

**Hawaii State Public Library System**

**LSTA Five Year Plan Report 2008-2012**

**Evaluated by  
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**For submission to the  
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## **II. Evaluation Summary**

The five-year Library Services and Technology Act (LSTA) Plan for the Hawaii State Public Library System (HSPLS) was evaluated for the 2008-2012 implementation period. HSPLS uses LSTA funds to maintain a statewide library service for a system that faces many, sometimes unique, financial and geographic challenges. The service area for HSPLS includes 50 library branches spread amongst the 6 islands of the Big Island of Hawaii, Kauai, Lanai, Maui, Molokai, and Oahu. Budget limitations have frozen positions to staff these branches and critical support services. There are currently 112 vacant positions out of a possible 573 positions (actual Full Time Equivalent (FTE) count is 555.25 due to part-time positions). Federal LSTA funds do not pay for the HSPLS physical collections, staffing, operating expense fees, and programs, however they fund much of the vital online infrastructure which allows the HSPLS to exist and in many ways thrive in an environment of reduced budgets, high customer expectations, reduced physical service hours, high unemployment, high staff vacancies and turnover, exploding popular technology, an aging workforce, and an ever increasingly computer, technology, and Internet savvy library user population.

It is not an exaggeration that without Institute of Museum and Library Services (IMLS) administered LSTA funds, the HSPLS would cease to function as they do today. Federal funds pay for computer-related hardware, software, network improvements, ILS (Integrated Library System) maintenance and enhancements, many subscription databases and other online resources. They also fund staff tools such as SharePoint®.

This evaluation of the 2008-2012 HSPLS LSTA plan outcomes was conducted pursuant to guidelines established by the IMLS. These guidelines identify a core set of research questions designed to better evaluate progress in meeting the targets set in the five year plan through three areas: retrospective assessments, process assessments, and prospective analysis.

The retrospective assessment showed that the majority of the activities undertaken through the HSPLS LSTA plan achieved results related to priorities identified in the Act. Data were gathered through a combination of (1) hard copy and (2) online surveys of both library users and library staff at all 50 state library branches. The goals listed in the HSPLS five year plan addressed most of the priorities outlined by the Act even as the cumulative HSPLS budget from 2008-2012 was cut by over \$6.5 million due to the economic downturn and resulting State of Hawaii revenue shortfalls. An additional restriction of \$0.5 million was imposed on the 2012 budget just prior to completing this report. There is an enhanced impact to this restriction as the 2012 fiscal year is already halfway completed.

For the 2008-2012 period, HSPLS focused much of its effort towards expanding services for learning and access to information and educational resources in a variety of formats, enhancing electronic linkages among and between libraries, providing training and professional development, and targeting library services to individuals of diverse geographic, cultural and socioeconomic backgrounds including those in underserved rural and urban communities. The strategies invoked towards making progress in these areas were well targeted and were implemented to the best extent possible given the economic, logistic, and geographical limitations. Examples of significant progress in the areas include:

- HSPLS staff returned a 83% satisfaction rating with regards to improvement in network speeds and a new online training system;
- A two-fold increase in library reference service staff satisfaction with the HSPLS collection of online databases and resources;
- 100% of the library reference service staff reported being knowledgeable on how to access the collection of online resources; and
- Overall, there was improvement in ten of the twelve outcome targets that were carried forward from the 2003-2007 HSPLS LSTA plan to the 2008-2012 HSPLS LSTA plan.

Shortcomings in the HSPLS plan involved the inability to produce a new delivery service model that would increase the delivery speed of materials and pilot projects that would bring new programs to underserved communities. These shortcomings can be attributed to staff and budget reductions that prevented the formation of district administrative offices that were intended to take the lead in implementing these initiatives.

The process assessment revealed that *no major modifications* were made to the 2008-2012 plans. Performance metrics have been used by HSPLS as indicators of staff and patron satisfaction on the various implemented programs. While these measurements provide very useful information, it is effectively impossible for HSPLS to use these indicators to make immediate, large-scale changes in programs as the State of Hawaii operates on a biennium budget cycle and any changes midstream requires Governor's authorization which, traditionally, is reserved for only extenuating circumstances. Hence, these performance metrics are used on a review basis timed near the change of the five-year LSTA cycles or on a very small scale, within a cycle just for a gauge on progress on a specific area. Even with the intention of conducting performance measure evaluations on a review basis, this was not always realistically possible to accomplish. For example, library staff and patrons were never surveyed on the improvement of the delivery of

library materials as the aforementioned new library service delivery model could not be created as planned due to staff and budget reductions.

Prospective analysis suggests that lessons learned from the 2008-2012 plan will be shared with State governmental leaders and administrative groups (State Board of Education) upon final approval of the report by IMLS. Records of the public surveys results (without branch listings for the paper surveys) will be posted as PDFs under the “LSTA” section of the library website (<http://www.librarieshawaii.org/about/LSTA.htm>). Finally, there will be an article discussing the public survey results in a future edition of *Holo I Mua*, which is the official online HSPLS monthly newsletter (<http://www.librarieshawaii.org/about/holoimua.htm>). The staff survey results will not be posted online, but these results have already been discussed by the Core Administration members who have already taken some actions based on the staff comments. The performance data collected to date can be used to identify benchmarks in the upcoming five year plan as advancements were made towards several target goals, but were still yet not completely met. Key lessons learned include identifying the difficulty in conducting performance based measures throughout the entire five-year period. Lessons can also be learned from comments submitted by patrons and library staff while progress in the outcome targets was being assessed.

Major challenges exist for the planning of the 2013-2017 cycle. With State budget figures not predicted to increase in the near future -- i.e., the FY 2013 HSPLS budget has been cut by over \$750,000 -- some of the areas considered by the 2008-2012 plan may be difficult to carry over to the 2013-2017 cycle. Planning may become even more difficult if restrictions are imposed in the middle of a fiscal year such as the recent 2012 \$0.5 million restriction.

Key recommendations include that HSPLS should try to change some outcome targets from a descriptive, relative framework to a more quantitative framework that would provide actual usage statistics and could be compiled with less human resources. Also, if HSPLS continues to use survey questions as the bulk of performance indicators, it should be noted that improvement in relative metrics may be far more significant than improvement in absolute metrics. In addition, if HSPLS continues with survey questions, outsourcing the oversight and execution of some of the surveys should be considered as some of the intended surveys early in the five-year plan were not accomplished due to strain on a reduced staff. Some other valuable recommendations come from the comments/suggestions submitted by patrons and staff as part of the retrospective assessment. Multiple staff members were interested in receiving more training in the staff productivity tool, SharePoint®, established from LSTA funds. By continuing such training, HSPLS can look to improve performance in the output target in this area.

### **III. Body of Report**

#### *a. Study Background*

The Library Services and Technology Act (LSTA) provides federal funding to State Library Administrative Agencies (SLAA's) to support statewide library initiatives and services. The Institute of Museum and Library Services (IMLS) administers the awarding of grant monies through allotments paired with SLAA derived five-year plans. According to IMLS, "Each state creates a five-year plan for its programs to strengthen the efficiency, reach, and effectiveness of library services." At the end of each five-year period, SLAA's are to submit evaluations to assess the outcomes and reach of the respective five-year plan (Section 9134 (c) of IMLS' authorizing legislation).

The Hawaii State Public Library System (HSPLS) contracted a private consultant, MCM Solutions, to perform the evaluation of the HSPLS LSTA Five-Year Plan, 2008-2012. One member of the MCM Solutions staff was previously employed by HSPLS and worked on LSTA assessments. However, this employment ended in 2005 and there are no direct ties between MCM Solutions and HSPLS.

MCM Solutions followed IMLS *Guidelines for Five-Year Evaluation Report* provided by HSPLS. These guidelines set forth new criteria as compared to those used in previous evaluations (e.g., 2003-2007 evaluation report) with the intent of making a more deliberate link between evaluation findings and the SLAA's next five-year plans.

The core of the new evaluation criteria is based upon research questions designed to:

- Highlight effective past practices;
- Identify processes at work in implementing the activities in the plan, including the use of performance-based measurements in planning, policy making and administration, and;
- Develop key findings and recommendations for evaluating the past five years, 2008-2012, for inclusion in the next year five year, 2013-2017, planning cycle.

The research questions are divided into three areas: retrospective assessments, process assessments, and prospective analysis. Fundamental to providing these assessments and analyses were the evaluation of performance metrics assigned to outcome targets described in the HSPLS 2008-2012 five-year plan. Details of the performance metrics and methodology of assessment are explained in the following section of this report.

The intended use and users of this 2008-2012 evaluation report are:

- IMLS (to inform federal policy makers);
- HSPLS (to provide a review of the 2008-2012 five-year plan and to provide insights for the 2013-2017 five-year plan); and
- Citizens of the State of Hawaii to better understand how and why LSTA funds are used to provide statewide library initiatives and services.

*b. Methodology*

The primary tools utilized for the evaluation of the HSPLS 2008-2012 Five-Year Plan were interviews (both electronic and phone) with HSPLS administrators in 2011 and 2012 and surveys of patrons and staff conducted in 2011. The interviews and surveys were correlated with key outcome targets listed in the 2008-2012 plan.

HSPLS administrators asked to provide information for this evaluation included:

- Richard Burns, State Librarian;
- Keith Fujio, Administrative Services Officer and Special Assistant to the State Librarian;
- Lynn Masumoto, Administrative Assistant - Office of the State Librarian;
- Stacie Kanno, Director of Public Libraries Branch;
- Paola Saibene, Head of Electronic Services Section; and
- Susan Nakata, Head of Library Development Services Section.

All HSPLS administrators were available at any time either by phone or email and were most cooperative in providing detailed answers with supporting documentation.

The predominant survey instruments used for this evaluation were internal staff and patron surveys conducted in December 2011 (see Annex for copies of the survey forms utilized). The December 2011 surveys were executed by HSPLS with Lynn Masumoto leading the process and Paola Saibene providing technical support for online versions of the survey. MCM Solutions, the evaluator of the 2008-2012 five-year plan, provided guidance during the survey process. Examples of the guidance provided include resolution of surveys submitted after deadline dates and advice on data entry error corrections. The surveys contained questions that directly assessed the outcome targets set forth by HSPLS in the 2008-2012 plan. Additionally, the surveys also provided an opportunity for open suggestions and comments as the survey design provided an avenue for patron and staff to list any additional information and comments desired.

The internal staff survey was conducted from December 7, 2011 to December 30, 2011 (see Annex for accompanying memo from State Librarian) and was also intentionally

conducted at a time period different from the patron survey. The entire HSPLS staff was surveyed to assess outcome targets via improvements in network speed, new training software and a new document management system. 247 out of approximately 461 available staff members participated in this internal survey. The count of available staff members is approximate as some staff vacancies are filled by a temporary or substitute employee and the exact number of these alternatively filled positions is always in flux. The survey was administered online through the “Survey Share” software package (<http://www.surveymshare.com>) to which HSPLS subscribes. The evaluators of the 2008-2012 five-year plan were provided direct access to the website containing the results of these surveys.

The patron survey was conducted both online and at library branches from December 1, 2011 to December 21, 2011. HSPLS public service staff were provided paper copies of the surveys for patrons to fill out and also were given directions on how to direct patrons to the online version of the survey (see Annex for accompanying memo from State Librarian). A link to the online version was placed on the front of the HSPLS website and a News Release was also distributed (see Appendix). “Survey Share” was used to administer the online version of the patron survey and the evaluators of the 2008-2012 five-year plan were given direct access to the site containing the results of the survey. 483 online surveys were submitted.

The paper copy version of the survey was necessary to facilitate responses from library patrons without online access. To provide centralization and compilation of these paper copies, HSPLS personnel in administrative offices were tasked with entering the paper copy results into the “Survey Share” database. 1,347 paper surveys were submitted.

It should be noted that transposing information from the paper surveys to the online database can induce data entry errors that are difficult, if not impossible, to assess. The evaluators of the 2008-2012 five year plan were continuously updated when questions arose during the process and were alerted when a large-scale error was detected (personal communication, Lynn Masumoto, 12/30/11). It is the opinion of the evaluators that HSPLS performed the data entry of the paper surveys to its best ability possible and there is no reason to suggest that intentional misinformation was entered.

HSPLS conducted surveys specific to reference service staff in February 2009, February 2010, and February 2011. The 2009 and 2010 surveys were intended to provide gauges for HSPLS administration to assess progress in providing databases and online resources. As these surveys did not affect any programmatic change to the 2008-2012 five-year plan, only the final 2011 results are included in this evaluation.

*c. Evaluation Findings*

A retrospective assessment of each of the intended goals and corresponding outcome targets was conducted primarily through the various surveys conducted. Six goals were listed in the HSPLS 2008-2012 five-year plan and were correlated to various purposes outlined by LSTA. An assessment of progress toward outcome targets is listed below with cumulative tables corresponding to each of the six goals.

The tables list each “Need” identified in the 2008-2012 HSPLS five-year plan. Following each “Need”, the corresponding “Goal” is listed. Finally, the “LSTA purpose”, “HSPLS outcome target” and “HSPLS results” achieved towards those targets are categorized in tabular format pursuant to each goal. Insight from comments and suggestions that accompanied the surveys will be discussed in the *IV. Lessons Learned and Recommendations* section.

Need #1: Upgrade the current inadequate network to achieve a fast, reliable, and secure system.

Goal #1: Improve current telecommunications system to adequately support ILS operations and access to online databases and other online resources in library facilities.

LSTA Purpose	HSPLS Outcome Target	HSPLS Results
<ul style="list-style-type: none"> <li>○ Developing library services that provide all users access to information through local, state, regional, national, and international electronic networks.</li>   <li>○ Providing electronic and other linkages among and between all types of libraries.</li> </ul>	<p>Staff will be surveyed for their baseline and final satisfaction assessment of network capacity and speed for:</p> <ul style="list-style-type: none"> <li>(1) ILS operations, and</li>   <li>(2) Accessing online database and other resources.</li>   <li>• At least 75% of the staff will report improvement in network speed for both categories.</li> <li>• At least 80% of the staff will report satisfaction with network speed.</li> </ul>	<ul style="list-style-type: none"> <li>(1) No data on staff reporting improvement in network speed for ILS and online database access.</li>   <li>(2) 88% surveyed reported receiving new staff PCs.</li>   <li>(3) 83% of staff survey reported either being very satisfied or somewhat satisfied with the network speed, which exceeds the 80% target goal.</li> </ul>

Need #2: Develop and maintain an appropriate array of databases and other online resources to address reduced public service hours, supplement physical library collections, and provide 24/7 virtual collections to anyone with an HSPLS library card and Internet access.

Goal #2: Develop and promote an appropriate collection of databases and other online resources which complement and supplement physical library collections, especially for small branch libraries, and provide 24/7 virtual collections to anyone with an HSPLS library card and Internet access.

LSTA Purpose	HSPLS Outcome Target	HSPLS Results
<ul style="list-style-type: none"> <li>○ Expanding services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages</li> <li>○ Developing library services that provide all users access to information through local, state, regional, national, and international electronic networks.</li> <li>○ Targeting library services to individuals of diverse geographic, cultural, and socioeconomic backgrounds, to individuals with disabilities, and to individuals with limited functional literacy or information skills.</li> <li>○ Targeting library and information services to persons having difficulty using a library and to underserved urban and rural communities, including children (from birth through age 17) from families with incomes below the poverty line as defined by the Office of Management and Budget and revised annually in accordance with 42 USC Sec. 9902 (2) applicable to a family of the size involved.</li> </ul>	<p>We will continue to use the same outcome measures as those established during the 2003 – 2007 period. The targets will remain the same for the staff outcomes, since we did not achieve them in the last 5-Year period. We have increased the customer outcome targets, although some users seemed to be evaluating a number of library services and collections unrelated to subscription databases and other online resources. We will modify future survey templates to clarify the feedback desired.</p> <p>At the end of this 2008 - 2012 LSTA period:</p> <p>(1) 100% of our reference service staff will know how to access our collection of online resources, can easily identify appropriate resources for subject searches, and can instruct a customer to use these databases.</p> <p>(2) 70% of our reference service staff will report high satisfaction with the collection of online resources in terms of ease of use, authoritativeness, and ability to complement physical collections in meeting their customers' reference and reading needs.</p> <p>(3) 90% of registered library users will be familiar with one or more of our online resources, will be able to locate and access the resources, and will be able to search and obtain information of interest to them.</p> <p>(4) 45% of registered library users will report high satisfaction with the collection of online resources in terms of ease of use, convenience, and appropriateness for their information and reading interests.</p>	<p>(1) 100% of the reference service staff reported being knowledgeable on how to access the collection of online resources meeting the 100% target goal. 94% can easily identify appropriate resources for subject searches, which while below the 100% target goal is up from 89% for the 2003-2007 period. 98% can instruct a customer to use these databases, which while below the 100% target goal is up from 95% for the 2003-2007 period.</p> <p>(2) 14% and 63% of the reference service staff reported <i>high satisfaction</i> and <i>somewhat satisfied</i>, respectively, with the collection of online resources in terms of ease of use. So while they were unable to meet the 70% <i>high satisfaction</i> target goal, 77% of the reference staff were positive about ease of use with respect to the collection of online resources. 43% and 50% of the reference service staff reported <i>high satisfaction</i> and <i>somewhat satisfied</i>, respectively, regarding the authoritativeness of the online resource collection. So while falling short of meeting the 70% <i>high satisfaction</i> target goal, 93% of the reference staff were positive about the authoritativeness of the online resource collection. 22% and 64% of the reference staff reported <i>high satisfaction</i> and <i>somewhat satisfied</i>, respectively, with the ability to complement physical collections in meeting their customers' reference and reading needs. So while falling short of meeting the 70% <i>high satisfaction</i> target goal, 86% of the reference staff were positive about the ability to complement physical collections in meeting their customers' reference and reading needs.</p> <p>(3) 86% of registered library users reported familiarity with one or more online resources, which was slightly less than the 90% target goal. 90% of registered library users were able to locate and access the resources, which met the 90% target goal. 90% of registered library users were able to search and obtain information of interest to them, which met the 90% target goal.</p> <p>(4) 50% of registered library users surveyed were <i>very satisfied</i> with the collection of online resources in terms of ease of use and convenience, which exceeds the 45% high satisfaction target goal. 55% of registered library users surveyed were <i>very satisfied</i> with the appropriateness of the online collections for their information and reading interests, which exceeds the 45% target goal of high satisfaction</p>

Need #3: HSPLS continues to contend with revolving door vacancies and reduced staffing as a result of baby boomer demographics. This has aggravated a work environment already negatively impacted by the loss of 111.5 positions in the mid-1990s, which reduced or eliminated administrative and support offices and staff. HSPLS will continue a two-pronged approach to fill vacancies and to expand self-service options to address short staffing conditions and to improve services.

Goal #3: Continue to expand self-service, privacy enhancing, and personalized service options to address short staffing and revolving door vacancies, improve services, empower users, and free staff from routine duties and focus on more enhanced and more complex customer services.

LSTA Purpose	HSPLS Outcome Target	HSPLS Results
<ul style="list-style-type: none"> <li>○ Develop library services that provide all users access to information through local, state, regional national, and international electronic networks.</li> <li>○ Providing electronic and other linkages among and between all types of libraries.</li> <li>○ Developing public and private partnerships with other agencies and community-based organizations.</li> <li>○ Targeting library services to individuals of diverse geographic, cultural and socioeconomic backgrounds, to individuals with disabilities, and to individuals with limited functional literacy or information skills.</li> <li>○ Targeting library and information services to persons having a difficulty using a library and to underserved urban and rural communities, including children (from birth through age 17) from families with income below the poverty line as defined by the Office of Management and Budget and revised annually in accordance with 42 USC Sec. 9902 (2) applicable to a family of the size involved.</li> </ul>	<p>Customers will be surveyed for their baseline and final familiarity and satisfaction with self-service options: At least 50% of users will report familiarity with self-service options. At least 75% of knowledgeable users will report satisfaction with self-service options.</p>	<p>Only a final familiarity assessment was conducted.</p> <p>68% of total patrons surveyed reported satisfaction with Internet Scheduling self-service.</p> <p>28% of total patrons survey reported no knowledge or use of the Internet Scheduling self-service.</p>

Need #4: Improve collection development, ILS, and delivery services to fulfill materials requested by customers in a timely and user-friendly way.

Goal #4: Deliver desired materials to customers in a timely, efficient, and user-friendly way.

LSTA Purpose	HSPLS Outcome Target	HSPLS Results
<ul style="list-style-type: none"> <li>○ Expanding services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages.</li> <li>○ Developing library services that provide all users access to information through local, state, regional, national, and international electronic networks.</li> <li>○ Targeting library services to individuals of diverse geographic, cultural, and socioeconomic backgrounds, to individuals with disabilities, and to individuals with limited functional literacy or information skills.</li> </ul>	<p>District administrative staff will work closely with front line library staff, IT staff, and delivery staff in designing a library service delivery model in their service areas. When implemented, staff and customers will be surveyed for their satisfaction with the demonstration projects and their suggestions for improvements.</p> <p>The outcome targets will be at the 75% improvement level and 75% satisfaction level.</p>	<p>This goal was not pursued as it required district administrative offices to design library service delivery models. Staff and budget reductions prevented the formation of these district administrative offices.</p>

Need #5: New communities and diverse populations are expanding, and many of these are unserved or underserved in terms of library services.

Goal #5: Provide library services and collections to unserved and underserved communities and diverse populations. Provide access to services for persons with Limited English Proficiency (LEP).

LSTA Purpose	HSPLS Outcome Target	HSPLS Results
<ul style="list-style-type: none"> <li>○ Expanding services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages.</li> <li>○ Developing library services that provide all users access to information through local, state, regional, national, and international electronic networks.</li> <li>○ Providing electronic and other linkages among and between all types of libraries.</li> <li>○ Developing public and private partnerships with other agencies and community-based organizations.</li> <li>○ Targeting library services to individuals of diverse geographic, cultural, and socioeconomic backgrounds, to individuals with disabilities, and to individuals with limited functional literacy or information skills.</li> <li>○ Targeting library and information services to persons having difficult using a library and to underserved urban and rural communities, including children (from birth through age 17) from families with incomes below the poverty line as defined by the Office of Management and Budget and revised annually in accordance with 42 USC Sec. 9902 (2) applicable to a family of the size involved.</li> </ul>	<p>District administrative staff will work with community organizations in designing a library service delivery model in the unserved or underserved community.</p> <p>When implemented, customers will be surveyed about their satisfaction with the demonstration projects and their suggestions for improvements. The outcome target will be at the 75% satisfaction level, with the understanding that these pilot projects are alternatives to a full-service public library.</p>	<p>This goal was not pursued as it required district administrative offices to design demonstration projects. Staff and budget reductions prevented the formation of these district administrative offices.</p>

Need #6: HSPLS needs to implement smart tools and technologies and train employees in their use to address short staffing, workload challenges, and a workplace environment which is becoming increasingly complex and technologically oriented.

Goal #6: Implement a staff intranet (SharePoint®) and other staff productivity tools (WebEx™) to optimize limited staff resources to provide public library services and collection in an efficient, effective, and fiscally sound manner.

LSTA Purpose	HSPLS Outcome Target	HSPLS Results
<ul style="list-style-type: none"> <li>○ Develop library services that provide all users access to information through local, state, regional national, and international electronic networks.</li>   <li>○ Providing electronic and other linkages among and between all types of libraries.</li> </ul>	<p>Staff will be surveyed about their satisfaction with each of the systems implemented.</p> <p>Incorporating participant feedback, increases in satisfaction over time and at least a 75% satisfaction rating by end of the program period.</p>	<p>83% staff satisfaction with WebEx™</p> <p>73% staff satisfaction with SharePoint®.</p>

#### **IV. Lessons Learned and Recommendations**

There is no question that a great deal of success was reached by HSPLS towards their outcome targets in reaching their goals set forth in the 2008-2012 LSTA five-year plan. Just in comparison to the previous five-year plan alone, there was improvement in ten of the twelve outcome targets that were carried over from the 2003-2007 to the 2008-2012 plan.

Quite importantly, “Need #1” and “Goal #1” were met. Network speed and reliability is vital to many of the other HSPLS needs and goals; online resources, online training and file sharing via Intranet. If the satisfaction outcome target (80% satisfaction) of improving network speed and reliability had not been met, the ability to meet many of the remaining outcome targets for other needs and goals would have been jeopardized. The dependency and linkages of other 2008-2012 outcomes being met on the improvement of network speed may or may not have been realized when the HSPLS was crafting the 2008-2012 plan. If this was not realized, HSPLS should note a lesson learned to assess the interdependency of different outcome targets such as the one identified here.

Other positive lessons learned include the confidence that HSPLS now holds regarding 100% reference staff knowledge and awareness of the collection of online resources that have been provided. By achieving this desired mark, HSPLS can feel confident that they are providing the best level of service for their collection of online resources to patrons and are using the resources wisely and productively. Additionally, there has been a two-fold increase in reference staff satisfaction in the online resources themselves. This further suggests not only are patrons receiving good service by the library reference staff, but the quality of the product being provided is good as well.

Paramount to staff providing good service to library patrons is to provide additional and better staff education and training; especially in times when state and thus library budgets are reduced and therefore vacant staff positions cannot be filled. With the current economic state, fewer people (staff) are being asked to do more with fewer resources. Educating and training staff helps to bridge these difficulties and the WebEx™ training system has been a success. The 83% satisfaction reported exceeds the 80% satisfaction outcome target for this product and suggests there is a mechanism available to deliver the training that is required to in turn improve library staff effectiveness.

In light of this, training content should be further considered and evaluated. The file-sharing software package, SharePoint®, did not receive the desired outcome target for satisfaction. Interestingly, several comments/suggestions submitted along with the staff surveys indicated a very large demand for additional training with SharePoint®. It is highly recommended that more SharePoint® training be given to try and see if the outcome target of 80% staff satisfaction can be attained.

Some patron satisfaction outcome targets were not reached and some intended targets were not even surveyed. One example of not meeting an outcome target satisfaction is the one for self-service options (75% satisfaction target for Internet self-scheduling). It should be noted that Internet use in libraries will always be contentious, thus the need for a scheduling system in the first place. Some patrons commented with their surveys that they did not like the scheduling

system and would rather be awarded a first-come, first-served basis. A non-emotional procedure of evaluating the outcome of the Internet scheduling system would be to look at usage statistics as a function of time. If patrons don't like something or it works poorly, then they won't use it. If usage continues to increase year by year, that would suggest that the system is working and could provide corollary information (i.e., if additional terminals could be provided, how many would really be used?). Finally, periodic surveys of patrons regarding their perspective of the scheduling system would allow for their suggestions to continually improve and refine the implementation and operation of the scheduling system.

With respect to result that some intended targets were not surveyed, the Internet self-scheduling provides another example of lessons that can be learned. While the HSPLS five-year plan indicated that both a baseline and final familiarity survey would be conducted, unfortunately the baseline survey was never conducted. Some other surveys were not conducted as well, for example, the surveys regarding a new library service delivery model and pilot programs for underserved communities. These survey omissions were due to budget and personnel restrictions that did not allow for the district administrative offices to be established, which were to be responsible for these two initiatives (personal communication, Lynn Masumoto, 1/24/12). This brings up a significant point. Going back to the baseline survey on Internet self-scheduling, this survey was most likely missed because it was overlooked by a reduced and overburdened staff. Budgets are strained, and the State of Hawaii budget system itself does not readily allow for outcome based management as changes within a biennium budget cycle are difficult to attain as authorization from the Governor would be required. In the end, while surveys are important, they are going to be less of a priority to other basic library needs and functions during periods of reduced budgets and personnel. If surveys are necessary to assess outcome targets, the HSPLS should strongly consider outsourcing the oversight and execution of the surveys. This would at the very least reduce strain on an already overburdened staff and would ensure that some surveys would not be overlooked.

## **V. Annexes**

### **a. Survey Instruments and Memos**



STATE OF HAWAII  
HAWAII STATE PUBLIC LIBRARY SYSTEM  
OFFICE OF THE STATE LIBRARIAN  
44 MERCHANT STREET  
HONOLULU, HAWAII 96813

December 7, 2011

TO: All HSPLS Staff

FROM: Richard Burns, State Librarian

A handwritten signature in blue ink that reads "Richard Burns".

SUBJECT: Staff Survey – Internet Speed, WebEx and SharePoint

**DEADLINE: DECEMBER 30, 2011**

The Library Services and Technology Act (LSTA), administered by the Institute of Museum and Library Services (IMLS) is the primary source of federal funding for America's libraries. HSPLS uses this funding for online resources, our collection of databases, network upgrades and maintenance, and staff communication tools, which include WebEx and SharePoint. Last year, this funding was cut by approximately 15%, and all the states are under increasing pressure to demonstrate the value and efficacy of this funding to our legislators in Washington D.C., especially in light of the current emphasis on drastic reductions in federal expenditures.

All states are required to develop 5-year plans, report on the plans annually and complete a formal evaluation of those plans every 5 years. Our LSTA 5 Year Evaluation Report is due March 31, 2012, and your responses to the survey at the link below are an essential element in that evaluation process.

Please assist us by responding to the survey online at <http://www.surveymshare.com/s/AQAC2RC> with this survey about your knowledge and satisfaction with HSPLS' technological resources. A pdf copy of the survey is attached for your information. Please respond beginning today, and by December 30 at the latest.

Please note this is a survey of HSPLS staff members and it is totally separate from the patron survey, which we are also conducting in December.

We are looking for individual responses, not group responses. Substitutes may respond, but only one response per position. Please call 586-3704 or email [lynn.masumoto@librarieshawaii.org](mailto:lynn.masumoto@librarieshawaii.org) if you have questions.

Thank you for your participation in this important staff survey.

# STAFF SURVEY 2011 - Internet WebEx SharePoint

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1) Please indicate whether you are:

- Public service staff
- Support staff

2) Please indicate whether you are:

- Librarian
- Library Technician
- Library Assistant
- Other

3) Has your library/section already received the the new staff PCs?

- Yes
- No

4) Part I - Internet Speed

How satisfied are you with HSPLS' Internet speed (Satisfaction means that all transactions can be performed with adequate or tolerable speed. Very high speed is still not available at HSPLS)

- Very Satisfied
- Somewhat Satisfied
- Somewhat Dissatisfied
- Very Dissatisfied

5) Part 2 - WebEx

Have you participated in **live** WebEx training?

- Yes
- No

6) If "yes," how satisfied were you with the **live** Webex training?  
(Satisfaction in terms of: ease of access, ability to log in to a session, ease of scheduling)

- Very Satisfied
- Somewhat Satisfied
- Somewhat Dissatisfied
- Very Dissatisfied

7) Have you participated in any **recorded** WebEx training?

- Yes
- No

8) If "yes," how satisfied were you with the **recorded** WebEx training?

- Very Satisfied
- Somewhat Satisfied
- Somewhat Dissatisfied
- Very Dissatisfied

9) Part 3 - SharePoint

Have you used SharePoint on a new staff machine?

- Yes
- No

10) How satisfied are you with SharePoint? (satisfaction in terms of: ability to log in, ability to open or download a file, ability to find a file)

- Very Satisfied
- Somewhat Satisfied
- Somewhat Dissatisfied
- Very Dissatisfied

11) How do you find SharePoint in terms of ease of use (on a new staff machine)?

- Very Easy To Use
- Somewhat Easy To Use
- Somewhat Difficult To Use
- Very Difficult To Use

12) Any comments and/or recommendations?



STATE OF HAWAII  
HAWAII STATE PUBLIC LIBRARY SYSTEM  
OFFICE OF THE STATE LIBRARIAN  
44 MERCHANT STREET  
HONOLULU, HAWAII 96813

November 25, 2011

TO: HSPLS

FROM: Richard Burns

SUBJECT: LSTA 5-Year Evaluation - **IMPORTANT**

**Survey period: December 1, 2011 to December 21, 2011**

Our Federal LSTA 5-Year Evaluation is due on March 31, 2012. In order to provide the Federal government with information about the use of our online resources, we will be conducting a library **patron** survey; a pdf copy of the form is attached for your information. As you can see, it is very similar to the library patron survey conducted in February 2007, and should take just a few minutes to complete. As in 2007, we are conducting the survey in two formats – online and print.

Susan Nakata and the LDS crew are busily printing and packing copies of the library patron survey forms. Each library will receive 50 forms. We know that not everyone will turn in completed surveys, so do not stress over non-returns. However, if each library is able to turn in an average of 20 completed forms, that would be great. If you run out of forms please use the attached pdf copy to make more copies.

Paola Saibene and Charles King will add links to the library user survey form on the front of our HSPLS web site and internet scheduling page and on Charles' online resources pages. They include invitations to participate such as, "Please help us to improve our online resources by taking a **seven**-question survey. We appreciate your feedback." The survey page can be found at: <http://www.surveymshare.com/s/AQAAKXB> and patrons can complete it online – the "go live" date for the links is Dec. 1, 2011.

The submission of online surveys will be automatically compiled thanks to Paola's wizardry!! Please encourage the public to fill out their surveys online.

**Procedures for Submitting Library Patron Surveys by Fax:**

1. LDS will print and provide each library with 50 copies of the library user survey form.

2. Library staff will distribute survey forms to library users beginning Dec. 1.
3. When patrons turn in completed forms, branch library staff will add a unique, sequential code number, such as "Lanai-1," "Lanai-2," etc. for each completed survey (see box in lower right corner). These codes will help us to confirm that all surveys from your library have been received.
4. **PLB branches, please fax the completed forms to OSL daily (fax no: 586-3715), and hold on to the originals until instructed otherwise. HSL and LBPH staff, please give/fax your forms to HSL-Admin daily.**
5. **Deadline: December 21, 2011**

#### **Procedures for Submitting Library Patron Surveys Online:**

1. Patrons can access the survey at:  
<http://www.surveyshare.com/s/AQAAKXB> through a variety of links on the HSPLS web site.
2. Patrons will complete the library patron survey.
3. Press "Finish" – that's it!
4. **Deadline: December 21, 2011**

We will add the form and this instruction memo to SharePoint: Share Documents/OSL folder

Many thanks! Please call 586-3704 or email [lynn.masumoto@librarieshawaii.org](mailto:lynn.masumoto@librarieshawaii.org) if you have questions.



# Hawaii State Public Library System

Dear Hawaii Library User:

Please assist us with this survey about your use of and satisfaction with the Hawaii State Public Library System's (HSPLS) online resources. We need survey results to complete a report about the Federal grant which funded these online subscriptions and Internet access. It should be fairly easy to complete and just take a few minutes. Thanks for your help!

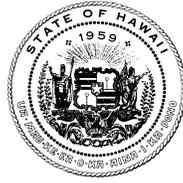
Richard Burns  
Hawaii State Librarian

## LIBRARY CUSTOMER SURVEY ON ONLINE DATABASE RESOURCES

1. Are you familiar with one or more of our online resources?  Yes  No
2. Are you able to locate and access these online resources?  Yes  No
3. Are you able to search for and obtain information using these online resources?  
 Yes  No
4. How satisfied are you with HSPLS' collection of online resources in terms of ease of use? Please check the appropriate box.  
 Very Satisfied  Somewhat Satisfied  Somewhat Dissatisfied  Very Dissatisfied  
 Don't Use Them  Don't Know How
5. How satisfied are you with HSPLS' collection of online resources in terms of convenience? Please check the appropriate box.  
 Very Satisfied  Somewhat Satisfied  Somewhat Dissatisfied  Very Dissatisfied  
 Don't Use Them  Don't Know How
6. How appropriate is the HSPLS' collection of online resources for your information and reading interests? Please check the appropriate box.  
 Very Appropriate  Somewhat Appropriate  Somewhat Inappropriate  
 Very Inappropriate  Don't Use Them  Don't Know How
7. How satisfied are you with the Internet Scheduling self-service system that provides reservations for use of library computers?  
 Very Satisfied  Somewhat Satisfied  Somewhat Dissatisfied  Very Dissatisfied  
 Don't Use It  Don't Know How

Want to learn more about online resources?  
Over 70 authoritative sources about health, business, legal forms, biographies, history, science, auto repair, genealogy, and more are available at <http://www.librarieshawaii.org/Serials/databases.html>.  
You can use them 24/7 with an HSPLS library card, computer, and an Internet connection. Please ask library staff for assistance. Mahalo for your interest!

FOR STAFF USE ONLY	
Library Name:	
Survey Number:	



# News Release

Hawaii State Public Library System • Board of Education  
Paul H. Mark, Information Specialist • (808) 831-6877 / fax (808) 831-6882

## *For Immediate Release*

December 5, 2011

12 – 102

### **HSPLS Requests Feedback from its Online Database Users**

**State Librarian Richard Burns** would like to know what patrons think about the **Hawaii State Public Library System's online resources.**

Patrons are being asked to fill out a brief **customer satisfaction survey** at their local library. Survey results will be used to complete a report about the Federal grant which funds these online resource subscriptions and internet access. The survey should be fairly easy to do and take just a few minutes to complete. Mahalo for your kokua!

###

## **b. Survey Responses**

### Paper Patron Responses

#### 1) Are you familiar with one or more of our online resources?

Option	# Responses	Response %
8 skipped this question	Total responses <b>1339</b>	99.41%
Yes	1123	83.87%
No	216	16.13%

#### 2) Are you able to locate and access these online resources?

Option	# Responses	Response %
43 skipped this question	Total responses <b>1304</b>	96.81%
Yes	1158	88.80%
No	146	11.20%

#### 3) Are you able to search for and obtain information using these online resources?

Option	# Responses	Response %
56 skipped this question	Total responses <b>1291</b>	95.84%
Yes	1142	88.46%
No	149	11.54%

**4) How satisfied are you with HSPLS' collection of online resources in terms of ease of use?  
Please select the appropriate response.**

Option	# Responses	Response %
<b>28</b> skipped this question	Total responses <b>1319</b>	97.92%
Very Satisfied	666	50.49%
Somewhat Satisfied	395	29.95%
Somewhat Dissatisfied	30	2.27%
Very Dissatisfied	10	0.76%
Don't Use Them	147	11.14%
Don't Know How	71	5.38%

**5) How satisfied are you with HSPLS' collection of online resources in terms of convenience?  
Please select the appropriate response.**

Option	# Responses	Response %
<b>28</b> skipped this question	Total responses <b>1319</b>	97.92%
Very Satisfied	648	49.13%
Somewhat Satisfied	394	29.87%
Somewhat Dissatisfied	39	2.96%
Very Dissatisfied	11	0.83%
Don't Use Them	154	11.68%
Don't Know How	73	5.53%

**6) How appropriate is the HSPLS' collection of online resources for your information and reading interests? Please select the appropriate response.**

Option	# Responses	Response %
<b>31</b> skipped this question	Total responses <b>1316</b>	97.70%
Very Appropriate	730	55.47%
Somewhat Appropriate	358	27.20%
Somewhat Inappropriate	15	1.14%
Very Inappropriate	2	0.15%
Don't Use Them	150	11.40%
Don't Know How	61	4.64%

**7) How satisfied are you with the Internet Scheduling self-service system that provides reservations for use of library computers?**

Option	# Responses	Response %
<b>31</b> skipped this question	Total responses <b>1316</b>	97.70%
Very Satisfied	574	43.62%
Somewhat Satisfied	212	16.11%
Somewhat Dissatisfied	37	2.81%
Very Dissatisfied	16	1.22%
Don't Use It	393	29.86%
Don't Know How	84	6.38%

## 8) Branch

Option	# Responses	Response %
3 skipped this question	Total responses <b>1344</b>	99.78%
Hawaii State Library	95	7.07%
LBPH	5	0.37%
	0	0.00%
Aiea	0	0.00%
Aina Haina	36	2.68%
Ewa Beach	1	0.07%
Hana (Maui)	33	2.46%
Hanapepe (Kauai)	12	0.89%
Hawaii Kai	3	0.22%
Hilo (B.I.)	39	2.90%
Honokaa (B.I.)	29	2.16%
Kahuku	50	3.72%
Kahului (Maui)	36	2.68%
Kailua	56	4.17%
Kailua-Kona (B.I.)	8	0.60%
Kaimuki	2	0.15%
Kalihi-Palama	23	1.71%
Kaneohe	179	13.32%
Kapaa (Kauai)	11	0.82%
Kapolei	4	0.30%
Keaau (B.I.)	10	0.74%

Kealakekua (B.I.)	4	0.30%
Kihei (Maui)	11	0.82%
Koloa (Kauai)	6	0.45%
Lahaina (Maui)	2	0.15%
Lanai (Maui)	36	2.68%
Laupahoehoe (B.I.)	89	6.62%
Lihue (Kauai)	6	0.45%
Liliha	1	0.07%
Makawao (Maui)	81	6.03%
Manoa	0	0.00%
McCully	29	2.16%
Mililani	26	1.93%
Molokai (Maui)	16	1.19%
Mountain View (B.I.)	34	2.53%
Naalehu (B.I.)	52	3.87%
North Kohala (B.I.)	13	0.97%
Pahala (B.I.)	23	1.71%
Pahoa (B.I.)	11	0.82%
Pearl City	13	0.97%
Princeville (Kauai)	0	0.00%
Salt Lake	13	0.97%
Thelma Parker (B.I.)	19	1.41%
Wahiawa	27	2.01%
Waialua	48	3.57%

Waianae	51	3.79%
Waikiki	48	3.57%
Wailuku (Maui)	3	0.22%
Waimanalo	0	0.00%
Waimea (Kauai)	42	3.13%
Waipahu	8	0.60%

## Online Patron Responses

### 1) Are you familiar with one or more of our online resources?

Option	# Responses	Response %
5 skipped this question	Total responses <b>478</b>	98.96%
Yes	445	93.10%
No	33	6.90%

### 2) Are you able to locate and access these online resources?

Option	# Responses	Response %
11 skipped this question	Total responses <b>472</b>	97.72%
Yes	443	93.86%
No	29	6.14%

### 3) Are you able to search for and obtain information using these online resources?

Option	# Responses	Response %
8 skipped this question	Total responses <b>475</b>	98.34%
Yes	442	93.05%
No	33	6.95%

### 4) How satisfied are you with HSPLS' collection of online resources in terms of ease of use? Please select the appropriate response.

Option	# Responses	Response %
15 skipped this question	Total responses <b>468</b>	96.89%
Very Satisfied	221	47.22%
Somewhat Satisfied	193	41.24%
Somewhat Dissatisfied	23	4.91%

Very Dissatisfied	10	2.14%
Don't Use Them	9	1.92%
Don't Know How	12	2.56%

**5) How satisfied are you with HSPLS' collection of online resources in terms of convenience? Please select the appropriate response.**

Option	# Responses	Response %
<b>17</b> skipped this question	Total responses <b>466</b>	96.48%
Very Satisfied	247	53.00%
Somewhat Satisfied	168	36.05%
Somewhat Dissatisfied	19	4.08%
Very Dissatisfied	9	1.93%
Don't Use Them	11	2.36%
Don't Know How	12	2.58%

**6) How appropriate is the HSPLS' collection of online resources for your information and reading interests? Please select the appropriate response.**

Option	# Responses	Response %
<b>22</b> skipped this question	Total responses <b>461</b>	95.45%
Very Appropriate	247	53.58%
Somewhat Appropriate	170	36.88%
Somewhat Inappropriate	15	3.25%
Very Inappropriate	1	0.22%
Don't Use Them	15	3.25%
Don't Know How	13	2.82%

**7) How satisfied are you with the Internet Scheduling self-service system that provides reservations for use of library computers?**

Option	# Responses	Response %
9 skipped this question	Total responses <b>474</b>	98.14%
Very Satisfied	117	24.68%
Somewhat Satisfied	42	8.86%
Somewhat Dissatisfied	10	2.11%
Very Dissatisfied	8	1.69%
Don't Use It	287	60.55%
Don't Know How	10	2.11%

## Staff Responses

**Has your library/section already received the new staff PCs?**

Interval	Survey	Total	%
2008 to 2012	1 Skipped Question	1	
	1 YES	216	87.80%
	1 NO	30	12.20%
		246	100.00%

**How satisfied are you with HSPLS' Internet speed (Satisfaction means that all transactions can be performed with adequate or tolerable speed. Very high speed is still not available at HSPLS)**

Interval	Survey	Total	%
2008 to 2012	1 Skipped Question	2	
	1 Very Satisfied	64	26.12%
	1 Somewhat Satisfied	140	57.14%
	1 Somewhat Dissatisfied	29	11.84%
	1 Very Dissatisfied	12	4.90%
		245	100.00%

**Do you know how to access our collection of online resources?**

Interval	Reference Staff Survey	Hard Copy	Online	Total	%
2008 to 2012	1 YES	0	130	130	100.00%
	1 NO	0	0	0	0.00%
				130	100.00%

**Are you able to easily identify appropriate online resources for subject searches?**

Interval	Reference Staff Survey	Hard Copy	Online	Total	%
2008 to 2012	2 YES	0	122	122	93.85%
	2 NO	0	8	8	6.15%
				130	100.00%

**How satisfied are you with HSPLS' collection of online resources in terms of ease of use?**

Interval	Reference Staff Survey	Hard Copy	Online	Total	%
2008 to 2012	4 Skipped Question	NA	NA	NA	
	4 Very Satisfied	NA	18	18	13.85%
	4 Satisfied	NA	82	82	63.08%
	4 Neutral	NA	21	21	16.15%
	4 Unsatisfied	NA	9	9	6.92%
	4 Don't Use Them	NA	NA	NA	
	4 Don't Know How	NA	NA	NA	
				<u>130</u>	<u>100.00%</u>

**How satisfied are you with HSPLS' collection of online resources in terms of authoritativeness?**

Interval	Reference Staff Survey	Hard Copy	Online	Total	%
2008 to 2012	5 Skipped Question	NA	NA	NA	
	5 Very Satisfied	NA	56	56	43.08%
	5 Satisfied	NA	65	65	50.00%
	5 Neutral	NA	6	6	4.62%
	5 Unsatisfied	NA	3	3	2.31%
	5 Don't Use Them	NA	NA	NA	
	5 Don't Know How	NA	NA	NA	
				<u>130</u>	<u>100.00%</u>

**How appropriate is the HSPLS' collection of online resources in terms of their ability to complement physical collections in meeting customers' reference and reading needs?**

Interval	Reference Staff Survey	Hard Copy	Online	Total	%
2008 to 2012	6 Skipped Question	NA	NA	NA	
	6 Very Satisfied	NA	29	29	22.31%
	6 Satisfied	NA	83	83	63.85%
	6 Neutral	NA	13	13	10.00%
	6 Unsatisfied	NA	5	5	3.85%
	6 Don't Use Them	NA	NA	NA	
	6 Don't Know How	NA	NA	NA	
				<u>130</u>	<u>100.00%</u>

**Have you participated in live WebEx™ training?**

Interval	Survey	Total	%
2008 to 2012	1 YES	104	42.11%
	1 NO	143	57.89%
		<u>247</u>	<u>100.00%</u>

If "yes," how satisfied were you with the live WebEx™ training? (Satisfaction in terms of: ease of access, ability to log in to a session, ease of scheduling)

Interval	Survey	Total	%
2008 to 2012	1 Skipped Question	142	
	1 Very Satisfied	31	29.52%
	1 Somewhat Satisfied	56	53.33%
	1 Somewhat Dissatisfied	15	14.29%
	1 Very Dissatisfied	3	2.86%
		105	100.00%

Have you participated in any recorded WebEx™ training?

Interval	Survey	Total	%
2008 to 2012	1 YES	49	19.84%
	1 NO	198	80.16%
		247	100.00%

If "yes," how satisfied were you with the recorded WebEx™ training?

Interval	Survey	Total	%
2008 to 2012	1 Skipped Question	199	
	1 Very Satisfied	12	25.00%
	1 Somewhat Satisfied	29	60.42%
	1 Somewhat Dissatisfied	5	10.42%
	1 Very Dissatisfied	2	4.17%
		48	100.00%

Have you used SharePoint® on a new staff machine?

Interval	Survey	Total	%
2008 to 2012	1 YES	163	65.99%
	1 NO	84	34.01%
		247	100.00%

How satisfied are you with SharePoint®? (satisfaction in terms of: ability to log in, ability to open or download a file, ability to find a file)

Interval	Survey	Total	%
2008 to 2012	1 Skipped Question	85	
	1 Very Satisfied	26	16.05%
	1 Somewhat Satisfied	92	56.79%
	1 Somewhat Dissatisfied	35	21.60%
	1 Very Dissatisfied	9	5.56%
		162	100.00%

**How do you find SharePoint® in terms of ease of use (on a new staff machine)?**

<b>Interval</b>	<b>Survey</b>	<b>Total</b>	<b>%</b>
2008 to 2012	1 Skipped Question	85	
	1 Very Easy to Use	32	19.75%
	1 Somewhat Easy to Use	80	49.38%
	1 Somewhat Difficult to Use	41	25.31%
	1 Very Difficult to Use	9	5.56%
		<u>162</u>	<u>100.00%</u>

**c. 2003-2007 Survey Responses**

**Do you know how to access our collection of online resources?**

Interval	Reference Staff Survey	Hard Copy	Online	Total	%
2003 to 2007	1 YES	16	107	123	98.40%
	1 NO	0	2	2	1.60%
				<u>125</u>	<u>100.00%</u>

**Are you able to easily identify appropriate online resources for subject searches?**

Interval	Reference Staff Survey	Hard Copy	Online	Total	%
2003 to 2007	2 YES	15	97	112	88.89%
	2 NO	1	13	14	11.11%
				<u>126</u>	<u>100.00%</u>

**Have you instructed customers to use these databases?**

Interval	Reference Staff Survey	Hard Copy	Online	Total	%
2003 to 2007	3 YES	17	103	120	94.49%
	3 NO	0	7	7	5.51%
				<u>127</u>	<u>100.00%</u>

**How satisfied are you with HSPLS' collection of online resources in terms of ease of use?**

Interval	Reference Staff Survey	Hard Copy	Online	Total	%
2003 to 2007	4 Very Satisfied	4	28	32	25.20%
	4 Somewhat Satisfied	12	58	70	55.12%
	4 Somewhat Dissatisfied	1	18	19	14.96%
	4 Very Dissatisfied	0	3	3	2.36%
	4 Don't Use Them	0	3	3	2.36%
	4 Don't Know How	0	0	0	0
				<u>127</u>	<u>100.00%</u>

**How satisfied are you with HSPLS' collection of online resources in terms of  
authoritativeness?**

Interval	Reference Staff Survey	Hard Copy	Online	Total	%
2003 to 2007	5 Very Satisfied	7	61	68	53.97%
	5 Somewhat Satisfied	8	41	49	38.89%
	5 Somewhat Dissatisfied	1	1	2	1.59%
	5 Very Dissatisfied	0	1	1	0.79%
	5 Don't Use Them	0	3	3	2.38%
	5 Don't Know How	0	3	3	2.38%
				126	100.00%

**How appropriate is the HSPLS' collection of online resources in terms of their ability to  
complement physical collections in meeting customers' reference and reading needs?**

Interval	Reference Staff Survey	Hard Copy	Online	Total	%
2003 to 2007	6 Very Satisfied	5	63	68	55.28%
	6 Somewhat Satisfied	8	34	42	34.15%
	6 Somewhat Dissatisfied	2	7	9	7.32%
	6 Very Dissatisfied	0	1	1	0.81%
	6 Don't Use Them	0	3	3	2.44%
	6 Don't Know How	0	0	0	0.00%
				123	100.00%

**Are you familiar with one or more of our online resources?**

Interval	Library User Survey	Hard Copy	Online	Total	%
2003 to 2007	1 YES	471	687	1158	85.46%
	1 NO	107	90	197	14.54%
				1355	100.00%

**Are you able to locate and access these online resources?**

Interval	Library User Survey		Hard Copy	Online	Total	%
	Survey					
2003 to 2007	2 YES		464	682	1146	86.43%
	2 NO		90	90	180	13.57%
					1326	100.00%

**Are you able to search for and obtain information using these online resources?**

Interval	Library User Survey	Hard Copy	Online	Total	%
2003 to 2007	3 YES	456	680	1136	87.05%
	3 NO	88	81	169	12.95%
				<u>1305</u>	<u>100.00%</u>

**How satisfied are you with HSPLS' collection of online resources in terms of ease of use?**

Interval	Library User Survey	Hard Copy	Online	Total	%
2003 to 2007	4 Very Satisfied	253	267	520	38.04%
	4 Somewhat Satisfied	163	340	503	36.80%
	4 Somewhat Dissatisfied	27	79	106	7.75%
	4 Very Dissatisfied	5	41	46	3.37%
	4 Don't Use Them	75	41	116	8.49%
	4 Don't Know How	42	34	76	5.56%
					<u>1367</u>

**How satisfied are you with HSPLS' collection of online resources in terms of convenience?**

Interval	Library User Survey	Hard Copy	Online	Total	%
2003 to 2007	5 Very Satisfied	248	297	545	40.37%
	5 Somewhat Satisfied	162	311	473	35.04%
	5 Somewhat Dissatisfied	20	70	90	6.67%
	5 Very Dissatisfied	7	41	48	3.56%
	5 Don't Use Them	80	35	115	8.52%
	5 Don't Know How	40	39	79	5.85%
					<u>1350</u>

**How appropriate is the HSPLS' collection of online resources in terms of their ability to complement physical collections in meeting customers' reference and reading needs?**

Interval	Library User Survey	Hard Copy	Online	Total	%
2003 to 2007	6 Very Satisfied	282	320	602	44.13%
	6 Somewhat Satisfied	148	326	474	34.75%
	6 Somewhat Dissatisfied	12	47	59	4.33%
	6 Very Dissatisfied	4	31	35	2.57%
	6 Don't Use Them	76	40	116	8.50%
	6 Don't Know How	37	41	78	5.72%
					<u>1364</u>