

2022
LIBRARY
SURVEY

Undergraduate Data Brief

Assessment Committee Members

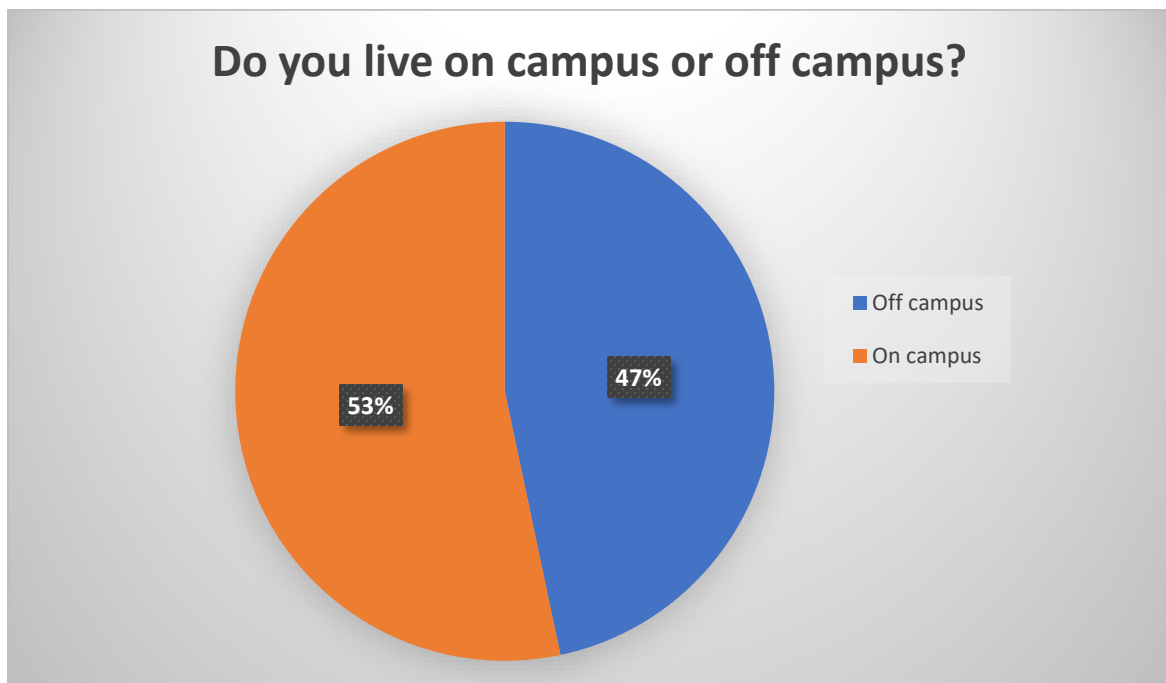
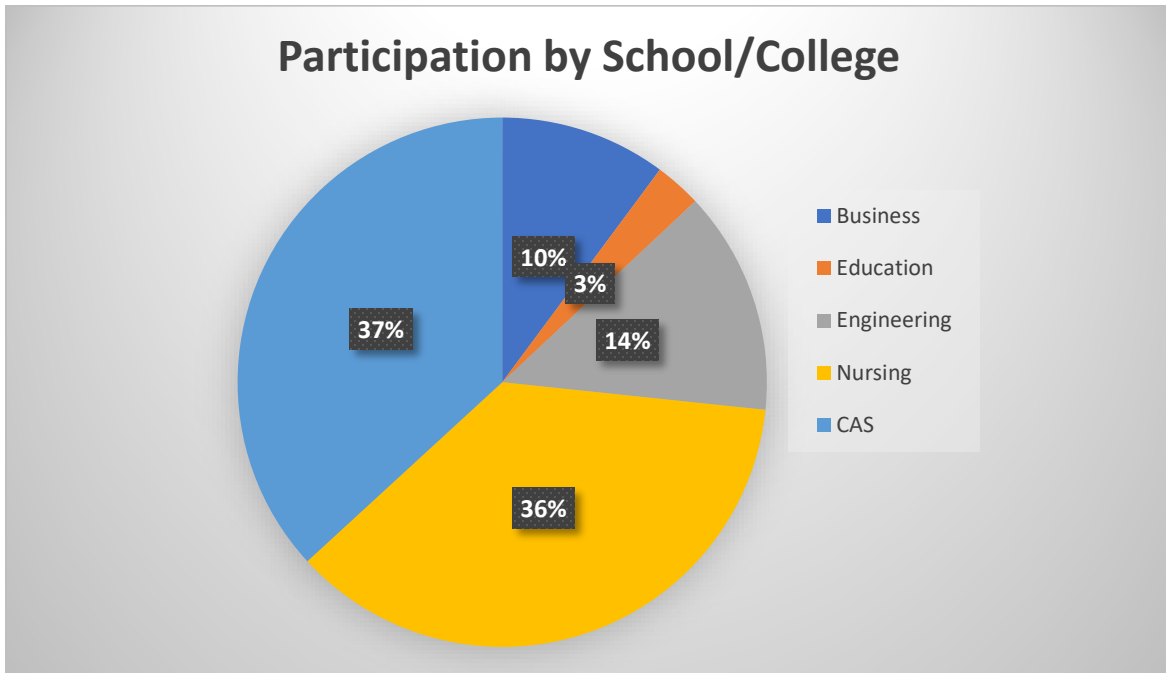
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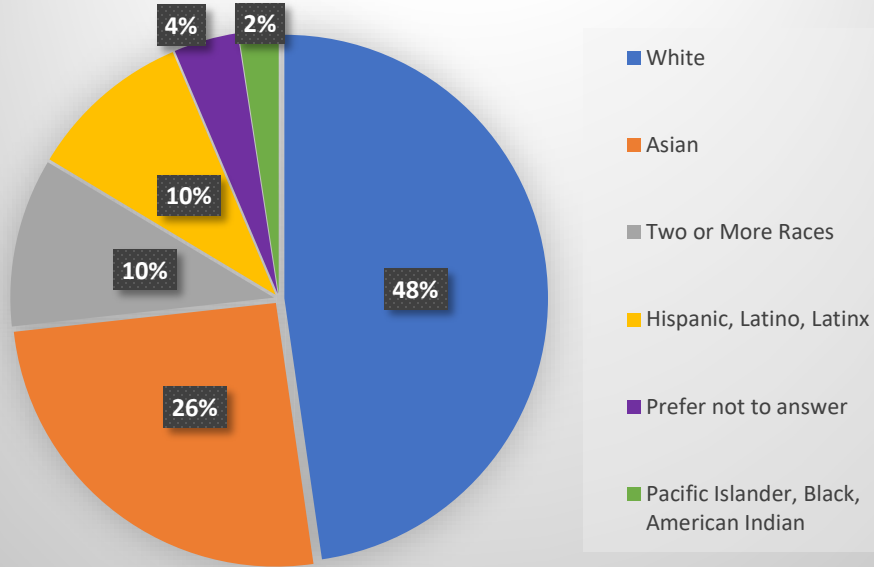
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General Undergraduate Demographic Data

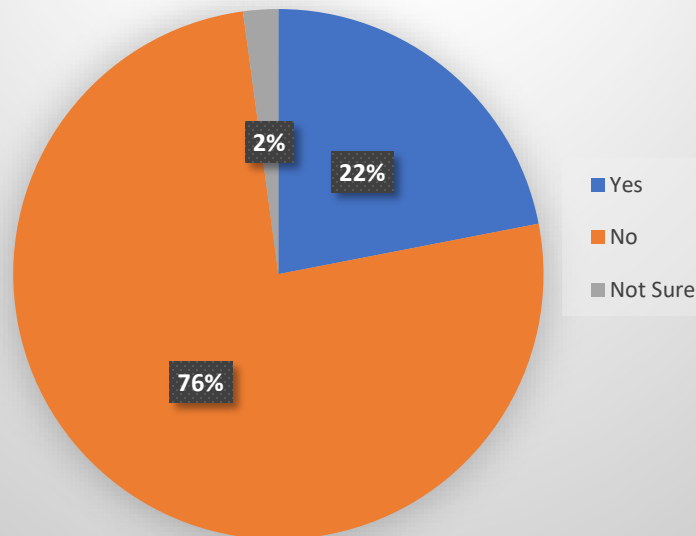
A total of **329** undergraduates responded to the survey



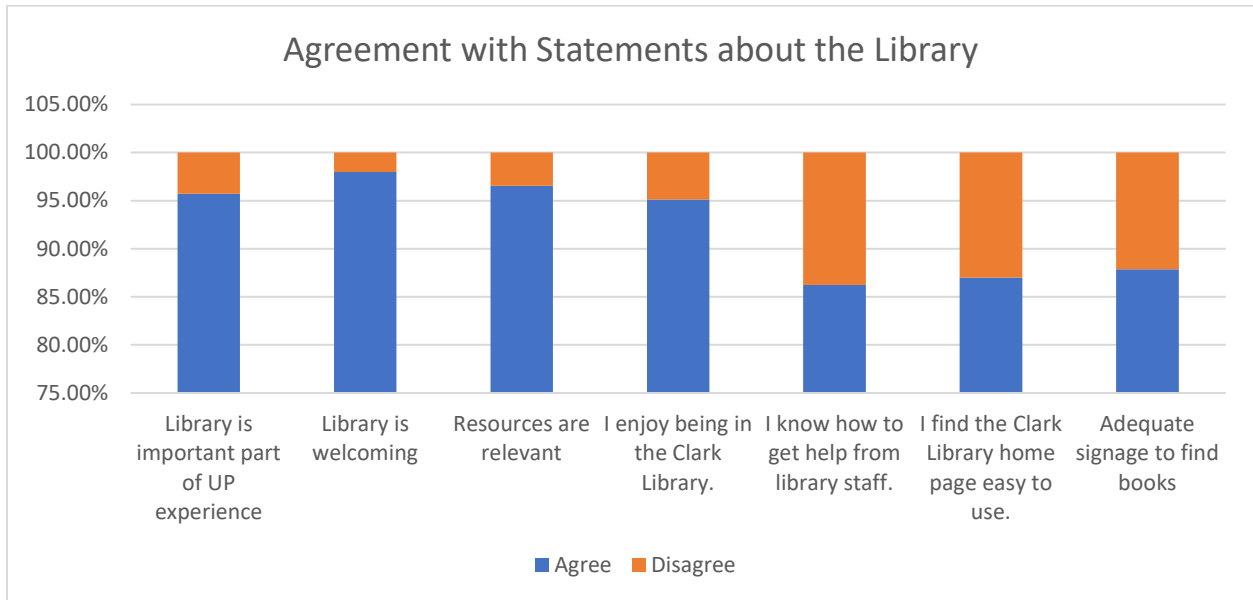
What is your race or ethnicity?



Are you a first generation college student?



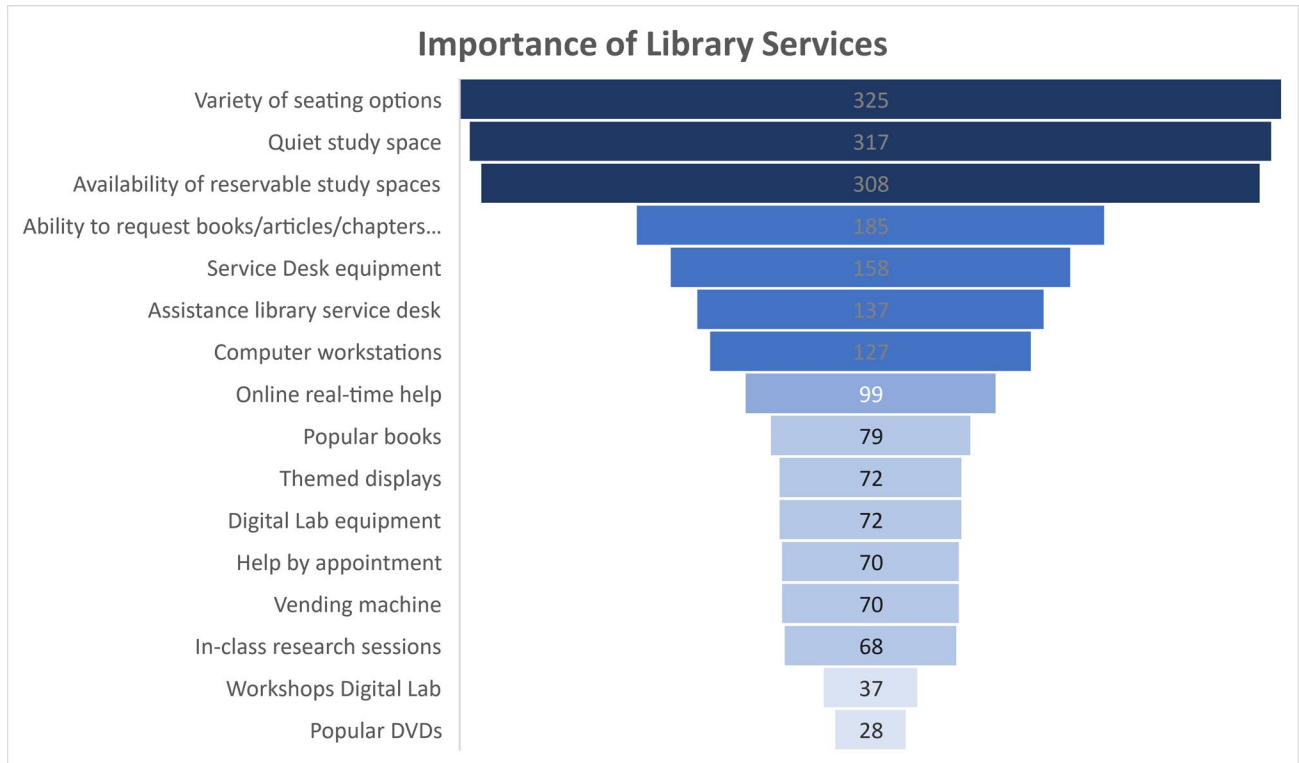
Agreement Statements About the Library



Summary

Overall, undergraduates agree that the Clark Library is an important part of their UP experience. The library is welcoming, the resources are relevant, and they enjoy being in the Library. However, undergraduates disagree on how to get help from library staff, whether the home page is easy to use, or if there is adequate signage to find books.

Library Services



Summary

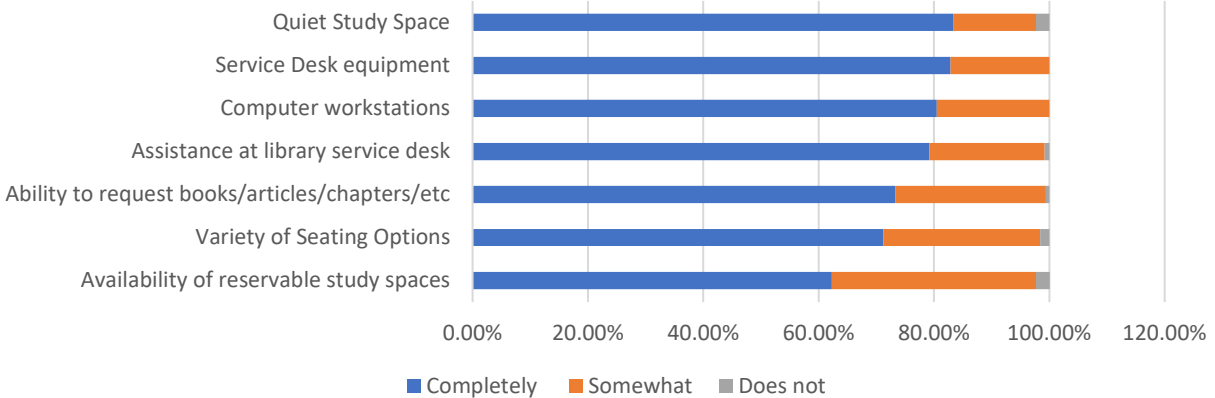
The top seven most important services to undergraduates were the variety of seating options, quiet study space, and availability of reservable study space. The three least important services were in-class research sessions, Digital Lab workshops, and the Popular DVDs collection.

For the less important services (Popular books, Themed displays, Digital Lab Equipment, Help by appointment, Vending Machine, In-Class Research sessions, workshops Digital Lab, and Popular DVDs) undergraduates either have no use, not used, have not needed, don't need, and are not relevant to their needs.

However, undergraduates commented that they did not have the equipment to play DVDs or Professors posted videos for the Popular DVDs.

In addition, the vending machine was not seen as a less important service from the comments analyzed. A common theme about the vending machine in the comments was not knowing that there was a vending machine in the Library, or they did not use it because it did not take meal points. Other comments suggested a need for more food and adding a drink vending machine.

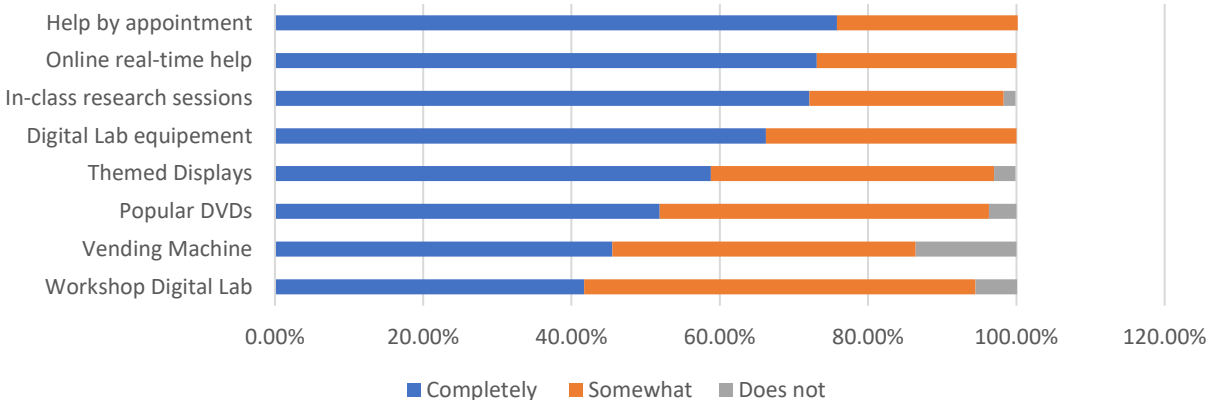
How Well Do "Important" Services Meet Students' Needs?



Comments on "Important" Services

- No late policy on study rooms; if you have them booked you have them booked
- About half the time that I reserve a study space, someone else is there at my reserved time with no intention of leaving.
- Sometimes I notice some rooms are labeled as reserved, but the students who booked the room are not in the study space.
- I think the Library in its current state is doing all it can do with the available space and staff. Something that would alleviate the number of people coming to the Library would be other places on campus becoming more popular to study at (ex: Shiley Hall, DB).
- I think maybe having some computer workstations in the quiet area would be helpful because it is overwhelming at times to be in front of so many people.

How Well Do "Less Important" Services Meet Students' Needs?



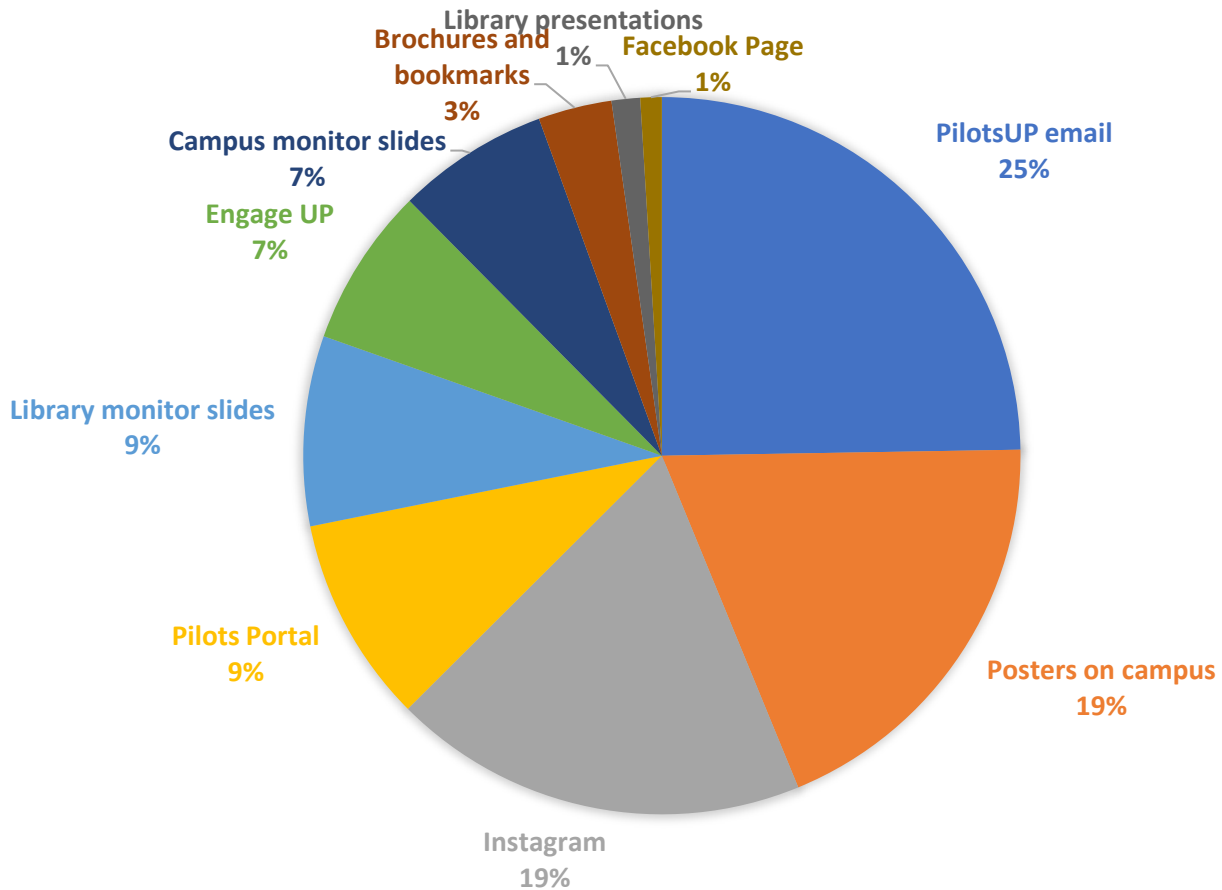
How can the Clark Library Support Undergraduates?

Themes	Count
Expand hours	16
Reduce noise level	10
Add Study Spaces	7
Allow food	7
Library etiquette guidance	5
More whiteboards	5
Update furniture	5
Unlock front door	4
Provide chargers	3
Provide office supplies	3

Summary of Clark Library Support Comments by Themes

Themes	Summary
Expand hours	<ul style="list-style-type: none"> - Open earlier/before 9 am, helpful for students with 8 am classes - Closing at 5 pm is a huge inconvenience - Hours difficulty to work with on weekends. - Reinstate pre- COVID hours - Longer hours <ul style="list-style-type: none"> o Open later on Fridays o At least until 2 am from Sunday-Thursday o possibly extending hours around midterm and finals week
Reduce noise level	Library staff help monitor and enforce noise volume (quiet floor, study rooms)
Add Study Spaces	Reservable/scheduled study spaces
Allow food	Offer food/coffee, provide an area for eating
Library etiquette guidance	
More whiteboards	Not enough white boards
Update furniture	More comfortable seating (green comfy booth tables, bean bags or things along those lines)
Unlock front door	Issues with the swipe
Provide chargers	Variety of chargers e.g. Surface, Mac, iPhones
Provide office supplies	Pen, pencil, staples, markers for borrowing

UNDERGRADUATE LIBRARY UPDATE PREFERENCES



Comments:

Email

- Email has always been the easiest and fastest way to learn about these events for me.
- I check my PilotsUP email often and also like being able to check the Library's Instagram for any recent and relevant information.
- I look at my email the most frequently; therefore, that would be the best way for me to view information!

Physical Signage

- I really liked the Clark Library stickers! That was a great idea!
- I am very aware of my surroundings so posters are sufficient for me.
- I find the posters around campus really helpful for sharing information.
- I spend a lot of time in the Library so I love seeing posters with new information. That's how I learned of this survey

Instagram

- I love the Clark Library Instagram, I think it is my favorite source.
- I get a lot of my information about events through Instagram because I check it daily as well as emails and flyers which are also easy to read.
- I usually get all of my information through Instagram!

Question

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

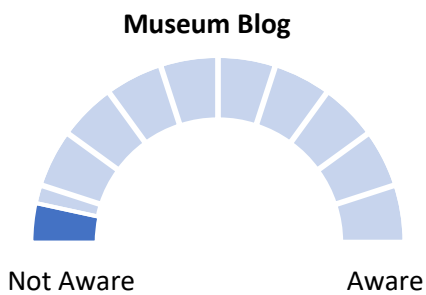
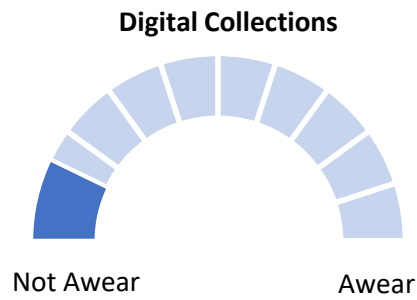
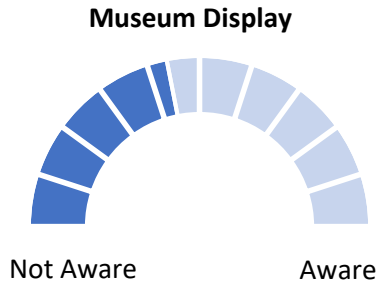


Summary

Several themes emerged from the question on the Blog post about the history of campus. Undergraduate students would like to know more about the founding of the University, the building history, and how the campus has changed over time. Students are also interested in the history of students, alumni, student organizations, student life, and athletics. They would also like to see more about the history of LGBTQIA+, BIPOC, Women at UP, Native American history, and land acknowledgment. There were several mentions of wanting to know more about North Portland and the community surrounding UP and the history of UP's curriculum, and how that has changed over time

Question

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



Summary

Overall, undergraduate participants were not aware that the Library and the Museum showcase University History in physical display, digital collections, and Museum blog.

However, students were more aware of the Museum Display because they saw the physical displays in other campus buildings they frequent.

Comments

- Displays are very cool and make me understand and feel more connected to UP.
- I saw displays in Buckley about the history of the library and it was interesting and helps deepen my understanding of the University of Portland.
- Easy to observe and read while walking by.

Recommendations

More marketing about the resources.

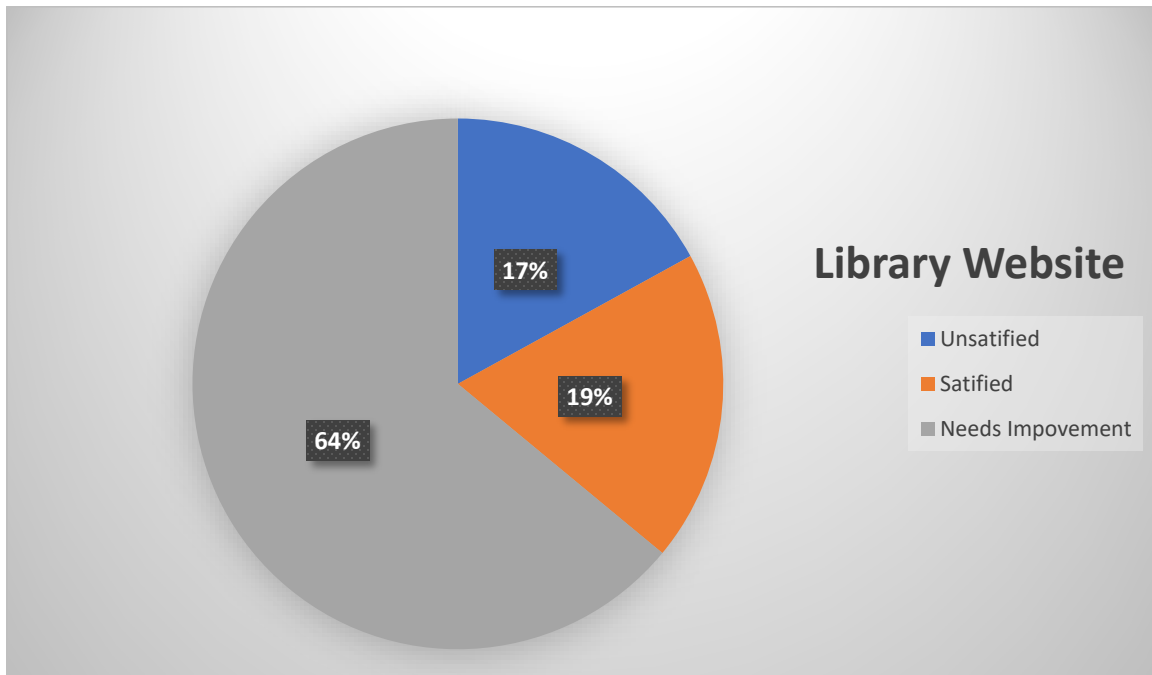
Comments

- I didn't really know much about this part of our University. It would be cool if they would promote it more!
- I do not know much about the displays and themes, as I feel that they are not centrally located, especially visible, or well advertised.
- I was unaware that we had a museum of sorts! I'd love to learn more about it. Thanks.
- More promotion of the blog would help
- This isn't necessarily an aisle that I walk by or look at very often, but I think it's still cool to have on display. Maybe some more advertisement could be helpful.

Library Website Improvements

Question

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



Summary

Overall, the undergraduate respondents were unsatisfied with the library website. However, 17% of respondents provided positive feedback out of the 231 responses, excluding responses that gave no feedback or said "None." Of the 231, only 40 (19%) had something positive to say about the website; the remaining response (64%) found the website needed improvement.

Library Resources

Question

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

Key Themes:	Count	Example
Accessibility	6	"There are simply certain resources that I wasn't aware even existed, nor do I know how to go about obtaining or using them."
Course Reserves	6	"Sometimes it's hard to use course reserves and subject guides"
Course Guides	3	"I get confused between course guides, course reserves, and study guides so maybe change the wording"
Databases	4	" Sometimes the articles are not available. The articles do not correlate with what I researched."
Homepage	5	"There are too many tabs and it's not focused on the most important aspects of the library. It should focus on the books and the study spaces"
Hold shelf	1	"I have trouble getting on waitlists for books"
Interlibrary Loan	2	"Sometimes the ILLiad book requests can be confusing- I wish there was a link on the library website that went straight to ILLiad so I don't have to find it in my search history."
Primo	2	"They are generally fine, until the search bar decides that the key words are going in a direction I do not intend."
Study Rooms	4	"I find it challenging that a lot of people book study spaces and then don't show up, so no one can use those spaces"

Summary

The top three resources that undergraduates found confusing and/or challenging were accessibility to resources, course reserves, and the library homepage.