Leeward CC Library Survey (Spring 2016)

**I am a:** (137 responses)
- 29.2% Leeward CC Student
- 65% Other UH Campus Student
- 5.8% Leeward CC Faculty/Staff
- 2.9% Community User

**Gender:** (137 responses)
- 68.6% Female
- 31.4% Male

**Age:** (137 responses)
- 47.4% Under 18
- 10.9% 18-24
- 13.1% 25-34
- 13.1% 35-44
- 0.7% 45-54
- 1.7% 55-64
- 0.7% Over 64

**Students**
- 97 responses

**Enrollment status:**
- 73.2% Full-time
- 25.8% Part-time
- 1% Other

**Class location:**
- 85 (87.6%) Pearl City campus
- 7 (7.2%) Waianae campus
- 20 (20.6%) Online
I am generally satisfied with the Library's hours.

I feel comfortable being in the:

The environment (space, noise) on this floor is conducive to my learning:
I am generally satisfied with the study areas in the:

**Learning Commons (LRC, Writing Center, Kapunawai, Group Study Rooms, "Main Floor")**
- Strongly Agree: 38.1%
- Agree: 51.5%
- Disagree: 10.3%
- Strongly Disagree: 2.06%

**Library (Upstairs)**
- Strongly Agree: 68%
- Agree: 29.9%
- Disagree: 2.06%

I am able to find a suitable space for studying in the:

**Learning Commons (LRC, Writing Center, Kapunawai, Group Study Rooms, "Main Floor")**
- Strongly Agree: 33%
- Agree: 53.6%
- Disagree: 12.3%
- Strongly Disagree: 1.03%

**Library (Upstairs)**
- Strongly Agree: 59.8%
- Agree: 35.1%
- Disagree: 5.15%

I primarily use the Library for:

- **Borrowing Books**: 25 (25.8%)
- **Course Reserves**: 6 (6.2%)
- **Comps,laptops,iPads**: 62 (63.9%)
- **Copies&Printing**: 57 (56.8%)
- **Reference Help**: 22 (22.7%)
- **Group Study Rooms**: 77 (79.4%)
- **Other**: 4 (4.1%)
I usually find enough books to meet my course needs.

I am generally satisfied with obtaining items from other UH-system libraries via IntraSystem Loan.

The Library's technology meets my needs.

A Library computer, laptop, or iPad is available to me when I need one.

The computer resources in the Library contribute to my success at the College.

The Library website is useful.
Students

The research resources on the library website are organized and described in a way that helps me choose the ones I need.

I am able to access the research resources on the library website (e.g. EBSCO, CQ Researcher, Opposing Viewpoints, etc.) when I need to use them.

If you answered "disagree" or "strongly disagree" to the last question, please explain.
(3 responses)

Website is out dated and hard to navigate on
The layout/format of the tools is uneasy to follow, disorganized a little.

I get enough articles from the Library's research databases to meet my class needs.

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

The Library staff help guide me to the resources I can use.
Fac/Staff

40 responses

Teaching location: (40 responses)

- Pearl City campus: 40 (100%)
- Waianae campus: 1 (2.5%)
- Online: 7 (17.5%)

I am generally satisfied with the Library's hours.

- 35% Strongly Agree
- 15% Agree
- 25% Disagree
- 25% Strongly Disagree
- 5% Not Applicable

I visit the Library:

- 62.5% 4+ times a week
- 22.5% 1-3 times a week
- 12.5% 1-2 times a month
- 2.5% Almost never

I feel comfortable being in the:

<table>
<thead>
<tr>
<th>Location</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>Learning Commons (LRC, Writing Center, Kapunawai, Group Study Rooms, &quot;Main Floor&quot;)</td>
<td>42.5%</td>
<td>55%</td>
<td>2.5%</td>
<td>50%</td>
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<tr>
<td>Library (Upstairs)</td>
<td></td>
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<td>50%</td>
</tr>
</tbody>
</table>
The environment (space, noise) on this floor is conducive to my learning:

I primarily use the Library for:

- Borrowing Books: 18 (45%)
- Course Reserves: 14 (35%)
- Comps, laptops, iPads: 11 (27.5%)
- Copies & Printing: 1 (2.5%)
- Meeting w/Librarians: 21 (52.5%)
- Meeting w/students: 9 (22.5%)
- Other: 12 (30%)

I usually find enough books to meet my class needs.

I am generally satisfied with obtaining items from other UH-system libraries via IntraSystem Loan.
Fac/Staff

The computer resources in the Library contribute to my students' success at the College.

- Strongly Agree: 70%
- Agree: 17.5%
- Disagree: 12.5%
- Strongly Disagree: 2.5%
- Not Applicable: 2.5%

The Library website is useful.

The research resources on the library website are organized and described in a way that helps me choose the ones I need.

- Strongly Agree: 41%
- Agree: 7.7%
- Disagree: 10.3%
- Strongly Disagree: 15.4%
- Not Applicable: 15.4%

I am able to access the research resources on the library website (e.g. EBSCO, CQ Researcher, Opposing Viewpoints, etc.) when I need to use them.

If you answered "disagree" or "strongly disagree" to the last question, please explain.
(1 response)

It's kind of confusing, I usually just ask a Librarian for help.

I get enough articles from the Library's research databases to meet my course (teaching) needs.

- Strongly Agree: 45%
- Agree: 30%
- Disagree: 22.5%
- Strongly Disagree: 2.5%
- Not Applicable: 12.5%

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

The Library staff help guide me to the resources I can use.

I am generally satisfied with the services, resources, and support provided by the Library.
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<tr>
<th>What programs, events, or workshops would you like to see at the Leeward CC Library?</th>
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- Using on-line resources and materials
- The research workshops are useful for students. Even with the Info Lit Exam, students need actual practice in searching for and evaluating resources.
- I want to see a variety of workshops
- A workshop that we can all study with no one talking.
- Job fairs, interview workshops
- Dance
- I would like to see workshops at the Leeward CC Library that teaches students about the different types of resources that are found on the library's webpage.
- Event about manga would be pretty cool.
- Perhaps guest presentations on presenters' creative works (such as composed music they perform; short stories and/or poetry readings they have authored; guest lectures from notable figures) - these presenters can be LCC students and faculty/staff/administration; community members not necessarily from academia but those who have something worthwhile to say that we predict can draw a Leeward CC and outside general audience.
- Introduction to Reference Works (for students); Reading Efficiently for College
- More surveys
- I would like to see Food Truck Events
- English essay outlines for those students returning back to school from a long break as a refresher, along w/help how to access websites to use for good sources
- I would like to see a book giveaway event. Like the older books that aren't that pleasing to look at, and not many people checkout anymore.
- A workshop on how get better study skills
- Board game tournaments or meet ups!
- Selling books or used laptops or I pads.
- Maybe some kinds of academic events or programs to encourage socialization while educating.
- There are so many programs, events, or workshops like scholarship program, world's culture exchange show, job affair, kind of business workshop.
- More workshops based on certain subjects
- Have a workshop that introduces the tutoring program they offer for new coming students
- More culinary books
- I am unsure how to answer this questions since I am not at that location and am only an online student. However, I think a section for completely quiet areas should be met on every floor for study studies. I know a lot of group studies tend to develop more chatty people but quiet areas are good. And also quiet rooms with little music helps people study more. Really calming music that is.
- I would like to watch movie!
- Researching topics in Hawai‘i, open research help (specific hours set aside to help students with finding sources for papers)?
- A meeting for openly LGBTI teachers from the community (see local GLSEN)
- Book fair/sale?
- On how to navigate the resources.
- Yoga, studying techniques, note taking tips.
- Workshops on getting started with volunteering
- How to surf
- Book readings with local or visiting authors
- Workshops on using online resources through the library, writing workshops, end-of-semester and mid-semester events
- I love that you're doing more to establish a Hawaiian presence. Mahalo!
- Having longer hours and being open on the weekends.
What programs, events, or workshops would you like to see at the Leeward CC Library?

-More classes offered by the staff to understand the research website.
-I think everything provided is very educational
-Workshops on using academic databases.
-State Fair.
-Book Events
-More scholarship workshops
-I would like to have some career planning workshops available on campus.
-Workshop on writing a essay
-Computer access 101 for older students and software usage for students; or how to do research 101 for students.
-I really like what you are offering now -- hope these continue
-happy with what I see
-I've really enjoyed the mixture of workshops offered. I'd like continued speakers and authors that come from the diverse background of Hawai'i. The Hawaiian topics have been awesome!
-more scholars/authors or panelists sharing their work in person
-Bigger Coffee Shop
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What do you like best about the Leeward CC Library?

-Helpfulness of staff
-helpful staff
-individual desks
-The personnel
-Quite
-The upstairs library
-Library
-The printing process is very helpful and easy. Everyone goes in and out. Also Leah the Librarian has workshops to help us for essays and research.
-I would have to say the librarians.
-It's always available for me when I need to use a computer or when I need someplace quiet to work. I also like how the staff are very friendly and make you feel comfortable.
-Bestsellers
-The different types of resources
-the workers so helpful
-it's the best way to go do school work and it's more quiet.
-instructional area
-Center of all campus
-The very helpful staff
-It's the best place to study
-The helpful staff
-The ability to research
-The air conditioning, the open tables, and the open space.
-The use of equipment and the study areas!
-I like how I am able to go there to borrowing laptops, books. Plus having a place to study or finish my work for my class is wonderful.
-How comfortable it is for me to study there. I LOVE IT
-What I like about the Leeward CC Library is that I can actually do my homework, study for upcoming tests, and even go to the writing center, and learning center for extra help
-The air conditioning
-The friendly atmosphere created by all the librarians
-It's a comfortable environment to study in
-The ability to borrow computers to finish homework
-It's a good place to study while at school.
-Helpful
-Upstairs because it is perfect for me to study
-I like that the upstairs space of the Leeward CC Library is quiet and friendly.
-Upstairs
-The welcoming/helpful staff members
-The amount of resources available to me throughout the day.
-The librarians offer friendly assistance to students and valuable support to faculty. They make an effort to identify and respond to student and faculty needs, and adjust their services and instruction as necessary.
-I heard that it was nice to sit inside.
-After so many years teaching at other UH CC campuses, I have returned to Leeward CC and have found our Learning Commons to be more homey, a more comfortable, healing, therapeutic environment yet complementary to academia. The general entrance floor is very inviting with the coffee shop and the immediate impression of the different learning stations which give an invitational feel. I notice all this coming back! Congratulations to the Learning Services and what you have been able to create and accomplish. All your time and effort to plan and implement has been all worth it! B R A V O!
-The instructional computer lab and the Research Challenge
What do you like best about the Leeward CC Library?

- the coffee shop is right there
- Books
- Being able to borrow laptops
- Writing resources and computers
- I enjoy the space and privacy we get in the library. I also like the resources the LCC library online gives us resources too.
- I like the one on one time with workshop counselors.
- the library
- Junie Hayashi is absolutely amazing! The support she offers me and my colleagues is outstanding. She is committed to helping students and always enthusiastically responds to instructor requests to speak to students about library use. I love her!
- How everyone is very friendly
- There is always a computer available and someone is always there to help
- It has lots of resources that I can use
- the environment
- The learning commons.
- very convenient and quiet (3rd Fl) not so much in LC
- Research database
- I like how readily available everyone is to help.
- There is room to study.
- it's a great place where I can do my work and it has everything I need to forward my education.
- The workers are awesome
- The friendly environment then the quietness upstairs
- the online databases and library sources
- The reference access for online students-- chat, phone, text, email.
- It is likely informative, and good faculty circle.
- I like the 2nd floor library because it's always quiet
- The study environment
- The hours and coffee shop
- Pretty quiet and able to study
- Always people there if you need help or have questions
- Always somewhere there to help you
- The availability of the computer in the learning commons and also has a quiet place to study organized and help is always there
- How helpful the staff is, and their willingness to adapt lessons and help with individual assignments and students' needs.
- Online material is great.
- The desktops and workspaces...and of course the many helpful staff persons that go above and beyond. Natalie does a super job!!!
- Kimobean!
- That it's a one stop shop (has Kimo Bean, LRC, Writing Center, computers, books, librarians, etc.)
- The librarians
- it's always accessible and has the information I need.
- Having access to the computers, being able to study in a comfortable space and the librarians are extremely welcoming
- The open space where you can study alone or with a group
- The computers that are available to the students.
- The second floor because it's quiet, spread out, and nearly always has computers available
- AC
- How the staff is always enthusiastic and helpful!
- it's a comfortable place to study at
- A lot of resources
Leeward CC Library Survey (Spring 2016)

What do you like best about the Leeward CC Library?

- Kind and friendly librarian
- Friendly staff, always helpful and willing to answer my questions
- The layout is perfect right now.
- That you are open to the public
- The staff! They are very helpful, very friendly, and very knowledgeable.
- The way the friendly, proactive staff interacts with my students and helps them.
- Ability to reserve books online and have them waiting for you.
- Friendly helpful librarians and staff.
- The staff is very helpful and knowledgeable.
- Convenience, resources
- The staff, of course. Wayde, Carina, Natalie, Keahiahi...
- Excellent Librarians, attractive/pleasant environment
- Great staff
- I would like it better if it had longer hours and was open on the weekends.
- The Librarians and staff! Junie, Leah, Wayde, Natalie and Carina are very helpful!
- Online research resources
- The staff, the space, the use of computers, and the view.
- There are an abundance of resources to contribute to the success of the students.
- Friendly staff, writing center and computers available to use
- The librarians rock!
- You can borrow laptops and iPads.
- The variety of computers and books I need for my own learning.
- It's a convenient place to do homework with friends
- The computer system is very good
- Very open, and filled with lots of resources.
- I really like the resources available and the assistance I receive from the library staff.
- I like the actual library, the third floor, because it's nice, quiet, and cool as in temperature. It's so peaceful.
- The printers
- I like the services like the writing center that is offered at the library the best as well as the other resources and help there
- Helpful staff, interlibrary loans, interesting selection of new books, availability of standard materials
- Friendly staff and comfortable environment.
- The staff is outstanding, very helpful, very supportive of instruction
- Location
- The staff is excellent! The lay out is beautiful and user-friendly. It is a great space for meetings, workshops, studying, etc.
- The helpful librarians, their willingness to come to my class for research purposes, and library space used for Writers' Guild.
- Helpful librarians and staff.
- Staff and service; quick, efficient, friendly
- The learning commons because I can study and snack along as I study so I don't have to move my stuff if I require to grab anything to eat either from the café or kimobean
- The wonderful staff!!
- I can study there
- The friendly environment
- The librarians are very helpful.
- Provides a forum for speakers and student activity
- Access to books and computers for class research/studio work
What can be improved at the Leeward CC Library?

- More tables
- More outlets
- Availability
- More helpful staff
- Noise on the first floor of the library around noon
- Softwares
- More printing computers to access the printing stations. It got busy on one computer.
- I'm wondering if the Info Lit Exam can be simplified and shortened.
- Honestly the library is perfect! But one thing is when I go to the first floor to print my things people are on the computer playing games so not all the time computers are available. I would like to have more open computers especially if all I want to do is print work but I'm unable to because of students using the computer for inappropriate things.
- I just tried to use one of the computers upstairs just to access the catalog and it was so slow that I gave up and just browsed the stacks
- The noise and distraction factors
- try to keep noisy people voice down because some people are studying and doing there test online.
- Be more strict with not allowing noises specially upstairs please!!
- The website is old and outdated
- More quiet environment, bigger desk that's connected to cushions, and more outlets for charging computers.
- Sometimes it gets pretty rowdy and it takes the Librarians a moment too long to ask the students to lower their voices.
- More outlets near the single desks on the 3rd floor for students to charge their laptops for studying purposes. It's hard finding a single desk with an outlet to charge my laptop when I need to use it for studying.
- Something that can be improved at the Leeward CC library is maybe get more instruction when it comes to printing or making copies for anything.
- More computers for students to use
- Hours of operation. I would like if the library were open 24 hours
- Open at 7
- The noise level. I was at the LCC orientation that it is a place to study and the SLC was for more social stuff. It seems like there's always a group at the table talking loudly and not even doing anything pertaining to school or studying. It'd be nice if library staff could remind these people of that. Unless I'm wrong and that isn't what it's supposed to be.
- Website
- If possible to have more space because the library can get busy sometimes.
- A few decorations can be added to the back side of the main room of the Leeward CC Library so it appears more friendly and inviting rather than many tables close together.
- The main floor could possibly use a few more available 'quick use' computers.
- Perhaps add more space :=)) and have elevator access more convenient!
- More evening hours.
- the amount of computers
- need to stay current with proquest
- Bring in more enjoyable books to read for fun
- Longer hours of availability
- I guess more outlets on the wall would be nice. Especially downstairs by the couches and upstairs wall facing mauka side.
- More printers access ports would be nice.
- I placed a textbook on reserve for my students to use and found that one of my students who went to use it to study said the library didn't have it. When I went in to inquire about the situation I was told the book hadn't been returned by the previous student who checked it out and the student had been contacted to return it. They wouldn't give me the name of the student who last checked my book out, and I was told that if the book was never returned the student would be charged a $10 fee. Thereafter, I was never contacted or notified whether or not the book had been returned. The student helper at the circulation desk told me that maybe I should put another copy on reserve. I wasn't comfortable doing that
What can be improved at the Leeward CC Library?

because my first book had not been accounted for and I wasn't confident that the library staff would be able to retrieve it. In the future, it would be good for the library staff to contact the instructor to keep them abreast of the situation and whether or not a book has been returned or deemed as lost. Further more, a $10 charge for a book not returned seems odd. Perhaps I misunderstood the fine process, but that price seems awfully low, it sounded like there would only be a one time fee of $10. Is it $10 a day? That would be better. May I suggest that you charge them the full price of the textbook should they not return it by a certain date. If I were a student and was only fined $10 I wouldn't buy the book. I would just borrow it from the reserve desk and never return it and just pay the $10 fee. Also if an instructor inquires about a lost textbook, you should be able to give the instructor the student's name, so we can follow up with them as well. I was very disappointed with the way this whole situation was handled.

-Maybe more quiet rooms for those whom need to study, or even providing "no noise" headphones to borrow
-More signs that direct you to where you can find things.
-Observe silence inside learning commons and remind student to be courteous and respectful with other students who are really studying and not just chatting.
-Maybe making it slightly easier to find the books you need.
-Maybe more tables to study at.
-they should really have more study room's because currently their are only 2.
-Newer laptops and security cameras maybe
-Kimbobean App to order ahead.
-More instructional videos for online students, ex: how to narrow search terms, how to search in the databases, etc...
-In my opinion, Library's authorities allow some students to comply with the rules of Library.
-Keep the noise down in the first floor computer area.
-Directions to the library upstairs
-More computers or computers just for printing
-More PC computers
-Marketing towards students to get them to physically visit the library and learn of its resources.
-There are a limited number of desktops with workplaces (which are very nice and highly desired for use by most) and as enrollment has grown, I feel the accommodations too should assist (via proper allocations of funds due to higher enrollment) such an impactful resource such as the LCC library to grow too in order to adequately meet all students needs.
-Upstairs is too cold to study for a long time. Also, school library should open longer!
-Not sure, but noise level is sometimes an issue.
-Hours on Sunday for last-minute students?
-Noise level
-Having a water dispenser in the Learning commons
-The noise on the bottom floor.
-Keeping people quiet on the first floor. It's a library, not a hang out spot for conversations, and loud shenanigans
-More tutors for more avaliable tutoring sessions. (ex:KOR) *hinthint*
-monitoring of excessive noise during certain times
-should be open on weekend
-Can't ever have enough books I guess?
-More useful books
-A little quieter on the main floor.
-I have no suggestions at this time, except to say that my week-end students sorely miss the old Saturday hours. I understand budget and staffing constraints, but my students have complained about the public libraries that they have to utilize as an alternative. It's not that public library staff are incompetent but they don't understand LCC student needs so well. Manoa is another week-end option, of course, but my west-side students can't get there.
-More subscription services to online repositories/resources.
-more hours over the weekends
What can be improved at the Leeward CC Library?

- I would prefer that the Library refocus its efforts on reference materials and books and scale back its current focus as a general meeting place for students.
- More info sessions on how to use the library's full cadre of resources.
- The main floor can be very noisy, almost like a student lounge. But then again, I love seeing students in the library!
- A lot of stairs but I know can't help.
- Having longer hours and being open on the weekends.
- More extended hours would be nice. Or maybe half a day on the weekend.
- The noise sometimes gets out of hand. And the language used can be offensive. The staff is sometimes reluctant or slow to respond to the noise and/or the language when brought to their attention.
- At times there are groups being obnoxiously loud and no one says anything to them. I also notice certain individuals using the computer for gaming while others are searching for computers to complete assignments.
- Continued support from the College is needed.
- The hours we can use for the laptop and the iPads. Make it longer because 4 hours isn't enough.
- The high volume of students, who is speaking in a loud voice.
- More seating and study rooms.
- More studying rooms.
- I think that one of the areas that needs to be improved in regards to the Leeward CC Library is the availability of the librarian on campus. We need the librarian available more often on campus so we can get the assistance we need for our courses.
- Maybe more space for more people to sit. More outlets.
- If there was wireless printing
- More services maybe.
- Atmosphere.
- The hours could be expanded to accommodate the evening and weekend students.
- Larger library area.
- Expand the space; especially 2nd floor gets crowded.
- More room for tables and outlets would be nice.
- My students report that evening and weekend hours are sometimes inadequate.
- More areas to study on 3rd floor, more outlets near single desk areas on mauka side to charge devices.
- Coffee Shop.
- Later hours a few times a week for night students.
- Add computer stations main floor (always full!) Space for 2-4 more!