As part of HCC’s ongoing assessment effort and as part of the current WASC Accreditation Self Study, a survey of HCC library users was conducted in April and May of 2005.

RESEARCH DESIGN

The survey instrument (hard copy and online) was developed jointly by the library staff (principal representative - Head Librarian Irene Messina) and social science faculty member David Cleveland.

The survey was administered to library users at the library, to faculty/staff online, and in HCC classrooms by students enrolled in an array of Sociology classes. The size of the sample coupled with the fact that most HCC programs and enrollment patterns were well represented suggest that the findings are highly representative of the population of library users.

FINDINGS

An array of library services/facilities/resources were evaluated by employing a scale ranging from Strongly Disagree to Strongly Agree. The resulting data were then used to calculate mean (average) rating scores for each item that shared the scale resulting in the bar chart below that sorts library services/facilities/resources from most favorably to least favorably reviewed. **Overall, library users gave high marks to library facilities/services/staff.**

**Areas with high ratings:**

Interactions with staff; study areas; library website; library informational handouts; Mon-Th library hours; online catalog; quality of library instruction.

**Areas with low ratings:**

Friday/Saturday library hours (particularly with evening students); range of books and magazines in student’s major; printers and photocopier; knowledge of and operation of wireless network; Inter-system (UH) library loan service.

COMMENTS/SUGGESTED IMPROVEMENTS:

Greater computer /e-mail/web searching access; coffee shop in library; reducing library nuisances; improving library aesthetics.

**ACTION PLAN:** Library faculty and staff are using the findings to remediate problems and plan improved services.