

2022
LIBRARY
SURVEY

On-Campus Graduate Data Brief

Assessment Committee Members

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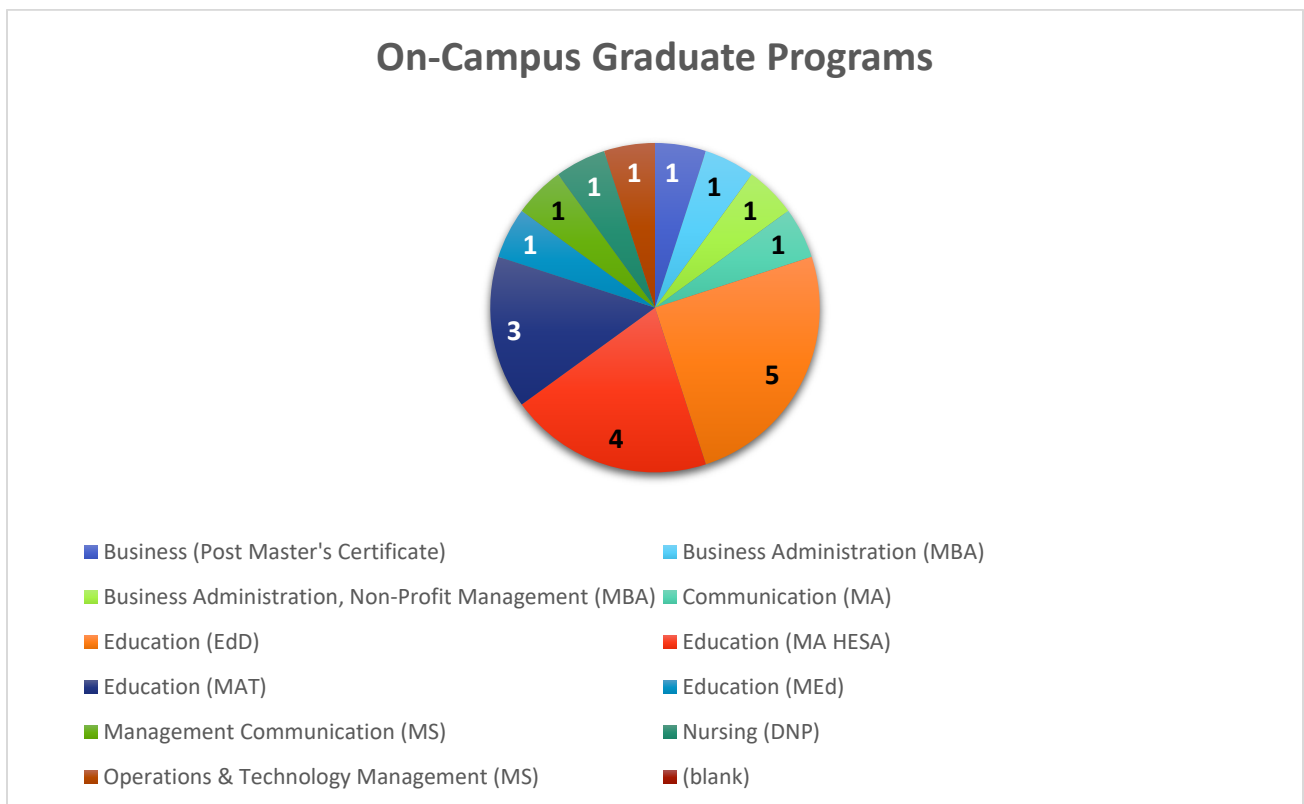
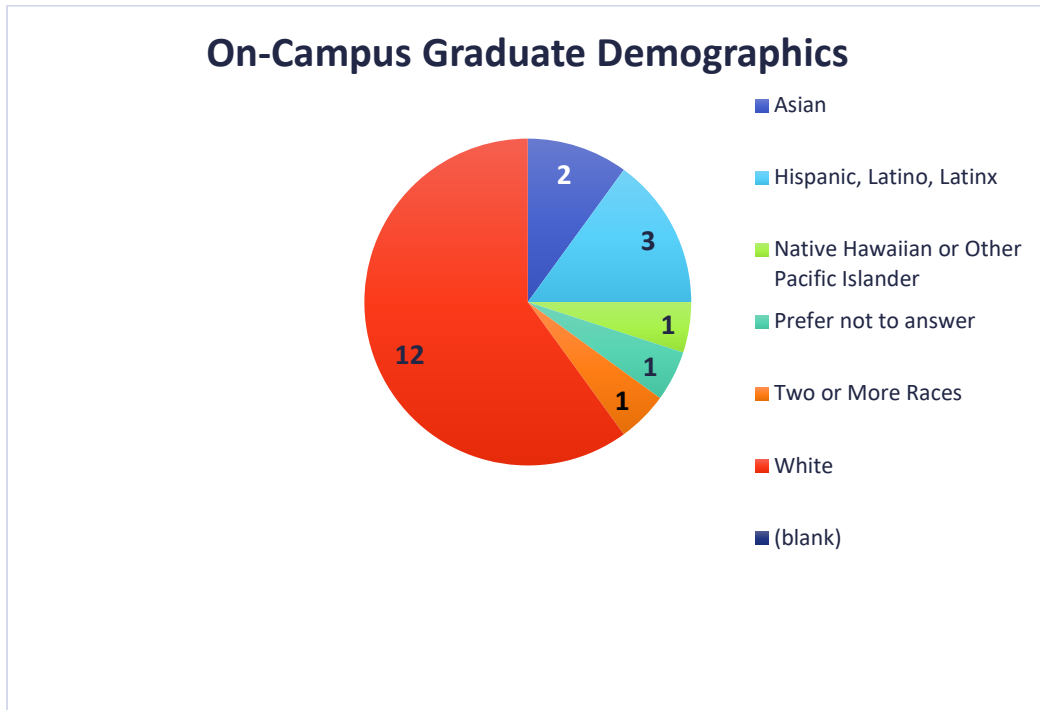
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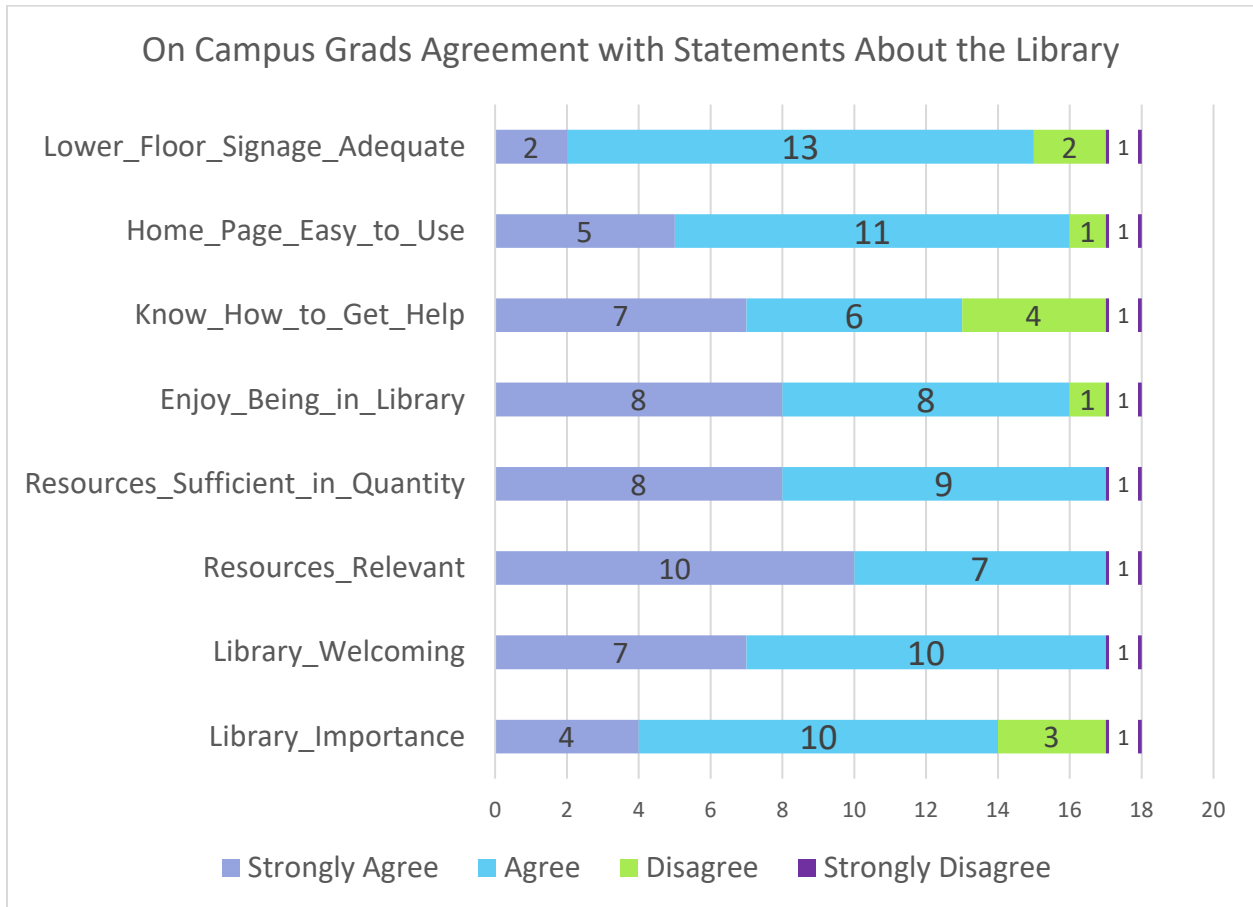
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General On-Campus Graduate Demographic Data



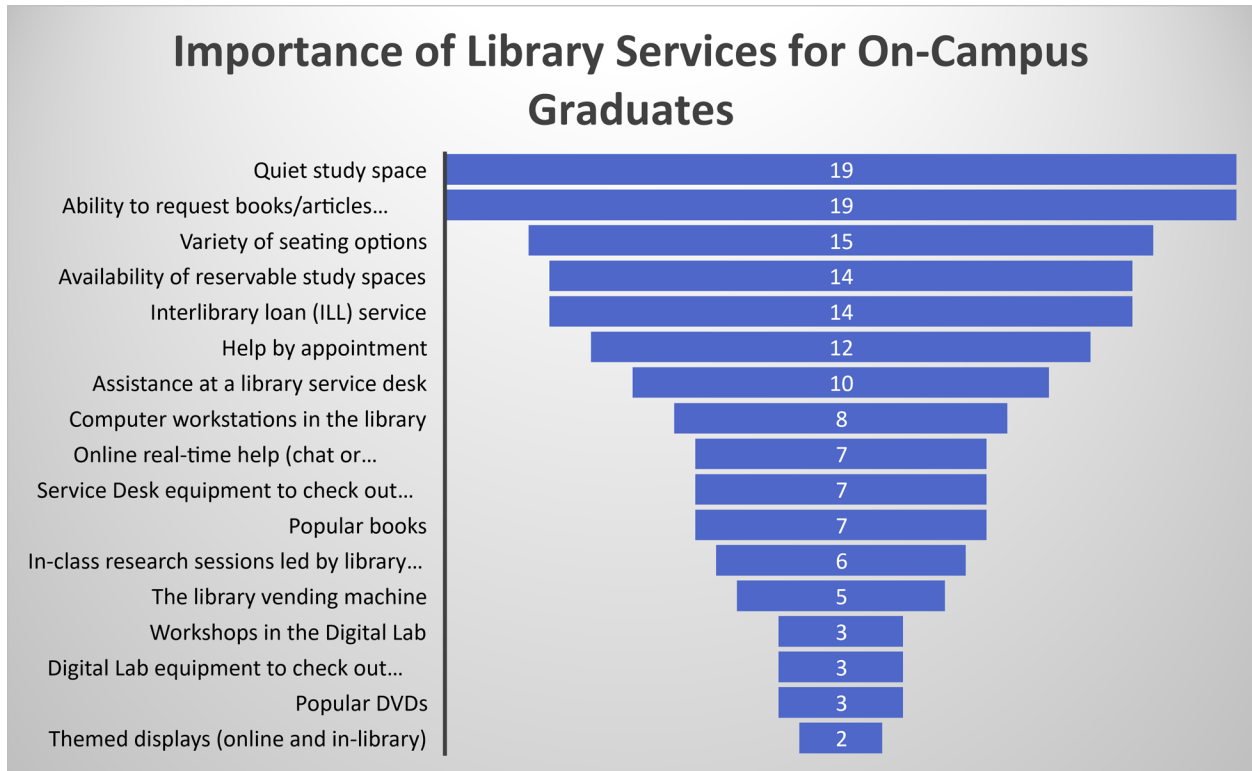
A total of **20** On-Campus Graduates responded to the 2022 Clark Library Survey. Most On-Campus Graduates stated that they visit the library around 1-2 times a month but just as many prefer to use the library's online services. They feel that the library's online services serve them well.

On-Campus Graduate Agreement Statements About the Library



Summary

The On-Campus Graduates agree that the resources that the library’s holdings are not only sufficient, but also relevant. They enjoy the library space and feel it’s very much welcoming, but also feel that there could be some improvements in the Lower Floor Signage and the library homepage. Some also feel that the space is best suited for Undergrads, not Graduate students. Most On-Campus Graduates know how to receive help but there is also a significant percentage that don’t know.



Summary

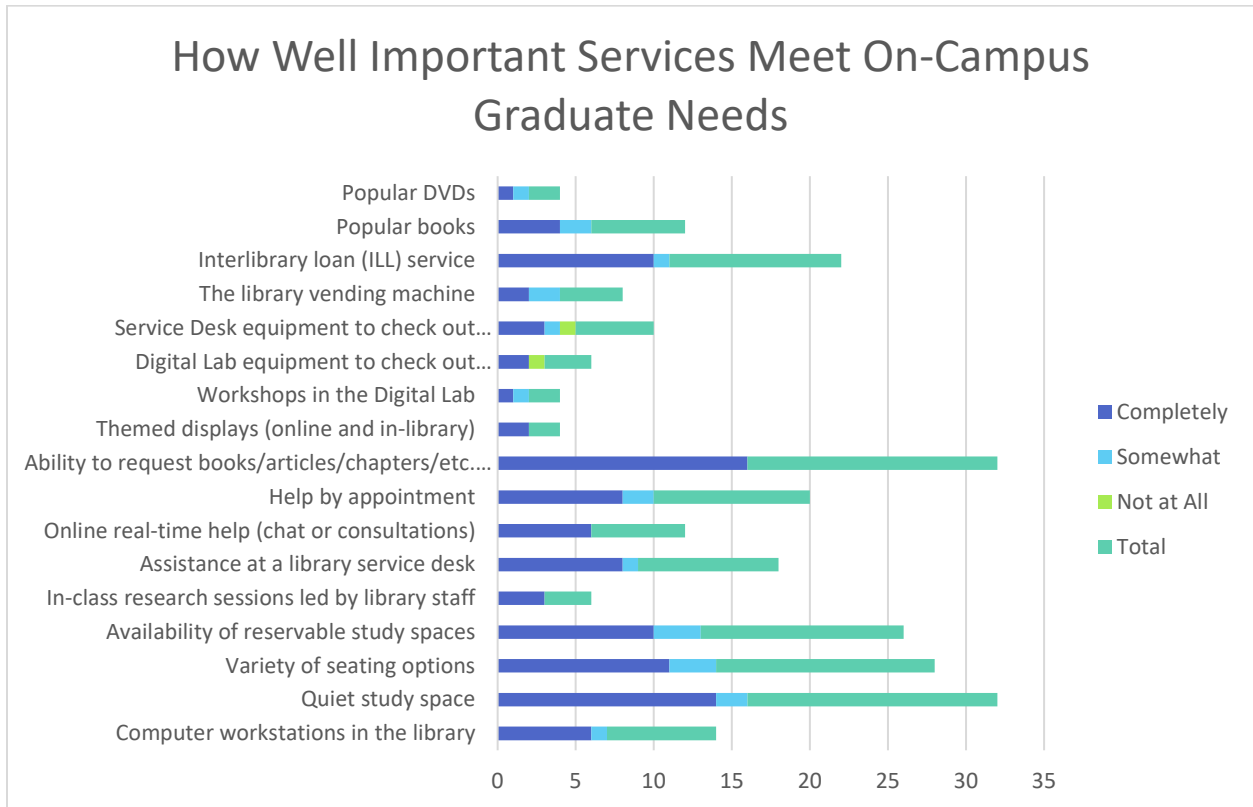
The top seven most important services for On-Campus Graduate were: Quiet Study Space, Ability to request books/articles/chapters/etc. from other libraries, Variety of seating options, Availability of reservable study spaces, Interlibrary Loan (ILL) service, Help by appointment, and Assistance at a library service desk.

The least important services were: Themed Displays (Online and in-library), Popular DVDs, Digital Lab Equipment to check out (cameras/microphones/tripods/etc.), and Workshops in the Digital Lab.

The On-Campus Graduates feel that the most important services are helpful and make the library “a good place to study”.

The unimportant services were deemed so because the On-Campus Graduates felt they were irrelevant and thus weren’t used. They also had other ways of receiving the same services outside of the library. Some On-Campus Graduates felt that the working within the library was a hassle for them and chose to work in other spaces.

How well do "Important" Services Meet On-Campus Graduate Needs



Key Comments on Satisfaction Question

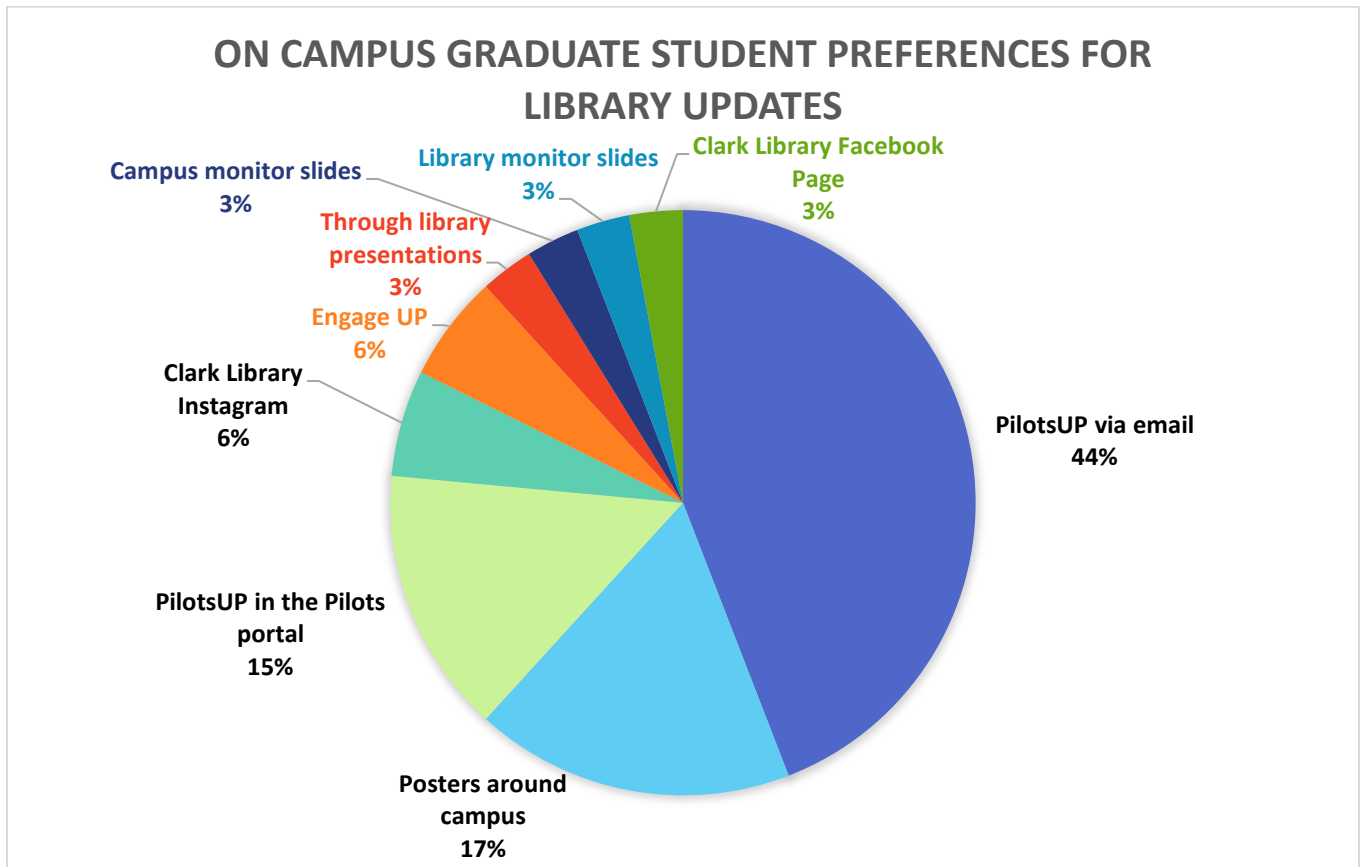
- I think the library does a great job of making this a good place to study.
- I especially like reading the Willamette Week.
- I think there could be more education of resources to graduate students earlier on or at the outset of admission.
- The online subject guides are incredibly helpful, but did not know about them until more than halfway through my Graduate comm program.
- RefWorks also is super helpful, but it took a professor realizing that nobody in our all-grad class knew what it was before taking class time to give a demo.
- The librarians have been incredibly helpful.
- The ability to get books and resources through interlibrary loan has been important to my research.
- I also wish the digital lab was open an hour later and on weekends because student-teachers are unavailable during all of their hours due to teaching responsibilities.

Themes in On-Campus Graduate Comments

Row Labels	Count of Theme
Digital Lab Policy	1
ILL/Summit	1
Personnel	1
Quiet Study Space	1
Refworks	1
Serials	1
Subject Guides	1
Variety of Seating	1
Graduate Outreach	1
Grand Total	9

Summary of Clark Library Support Comments by Themes

Q28 - Please share your thoughts about your answer above.	Theme
I think the library does a great job of making this a good place to study. Also another thing that is important to me that was not listed is the popular newspapers and magazines. I especially like reading the Willamette Week.	Quiet Study Space; Serials
I think there could be more education of resources to graduate students earlier on or at the outset of admission. The online subject guides are incredibly helpful, but did not know about them until more than halfway through my Graduate comm program. And, RefWorks also is super helpful, but it took a professor realizing that nobody in our all-grad class knew what it was before taking class time to give a demo.	Graduate Outreach; Subject Guides; RefWorks
The librarians have been incredibly helpful. Also, the ability to get books and resources through interlibrary loan has been important to my research.	Personnel; ILL/Summit Variety of Seating
I wish we had more standing desks.	
I also wish the digital lab was open an hour later and on weekends because student-teachers are unavailable during all of their hours due to teaching responsibilities.	Digital Lab Policy



Summary

On-Campus Graduates expressed a very strong preference for library announcements through email. Some said they didn't use social media very much and tend to pay attention to more PilotsUP and UPBeat related emails. There were also On-Campus Graduates that said that they don't spend much time online so posters around campus or information from their faculty are important for them receiving news on events around campus.

Comments

- [T]elling faculty [is another way to transmit updates to graduates students]
- My favorite way to get information about campus events is through Engage UP.
- I don't use social media & am only on campus at the library or in Franz one day a week.
- I think for graduate class faculty, they should be close advocates to help promote the things the library does that are relevant to their classes and the research requirements of their classes
- Email is the best communication channel for me
- I check my email quite often
- UPBeat is another great resource. Keep using it as well!
- I am also a staff member, so I read Pilots UP regularly.
- My most preferred method of receiving library updates is by email.

- I just get too many emails already and I know that if I were to receive updates on the library I would never read them and it would create a mess of my inbox.
- It is easier and more convenient for me.
- I like a balance between either social media or direct emails.
- I use my email more often and it is a sure way to receive communication.

Library and Museum Resources

Question: The University Museum creates displays and blog posts about the history of campus. What aspects of University history would you be interested in?

Count	Themes
5	UP History
2	North Portland History
1	Alumni History
1	Student Newspaper
1	LGBTQIA+
1	BIPOC

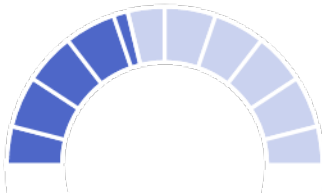
Out of the 20 respondents, 11 On-Campus Graduates responded to this question. Of that 11, there were 5 counts of respondents wanting to learn more about UP History, 2 counts of respondents wanting to learn more about North Portland History, and 1 count for Alumni History, the Student Newspaper, LGBTQIA+, and BIPOC.

Question: Are you aware of the following ways in which the Library showcases University History?

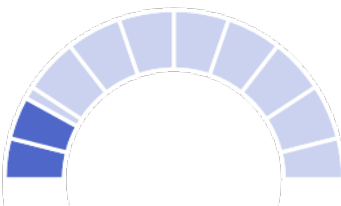
Aware

Not Aware

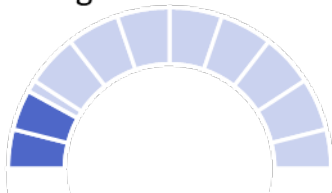
Museum Display



Museum Blog



Digital Collections



Summary

Overall, On-Campus Graduate respondents weren't very aware of either the Museum Blog, Digital Collections, and Museum Displays. They were more aware of the Museum Displays due to the physical displays in other campus buildings they frequent.

Some respondents noted that they weren't aware of these resources because they don't look at them.

Comments

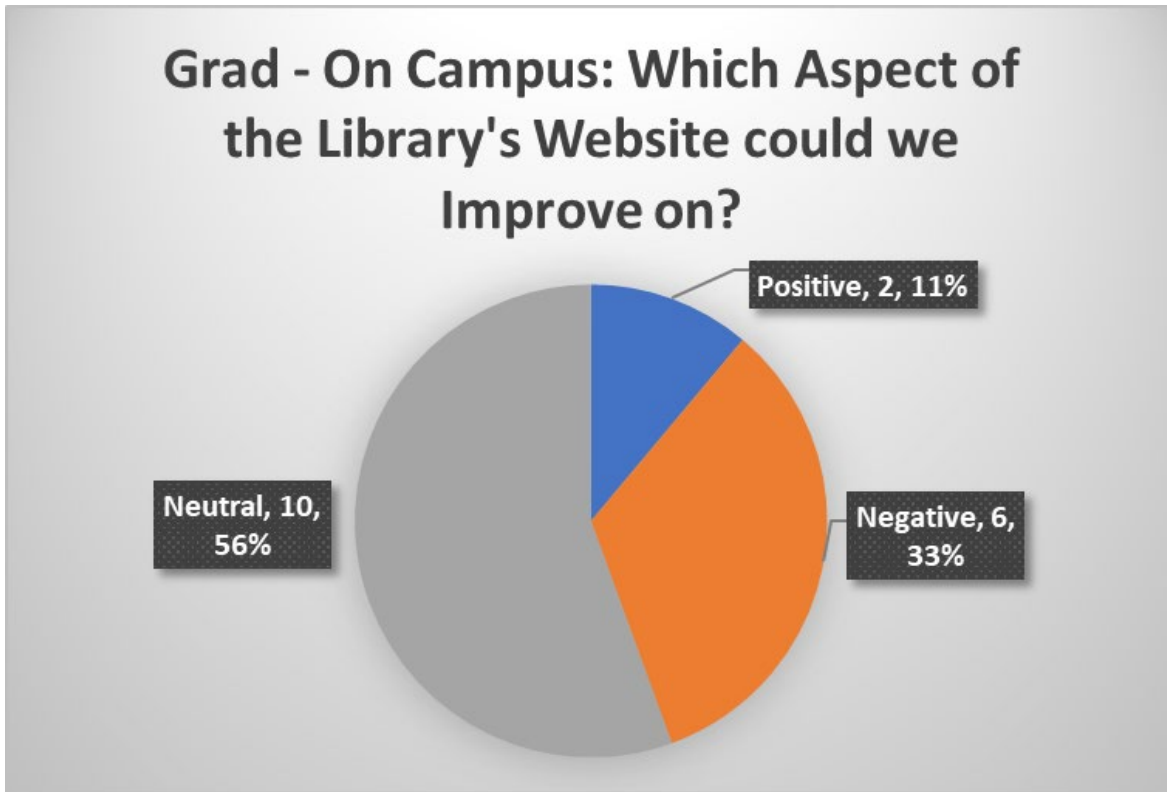
- I am aware of these but I do not look at them regularly.
- I wasn't aware of any of the above.
- I am not aware of any of these.
- I would be very interest in learning more about the history of UP real estate development in this neighborhood. I believe the university previously owned most of the housing plots?
- I did not know we had a University Museum
- I did not know that the library showcases University history.

Recommendations

Increase marketing of Museum resources, especially the blog and digital collections.

Library Website Improvements

Question: Which aspects of the Library's website could we improve on?

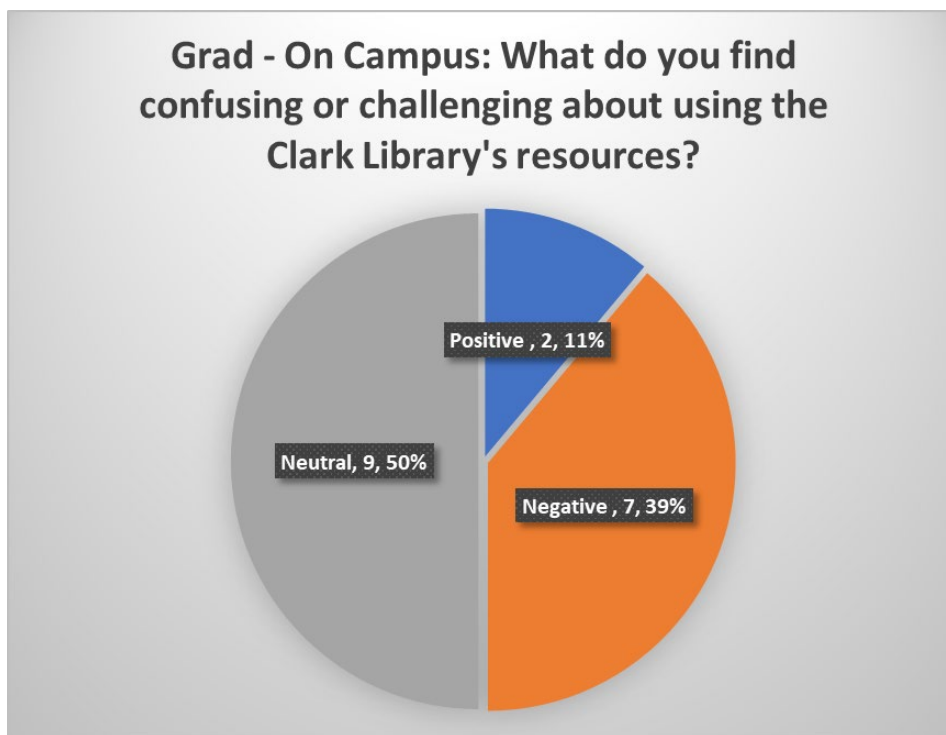


Themes	Comment
Navigation	<ul style="list-style-type: none"> • I think the citations topic guides (APA, MLA, etc.) should be made easier to find. • Add a search bar to not just search for books, but for anything, for example events. • Some guidance on searching articles • Confusing, busy with so many options, lots of images. Hard to remember all the steps to get to the resources I need • Overall layout
Library Account	<ul style="list-style-type: none"> • I'd like a way to stay signed into my account (similar to the Microsoft office suite)

Summary

Most On-Campus Graduate respondents felt neutral about the current library website. The 6 that did feel negatively about the website were mostly concerned about the navigation capabilities of the website and the functionality of accessing their accounts. Many respondents felt that they couldn't get to the resource they needed.

Question: What do you find confusing and/or challenging about using the Clark Library resources?



Themes	Comment
Locating Materials	<ul style="list-style-type: none"> I think it should be easier to locate reference books. It is unclear what needs to be booked and what not and where specific things are. It took me a while to find out there are silent rooms.
Digital Lab Hours	<ul style="list-style-type: none"> The digital lab hours are challenging because I am a full-time student teacher but the lab closes at 5pm.
Awareness	<ul style="list-style-type: none"> Most people are unaware of them
Library Account	<ul style="list-style-type: none"> I get frustrated when the login page does not open in a new tab and a book's information page has to be re-searched sometimes I find it challenging to get to certain databases, but it is also my fault that I forget how to do it every time.

Summary

Many On-Campus Graduates found locating materials and their library accounts challenging. It prevented them from gaining access to the resources they needed. Respondents also found the Digital Lab hours challenging when they had work to get done. On-Campus Graduates also found the overall lack of awareness of the resources challenging.