of the colleges in the UH system are open till 9pm and I think that would be more appropriate rather than being shut down early, 7pm is too early to close. |
| 35 | It is so valuable to have an expert guide us in finding material we need for our subjects. I hope my students follow up and use the resources for my class and all others. |
| 36 | Librarians are professionals and perform a very necessary service. |

Responses cont.

| | |
|----|---|
| 37 | Continue the excellent work and service you folks provide. Your staff are always professional and knowlegeable |
| 38 | Those colorful chairs--they are awesome. They give a festive look to the place. Bring more of those and put some in the upper floor also. |
| 39 | Great displays - always appreciate the effort and thought put into those rotating displays. Also think it is great you use the space for talks - helps create a community space for the campus. |
| 40 | Keep up the excellent work! |
| 41 | I love the library and the availability of the librarians to help with classroom assignments. Sarah has been awesome to come to my Early College English classes and do her presentations (and I do mean early morning--LOL). Even the students commented,"That lady was cool. She tried to make this stuff interesting" LOL |
| 42 | The library offers great services to the campus and the staff is amazing! |
| 43 | More comfortable seating areas for studying and reading. Maybe a sofa circle/lounge in the front left corner on the bottom floor. I would also recommend a less monotonous book shelf placement plan and extend the windows to the floor on the second floor. The front doors are also excessively loud and make it awkward to enter the library. |
| 44 | hello |
| 45 | The library is fine. No need to change. |
| 46 | N/A |
| 47 | Rearrange library to stacks on one floor and computers on the other. Computer search for reference materials is making printed material less relevant to students and others doing research. |
| 48 | everything are good. |
| 49 | no |
| 50 | the library is good |
| 51 | awesome :) |
| 52 | FREEEEE PRETZELSSSSSSSSSS |
| 53 | I like being in the library because I can focus.I cannot focus at home there are too many distractions. |
| 54 | (: |
| 55 | I have trouble connecting to the wifi upstairs. Could you guys please fix it? I am forced to study in student lounge. |
| 56 | Quiet Down |
| 57 | very helpful |
| 58 | the library class was usefull |
| 59 | Nice presentation |