



Library Survey 2024-2025

Committee

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INTRODUCTION

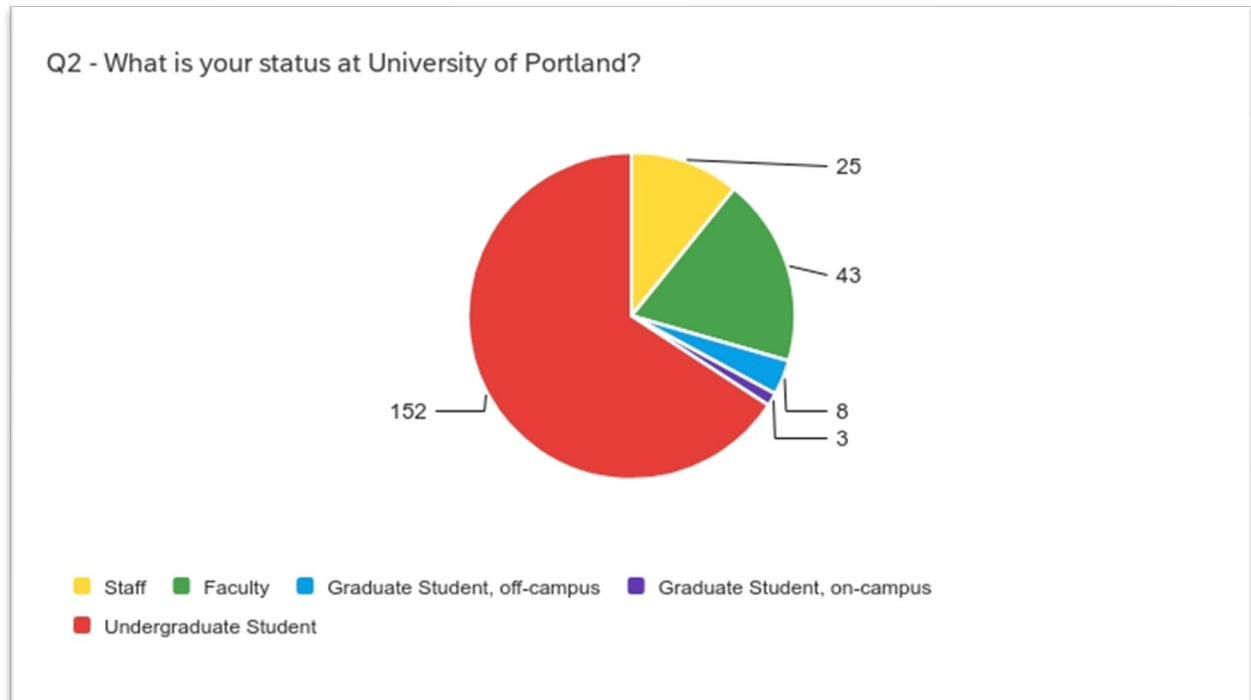
Clark Library conducts surveys every three years. The 2024 survey was launched in the Fall, unlike previous surveys in 2019 and 2022, which launched in the Spring. The Spring timing was chosen to allow incoming students to experience the library and anticipate better feedback on its environment, services, and resources. However, in 2024, the Library Survey Committee opted for a Fall launch to raise awareness about the library's spaces, services, and resources the community may or may not be aware of.

“The staff is always very kind and helpful. I look at the library as a second home with a variety of resources.”

- Undergraduate Student

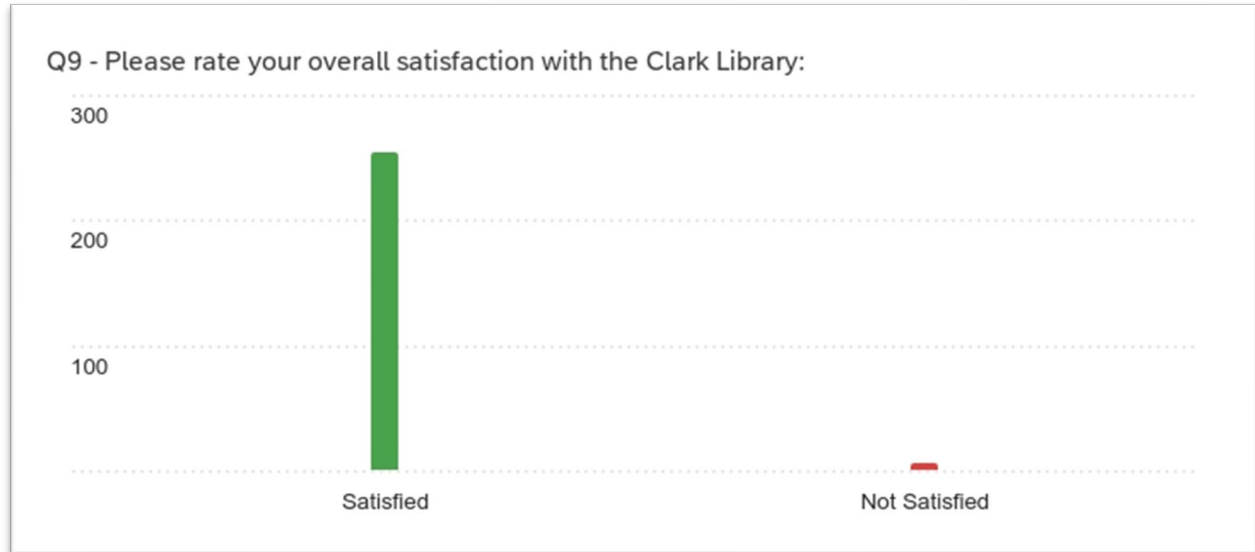
SAMPLE POPULATION

300 recorded responses, 231 completed surveys



OVERALL SATISFACTION WITH THE LIBRARY

Overall, survey respondents were satisfied with the Clark Library.



ENVIRONMENT, SERVICES & RESOURCES

Survey respondents were asked for their agreement regarding the library environment, services, and resources.

Q3/4/6/7 Please rate your level of agreement with the following statements:

Statement Text	Categories who responded	Strongly Agree	Agree	Disagree	Strongly Disagree
The Clark Library is a welcoming place.	Undergrad.				
	On-campus Grad				
	Faculty				
	Staff	149	95	1	5
The resources offered through the Clark Library are relevant to my studies.	Undergrad.				
	On-Campus Grad				
	Off-Campus Grad	88	93	2	5
The resources offered through the Clark Library are sufficient for me to complete my assignments and research.	On-Campus Grad				
	Off-Campus Grad	9	13	0	0
The resources offered through the Clark Library are sufficient to support the curriculum.	Faculty	22	21	0	0
The signage in the Clark Library is adequate to help me find what I need.	Undergrad.				
	On-Campus Grad	75	88	10	5
I'm aware of Clark Library services and resources available to staff	Staff	9	11	8	0

Key Takeaways

The majority of survey respondents agreed and strongly agreed that the library is a welcoming space, the resources offered through the Clark Library are relevant to their studies, and the signage in the Library is adequate for navigating the library.

Ideas/Suggestions/Feedback

- **Undergraduate** students find the Clark Library's databases unintuitive and wish for an easier online search system that indicates book locations. They also struggle with finding study rooms on the second floor, confusing room maps, and unclear signage for the copying machine. The labeling in the lower-level book stacks could be improved to help locate specific books. Additionally, the laptop chargers, which currently check out for 4 hours, should be extended to a full day, and more chargers could be provided if there's high demand.

- **Graduate** students on and off-campus mentioned that online library resources supported their academic work. However, on-campus graduate students expressed confusion about how Interlibrary loan services worked.
- **Faculty** find the format for accessing dissertations on Pilot Scholar difficult to read or skim and also suggested co-locating the tutoring services & Co-Pilot in the library for better accessibility. Faculty appreciate the library's ease in accessing and recommending resources, though more theatrical scripts as eBooks and the addition of the Web of Science database would be beneficial.
- **Staff** respondents noted they were unaware of the available services and resources for staff.

“The Clark Library quite literally has it all. It is genuinely so nice to have a great library on campus to conduct my research...and even nap once in a while.”

- Graduate Student

LIBRARY SERVICES AND RESOURCES

Undergraduate Students

Q11 - Which of the following have you used at the Clark Library?

Services & Resources	Yes	No	No, not aware
Reservable study spaces	150	2	0
Quiet Study Floor (Lower Level)	140	11	0
Collaborative/Group study space	138	12	2
Individual study space (study carrels)	120	29	2
Service Desk equipment (Laptopschargers/Hot spots/Noise canceling headphones/etc.)	105	42	5
Access to materials from other libraries (Summit or Interlibrary Loan)	96	43	13
Quiet Study Lounge (Upper Level)	96	51	5
Themed displays (online and in-Clark Library)	36	74	41
Height adjustable desks	91	36	23

Key Takeaways

Undergraduate students make good use of library services and resources, utilizing all study spaces (reservable, quiet, group, and individual). However, about 33% have not used Summit/ILL, equipment, or the Quiet Study Lounge. Around 25% are unaware of the displays, and 13% are unaware of the height-adjustable desks. Additionally, 8% are unfamiliar with Summit/ILL. Overall, students' needs are being met, but there is room for improvement when it comes to reserving study spaces or accessing materials from other libraries.

Q12 - These are the services and resources that you said you have used. To what e...

Field	Completely	Somewhat	Does not
Reservable study spaces	120	29	0
Quiet Study Floor (Lower Level)	122	16	1
Collaborative/Group study space	122	16	0
Individual study space (study carrels)	103	16	1
Service Desk equipment (Laptopschargers/Hot spots/Noise canceling headphones/etc.)	88	15	2
Access to materials from other libraries (Summit or Interlibrary Loan)	73	21	0
Quiet Study Lounge (Upper Level)	87	9	0
Themed displays (online and in-Clark Library)	29	7	0
Height adjustable desks	68	20	3

Suggestions/Feedback/Improvements

Student respondents had a lot to say about the library. Students have mixed feelings about the library's study spaces and resources. While the library is generally appreciated for its size and available seats, many students find the study rooms are often fully booked or left unoccupied by others, making it hard to find a space without reserving well in advance. There are issues with unreliable power outlets, limited charging options for certain devices, and a lack of variety in seating, especially for those with specific needs like adjustable desks or more comfortable lounge seating. Some students also feel that reserving study spaces can be inconvenient or inefficient, with people blocking spaces for long periods or not

showing up at all. There is a call for more diverse and accessible spaces, including private booths for calls or Zoom classes, more adjustable desks, and better lighting in individual study areas.

Graduate On-Campus

Q27 - Which of the following have you used at the Clark Library?

Services & Resources	Yes	No	No, not aware
Access to materials from other libraries (Summit or Interlibrary Loan)	3	1	0
Quiet Study floor (Lower level)	3	1	0
Availability of reservable study spaces	2	2	0
Assistance at the Clark Library service desk	2	2	0
Service Desk equipment to check out (Laptopschargers/Hot spots/Noise canceling headphones/etc.)	2	1	1
Height adjustable tables	1	1	2
Quiet Study Lounge (Upper level)	1	2	1

Q28 - These are the services and resources that you said you have used. To what e...

Services & Resources	Completely	Somewhat	Does not
Access to materials from other libraries (Summit or Interlibrary Loan)	2	0	1
Quiet Study floor (Lower level)	3	0	0
Availability of reservable study spaces	1	1	0
Assistance at the Clark Library service desk	1	1	0
Service Desk equipment to check out (Laptopschargers/Hot spots/Noise canceling headphones/etc.)	1	1	0
Height adjustable tables	1	0	0
Quiet Study Lounge (Upper level)	1	0	0

Key Takeaways

Graduate on-campus respondents are aware of and have used Summit and ILL, and they prefer to use the Quiet Study floor (lower level) of the library. Some have used the reservable study spaces and received assistance at the Clark Library Service Desk, while others have not. However, graduate students do not use or are unaware of the Quiet Study Lounge (Upper Level). Additionally, there is a lack of awareness regarding the height-adjustable desks available in the library.

Suggestions/Feedback/Improvements

Graduate on-campus students recommend increased advertising of the library's valuable services and resources to ensure students know how to use them effectively.

“Excellent resources online via supportive services in person. Really quick turn-around on article or book ordering from other institutions. I feel supported in my academic work by the library resources and staff.”

- Graduate Student

Graduate Off-Campus

Q19 - Which of the following have you used through the Clark Library?

Services & Resources	Yes	No	No, not aware
Access to materials from other libraries (Summit or Interlibrary Loan)	7	1	0
In-class research sessions led by librarians	4	3	1
Online real-time help (chat or consultations)	3	5	0
Help by appointment	3	5	0
Themed displays (online)	0	5	3

Q20 - These are the services and resources that you said you have used. To what e...

Services & Resources	Completely	Somewhat	Not at all
Access to materials from other libraries (Summit or Interlibrary Loan)	6	1	0
In-class research sessions led by librarians	3	1	0
Online real-time help (chat or consultations)	3	0	0
Help by appointment	2	1	0
Themed displays (online)	0	0	0

Key Takeaways

Graduate off-campus respondents primarily utilize Summit or Interlibrary loan services and in-class research sessions led by librarians. Overall, respondents responded that the services and resources they have used completely meet their needs. For services and resources they did not use, graduate off-campus respondents indicated that they either did not need them, lacked the time to engage with them, or found them unnecessary for their coursework.

Faculty

Q15 - Which of the following have you used at the Clark Library?			
Services & Resources	Yes	No	No, not aware
Access to materials from other libraries (Summit or Interlibrary Loan)	38	2	3
Assistance at a Clark Library service desk	37	5	1
Course Reserves	26	15	2
Themed displays (online and in-Clark Library)	13	24	7
Research assistance by appointment	11	27	5

Q16 - These are the services and resources that you said you have used. To what e...			
Services & Resources	Completely	Somewhat	Does not
Access to materials from other libraries (Summit or Interlibrary Loan)	34	4	0
Assistance at a Clark Library service desk	33	4	0
Course Reserves	24	1	0
Themed displays (online and in-Clark Library)	12	1	0
Research assistance by appointment	9	2	0

Key Takeaways

Faculty from all professional schools and $\frac{3}{4}$ of the College of Arts and Sciences departments responded to the survey. Faculty respondents have utilized services such as Summit or ILL, assistance at the service desk, course reserves (to a lesser extent), themed displays, and course reserves. They also expressed that the services and resources used completely meet their needs. However, several respondents mentioned that they do not use certain library services, such as interlibrary loan (ILL), course reserves, or themed displays, simply because they do not or have not needed them.

Suggestions/Feedback/Improvements

Suggestions for improving the library include offering theatrical scripts as eBooks, adding the Web of Science database, and expanding the collection of digital resources to be more robust. Some faculty expressed a desire for longer interlibrary loan (ILL) checkout periods. There were concerns about the online search engine, specifically the catalog, which "seems to skip over items that exist but aren't necessarily in the library." It was also suggested that children's books be relocated to allow students to access two aisles at once and move closer to the curriculum materials. Lastly, there was a recommendation to make both lower-floor restrooms all-gender.

Staff

Q23 - Which of the following have you used at the Clark Library?

Services & Resources	Yes	No	No, not aware
Assistance at the Clark Library service desk	18	7	2
Variety of Seating	16	12	0
Access to materials from other libraries (Summit or Interlibrary Loan)	13	12	3

Q24 - These are the services and resources that you said you have used. To what e...

Services & Resources	Completely	Somewhat	Does not
Assistance at the Clark Library service desk	18	0	0
Variety of Seating	11	4	1
Access to materials from other libraries (Summit or Interlibrary Loan)	10	3	0

Key Takeaways

More than a third have used library furnishings, slightly more than that have asked for assistance at the service desk, less than that have used Summit or Interlibrary Loan.

Suggestions/Feedback/Improvements

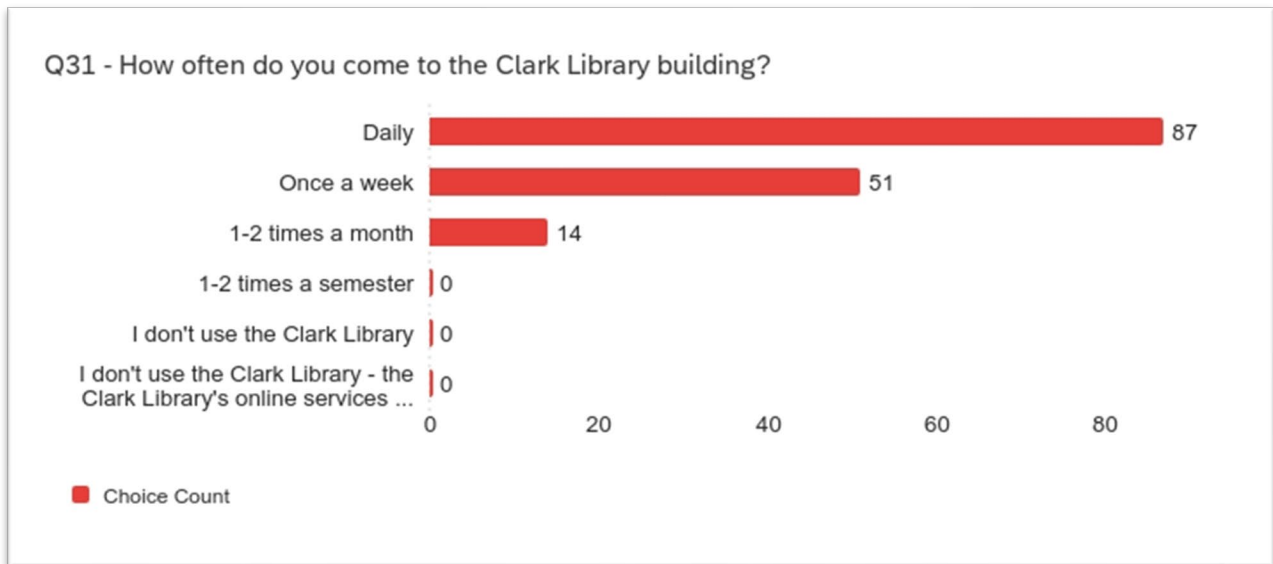
Staff respondents expressed being unaware of the resources available to them. They also suggested creating a designated space where staff can sit and read. Additionally, there is a recommendation to consider making both lower-floor restrooms all-gender. Some staff also reported difficulty navigating the library's website, particularly when trying to locate the library account login link.

"I love the environment walking into the library. Lots of lights and colors, and usually, the first floor is filled with students. I've been checking out books recently, and the system downstairs is easy to operate. The desk staff are very helpful. I need to find out more about the offerings in the library."

- Staff

LIBRARY VISITS

Frequency of visits to the library by all population groups.



Undergraduates

Most are daily users, approximately 33% use the library at least once a week.

Graduate On-Campus

Visit once or twice a month.

Faculty

Most visit once or twice a month or semester.

Staff

Most respondents visit the building once or twice a semester, followed by once or twice a month.

ACADEMIC AND EXTRA-CURRICULAR SUPPORT

Graduate and undergraduate students were asked how the Clark Library could further assist with their academic and extra-curricular pursuits. Below are the key ideas and themes that emerged.

Undergraduate

Suggestions include extending weekend hours, adding a microwave, and addressing facility issues such as temperature control and broken outlets. Additionally, users requested a tutorial on how books are organized in the stacks and how to locate them, as well as better noise control for the upper-level study rooms to create a more conducive study environment.

Graduate On-Campus

The laptop checkout policy should have the option to renew for a 1-day extension to allow time to return the equipment and more online resources for graduate students.

Graduate Off-Campus

Suggestions for support include adding more furniture, such as comfortable seating and couches, to the quiet study space and painting study rooms with relaxing colors. There is also a suggestion to adjust the group study room reservation policy, releasing the reservation if the room is not checked into within 15 minutes to allow others to use the space. Additionally, off-campus students have requested for more e-books, and better advertisement of the library's software offerings. Lastly, extending library hours to open before 10 am on weekends was also suggested.

CHALLENGES OR CONFUSION EXPERIENCED

Survey respondents were asked about difficulties or confusion when using the Clark Library's services and resources. The following themes and suggestions were identified.

Undergraduate

- **Checkout/Borrowing Process:** Some respondents find the checkout process confusing, especially for physical items like magazines and books. Suggestions include clearer information on checkout durations and better guidance on how to request books or items. Summit can be a bit confusing sometimes
- **Library Resources:** Unsure of available resources or difficulty finding specific books. There is a request for a clearer list or guide of resources, including a booklet or graphic that outlines how to use them. There are also issues with accessing scientific journals and articles and struggling with how to use different databases when for research.
- **Website Navigation:** The library website is confusing, cluttered, or difficult to navigate.
- **Printer/Copier Space:** The printer and copier space is overwhelming.
- **Study Spaces:** Study room reservation is confusing, and study rooms are often reserved but unused.
- **Physical Library Issues:** The library's layout is odd, with too much focus on study space. Some users also find it hard to navigate the physical stacks, and there is a suggestion for better aisle signage and markers within the aisle.
- **Noise and Sensory Issues:** When entering the library, a high-pitched sound from the sensors is described as painful, making it difficult to use the space.

Graduate On-Campus

- **Equipment Checkout:** Renewal and extension (e.g. laptops).
- Suggestion: "...a master list of space/resources and where to find them upon entering the space."

Graduate Off-Campus

- **Library Resources/Catalog:** Students find it difficult to find adequate and quality sources (i.e., peer-reviewed, current research) when navigating the library catalog because it is confusing and/or challenging.

Faculty

- **Physical Library Space:** A room to play audio resources. Ears aren't well-suited for earbuds or headphones.
- **Library Catalog:** The online search engine seems to regularly skip over items that exist items that aren't necessarily in the library (or sometimes even are).
- **Pilot Scholars:** Difficulty in reading materials in the repository.
- **Library Resource:** More robust collection of digital resources and databases

Staff

- **Library Website/Navigation:** Staff find it hard to locate/find the account login link. Several staff comments reference that the library website was hard to navigate and found it difficult to access the library catalog.
- **Library Building:** Accessibility - too many steps to get to the front entrance.
- **Library Resources:** Staff would like to have a better idea of the resources available.

ASPECTS OF UNIVERSITY HISTORY

Survey respondents were asked, "What aspects of the university's history would you be interested in?" The following common themes emerged in the responses:

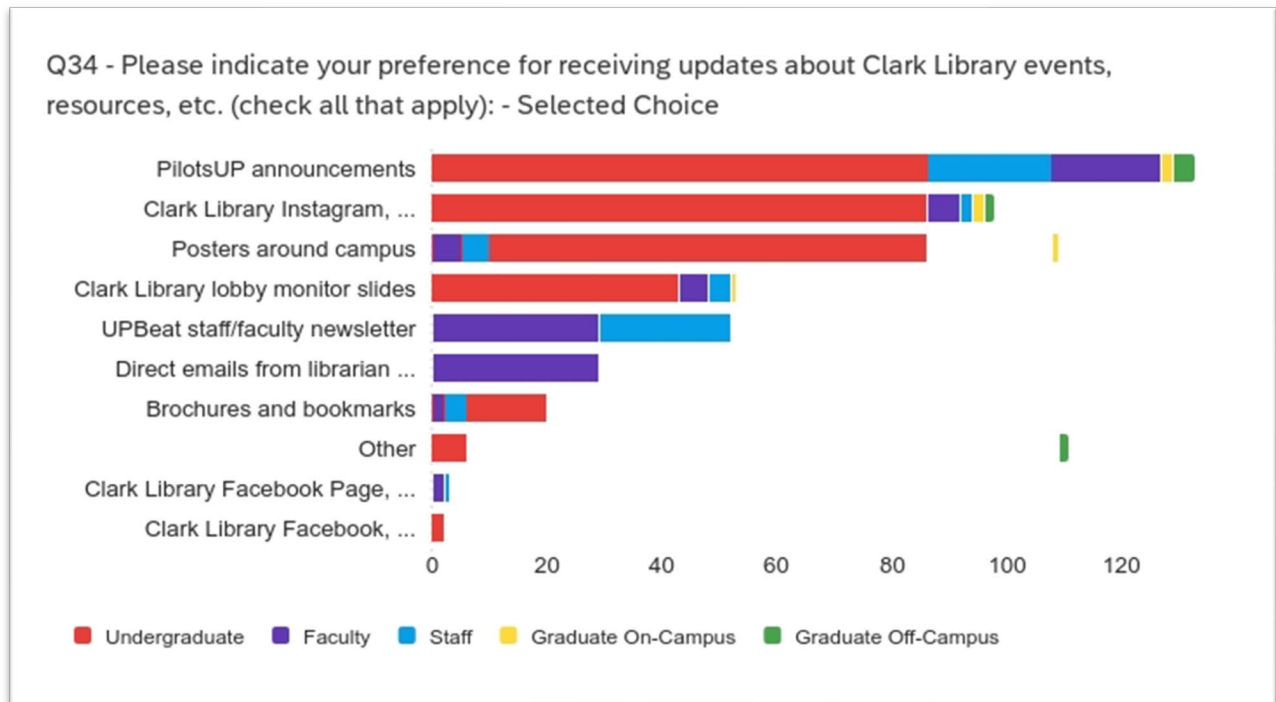
- Catholic history, tradition, values, and Holy Cross History
- History of UP – Context: How it began, who funded it, the Congregation of Holy Cross connection, land before UP)
 - Photos of what the campus looked like over the years
 - Athletics – athletes and facilities
 - Co-ed History
 - Department and program history (Biology, Nursing, PFA, ROTC)
 - University Building: Context – Library, Residence Hall, Corrado, Moreau Center
 - Trees on Campus
 - Natural history on the bluff
 - University Data: Demographics, Curriculum offerings
- People
 - Alumni
 - Donors – Individuals who have contributed to student success
 - Faculty, Staff, and Students – Showcase achievements
- Student Life – What the students used to look like
- Major Events, student traditions, holiday celebrations, and activities (e.g., musicals, political demonstrations, Black Lives Matter, legalization of same-sex marriage, civil rights movement)
- Student organizations and publications
 - Black Student Union (BSU), Vietnamese Student Association (VSA), Filipino American Student Association (FASA)
 - Yearbooks (The Log)
- DEI and Highlighting diversity and culture at UP
 - People of Color (POC) on Campus
 - Cultural History (e.g., Indigenous History, Filipino history)
 - Black History
 - Women's History
 - LGBTQ
- North Portland history and surrounding areas

“Everything!!! I love the museum and archives - their work is incredible!!! I love hearing and seeing what showcases they create.”

- Graduate Student

COMMUNICATION PREFERENCE

Overall, the preferred ways to receive updates about the library are PilotsUP announcements, posters around campus, and the Instagram page.



Breakdown by population and preferred preference

Undergraduate: PilotsUP announcements, Clark Library Instagram, and posters around campus.

Graduate (on-campus and off-campus): PilotsUP announcements, Clark Library Instagram, and other methods (e.g., email).

Faculty: PilotsUP announcements, UPBeat newsletter, direct email from the librarian.

Staff: PilotsUP announcements, UPBeat newsletter.