Hawaii State Public Library System
Evaluation of the 2018-2022 LSTA Five-Year Plan

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Commissioned by:
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Section 1: Evaluation Summary

The Hawaii State Public Library System (HSPLS) is the state library agency for Hawaii. It differs from other state library agencies in that it is one public library system that is an autonomous agency that reports to the Board of Education. It includes one main library and 50 local branches spread across six islands. HSPLS is a public library system; however, it cooperates with other types of libraries.

HSPLS’ mission statement is: “The Hawaii Public Library System nurtures a lifelong love of reading and learning through its staff, collections, programs, services, and physical and virtual spaces.” The vision is: “The Hawaii State Public Library System is the educational, informational, and cultural heart of Hawaii’s communities.” A major resource assisting HSPLS in fulfilling its mission and vision is LSTA funding provided by IMLS.

The HSPLS LSTA Five-Year Plan evaluated in this report covers FFY 2018 to FFY 2022. According to the plan document, “The HSPLS developed this plan after identifying two areas of need: 1) Our population is diverse in ethnicity, languages, age, and education. A wide range of resources, services, and access to materials for lifelong learning; and 2) The six islands that we serve each have areas that are rural, and in many of these regions of Hawaii, technology infrastructure has not been fully implemented, so not all residents have access to basic Internet connectivity.”

The HSPLS LSTA Five-Year Plan has five goals:

1. Robust Infrastructure: The physical and technological infrastructure for the entire Hawaii State Public Library System will be robust enough to support ILS operations, access to online electronic databases and other online resources in public library facilities as well as remotely, and to provide Internet access for patrons in all public library facilities via public library-owned hardware as well as via patron-owned devices connected to wireless service provided by HSPLS.

2. 24/7 Virtual Collections: Develop and promote an appropriate collection of online databases (eDBs) and other online resources for HSPLS to complement and supplement its physical library collections, especially for small branches, providing 24/7 virtual collections to anyone with an HSPLS library card and Internet access.

3. Lifelong Learning: Develop and promote an appropriate collection of online learning tools and resources that support the development of new knowledge and skills for success in the 21st Century.

4. Innovative Service Development: Identify areas where services can be improved and develop new models that will meet the information and learning needs and expectations of our patrons.

5. Educated Library Workforce: Provide continuing education training and infrastructure for library staff to upgrade their technological skills and knowledge and to maintain currency in library best practices to better serve Hawaii’s patrons.

Retrospective Questions

A-1. To what extent did the Hawaii State Public Library System’s Five-Year Plan activities make progress towards each goal? Where progress was not achieved as anticipated, discuss what factors (e.g., staffing, budget, over-ambitious goals, partners) contributed?

HSPLS has five goals and nine outcomes under these goals. All outcomes are measurable and outcome/impact oriented. To determine whether these goals were met, two surveys were conducted in November and December 2021. One survey went to all library staff in all 51 branches and support staff offices, and one went to the general public. The staff survey had a response rate of 36.2% and a completion rate of 96%. The patron
survey was taken by 14,000 people, which was a response rate of 3.6%, based on registered library card accounts with an email address, with a completion rate of 88%.

Table 1 offers a summary of the evaluator’s conclusions as to whether each of the goals was achieved, partially achieved, or not achieved.

<table>
<thead>
<tr>
<th>Goal</th>
<th>Achievement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Goal 1: Robust Infrastructure</td>
<td>Achieved</td>
</tr>
<tr>
<td>Goal 2: 24/7 Virtual Collections</td>
<td>Partially Achieved</td>
</tr>
<tr>
<td>Goal 3: Lifelong Learning</td>
<td>Partially Achieved</td>
</tr>
<tr>
<td>Goal 4: Innovative Service Development</td>
<td>Partially Achieved</td>
</tr>
<tr>
<td>Goal 5: Educated Library Workforce</td>
<td>Achieved</td>
</tr>
</tbody>
</table>

A-1.1 Goal 1: Robust Infrastructure

_The physical and technological infrastructure for the entire Hawaii State Public Library System will be robust enough to support ILS operations, access to online electronic databases and other online resources in public library facilities as well as remotely, and to provide Internet access for patrons in all public library facilities via public library owned hardware as well as via patron-owned devices connected to wireless service provided by HSPLS._

The evaluators believe Goal 1 has been ACHIEVED. Reasons that we conclude this:

1. HSPLS has completed several activities that support robust infrastructure, and specifically the infrastructure they have said they would support: ILS operations, access to online electronic databases and other online resources in public library facilities, as well as remotely, and to provide Internet access for patrons via library owned hardware and patron-owned devices connected to wireless service provided by HSPLS.
2. A survey of library staff indicates that outcome 1.1, “At least 85% of the staff will report the network is reliable and supports with appropriate speed their access to library resources,” has been met.

The evaluators conclude that HSPLS has ACHIEVED GOAL 1.

A-1.2 Goal 2: 24/7 Virtual Collections

_Develop and promote an appropriate collection of online databases (eDBs) and other online resources for HSPLS to complement and supplement its physical library collections, especially for small branches, providing 24/7 virtual collections to anyone with an HSPLS library card and Internet access._

The evaluators believe that Goal 2 has been PARTIALLY ACHIEVED. Reasons that we conclude this:
1. HSPLS has done what they said they would do and developed a collection of over 100 online databases and other online resources to provide 24/7 virtual collections to anyone with an HSPLS library card and Internet access. They promote the resources through their website and provide training through online tutorials.

2. A survey of Library staff indicates that Outcome 2.1, “At the end of this five-year LSTA period, 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 patron to use these databases,” was partially achieved.

3. A survey of patrons indicated that Outcome 2.2, “At the end of the five-year LSTA period, 40% of patrons surveyed 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,” was partially achieved.

4. A survey of patrons indicated that Outcome 2.3, “At the end of this five-year LSTA period, 40% of patrons surveyed 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,” was achieved.

The evaluators conclude that HSPLS has **PARTIALLY ACHIEVED GOAL 2**.

A-1.3 Goal 3: Lifelong Learning

*Develop and promote an appropriate collection of online learning tools and resources that support the development of new knowledge and skills for success in the 21st Century.*

The evaluators believe that Goal 3 was **PARTIALLY ACHIEVED**. Reasons that we conclude this:

1. A survey of library staff indicated that Outcome 3.1, “At the end of this 5-Year LSTA period, 100% of our reference service staff will know how to access our collection of online learning tools and resources and can instruct a patron in how to use them,” was partially achieved.

2. A survey of patrons indicated that outcome 3.2, “At the end of this 5-Year LSTA period, 40% of patrons surveyed will be familiar with one or more of our online learning tools or resources, will be able to locate and access the resources, and will have tried to use at least one of the online learning tools,” was partially achieved.

3. A survey of patrons indicated that outcome 3.3, “At the end of this 5-Year LSTA period, 40% of patrons surveyed will report high satisfaction with the collection of online learning tools resources in terms of ease of use, convenience, and appropriateness for their learning interests,” was achieved.

The evaluators conclude that HSPLS has **PARTIALLY ACHIEVED GOAL 3**.

A-1.4 Goal 4: Innovative Service Development

*Identify areas where services can be improved and develop new models that will meet the information and learning needs and expectations of our patrons.*

The evaluators believe Goal 4 has been **PARTIALLY ACHIEVED**. Reasons that we conclude this:

1. Outcome 4.1, “At the end of this five-year LSTA period, a minimum of three projects will have been implemented that improve the services and programs to the public. 60% of survey respondents for each program will report that the new service and/or program has provided value to them” has been partially
achieved through the implementation of two programs, Chromebook Labs for Connecting and Classes, and Virtual Program Kits. A third project has not yet been implemented.

2. A survey of patrons indicated that both projects that were implemented were being used, and at least 60% of those attending Virtual Programs indicated satisfaction with them. Data was not available for satisfaction with Chromebooks.

The evaluators conclude that HSPLS has **PARTIALLY ACHIEVED GOAL 4**.

**A-1.5 Goal 5: Educated Library Workforce**

*Provide continuing education training and infrastructure for library staff to upgrade their technological skills and knowledge and to maintain currency in library best practices to better serve Hawaii’s patrons.*

The evaluators believe that Goal 5 has been ACHIEVED. Reasons that we conclude this:

1. HSPLS has done what they said they would do and used LSTA funding to provide Adobe Connect as the Infrastructure for continuing education training for library staff.
2. A survey of library staff indicated that Outcome 5.1 “At the end of this 5-Year LSTA period, 75% of staff will report that the training they need is available and that they are able to learn the skills and knowledge needed to do their jobs effectively” was achieved.

The evaluators conclude that HSPLS has **ACHIEVED GOAL 5**.

**A-2. To what extent did the Hawaii State Public Library System’s Five-Year Plan activities achieve results that address national priorities associated with the Measuring Success focal areas and their corresponding intents?**

HSPLS’s LSTA program has had a direct impact in three of the Institute of Museum and Library Service’s focal areas. They are: Institutional Capacity (Ensuring Access to Library Resources, Continuing Education for Staff), Information Access (Access to informational resources, Virtual Programming Kits, Chromebook Lab) and Lifelong Learning (Access to Learning Resources.) The evaluators find that HSPLS projects have some impact on other focal areas, but to a lesser extent. For instance, Access to Informational Resources provides a large variety of online databases, providing information on a wide range of human services, economic and employment development, and civic engagement. See Appendix A for a chart depicting alignment with the Measuring Success focal areas.

**A-3. Did any of the groups identified by IMLS as target audiences represent a substantial focus of HSPLS’s Five-Year LSTA Plan activities?**

No. The definition of priority focus is 10% of the total over the three years. The total LSTA allocation to Hawaii over the three years of the evaluation is $3,782,909. Ten percent of this amount is $378,290.90. Using that figure, these activities represent over 10%: Ensuring Access to Library Resources and Access to Informational Resources. Both projects target the general population to provide access to resources statewide. The Continuing Education for Staff project focused on the library workforce, which is identified by IMLS as a target audience; however, it did not reach the definition of priority focus, as it represented .16% of the total LSTA allocation over the three years.

Table 2 depicts how HSLPS used the LSTA allocation by program.
## Table 2 - Hawaii State Public Library System Use of LSTA Allocation

<table>
<thead>
<tr>
<th></th>
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<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Ensuring access to library resources</td>
<td>$482,401.33</td>
<td>$418,795.03</td>
<td>$566,751.14</td>
<td>$1,467,947.50</td>
</tr>
<tr>
<td>Access to informational resources</td>
<td>$616,232.49</td>
<td>$581,586.22</td>
<td>$697,730.56</td>
<td>$1,895,549</td>
</tr>
<tr>
<td>Access to learning resources</td>
<td>$120,705.61</td>
<td>$108,735.19</td>
<td>$68,919.20</td>
<td>$298,360</td>
</tr>
<tr>
<td>Continuing education for staff</td>
<td>$2,493.57</td>
<td>$2,575.33</td>
<td>$992.10</td>
<td>$6,061</td>
</tr>
<tr>
<td>Chromebook labs</td>
<td>0</td>
<td>$74,951.46</td>
<td>0</td>
<td>$74,951.46</td>
</tr>
<tr>
<td>Virtual programming Kits</td>
<td>0</td>
<td>$40,039.57</td>
<td>0</td>
<td>$40,039.57</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>$1,221,833</td>
<td>$1,226,682.80</td>
<td>$1,334,393</td>
<td></td>
</tr>
</tbody>
</table>

**Process Questions**

B-1. How has the HSPLS used data from the State Program Report (SPR) and elsewhere to guide activities included in the Five-Year Plan?

Analysis of what HSPLS has accomplished and how they have spent their LSTA funds is done when the SPR’s are completed and submitted. The HSPLS uses this data to help assess what they have done, what they didn’t do, and what they intend to do the next year, as well as to ensure that the money was used the way it was intended.

B-2. Specify any modifications HSPLS made to the Five-Year Plan. What was the reason for this change?

No changes were made to the HSPLS Five-Year Plan.

B-3. How and with whom has HSPLS shared data from the SPR and from other evaluation resources? How has HSPLS used the last Five-Year Evaluation to inform data collected for the new Five-Year Evaluation? How has HSPLS used this information throughout this five-year cycle?

The data from the SPRs is shared through reports with the legislature regarding the federal dollars they have received and how they were spent. The information is also shared with the Board of Education to which the HSPLS reports. The projects are referenced during evaluations with the Board of Education. HSPLS used the patron and staff feedback from the previous year’s evaluation survey to help inform activities.
Methodology Questions

C-1. Identify how HSPLS implemented an independent Five-Year Evaluation using the criteria described in the section of the guidance document called Selection of an Independent Evaluator.

The HSPLS developed a Request for Proposals (RFP) containing details of the project and requirements for the evaluators. The RFP was issued on August 26, 2021, with proposals due by September 13, 2021. As the result of a competitive bidding process, OhioNet, Inc. a library consortium with consultants who are familiar with LSTA and evaluation methodologies, was awarded the contract to conduct the independent LSTA evaluation.

C-2. Describe the types of statistical and qualitative methods (including administrative records) used in conducting the Five-Year Evaluation. Assess their validity and reliability.

This project used multiple data-collection methods, including document review, interview, and two surveys.

SPRs from all three years, as well as other documentation, reports, and data were reviewed by the evaluators. The State Librarian was interviewed, who works with the fiscal team and the LSTA Coordinator to determine the use of funding. Evaluators offered to interview other library staff but with key staff being new to their positions, it was determined that the State Librarian was the most knowledgeable about the activities that occurred during the years covered in this evaluation.

The two survey instruments were created in consultation with State Library staff. One survey was designed to collect data from State Library staff. The questions were focused on collecting data related to staff specific outcomes. The other survey was designed to collect data from public library patrons. The questions on this survey were focused on collecting data related to public library user specific outcomes.

The consultants ensured that both survey’s questions, response scales, and format possessed validity by working with State Library staff to determine if the surveys would measure what they intended to measure. In addition, consultants piloted the survey with a small test group to avoid problems with internal validity. Testers provided feedback on the survey. We used the results of this pilot to change original survey language as necessary.

C-3. Describe the stakeholders involved in the various stages of the Five-Year Evaluation. How did you engage them?

Three groups of stakeholders were engaged. First, the constituent survey asked the opinion of the Hawaii residents about library services. Second, the staff survey was sent to all library staff, and they had the opportunity to provide their opinion on library services. Both surveys were anonymous, and the questions asked were taken specifically from the desired outcomes in the plan. The survey instruments are included in Appendix F (staff) and Appendix G (patron) and sent as separate attachments. Seven HSPLS administrative staff participated in a kick-off meeting to discuss the evaluation process, and State Librarian Stacey Aldrich participated in an extensive interview via Zoom. Administrative staff were also asked to review the evaluation to verify that factual information and documentation was accurate.
C-4. Discuss how HSPLS will share the key findings and recommendations with others.

The key findings and recommendations will be shared with the Board of Education as part of the yearly evaluation. Results will also be shared with HSPLS staff.
Section 2: Evaluation Report

Introduction
This evaluation is based on a review of three years of performance by the Hawaii State Public Library Services in implementing its Library Services and Technology Act Five-Year Plan for Hawaii State Public Library Service. It covers activities conducted using LSTA Grants to States funding for Federal Fiscal Year (FFY) 2018, FFY 2019, and FFY 2020. Due to the COVID-19 pandemic which took place during FFY 2020 and continuing during the evaluation process, there were challenges to both the HSPLS in achieving their goals, as well as to the evaluators in having access to staff and data to perform the evaluation.

Background
The Hawaii State Public Library System is the state library agency for Hawaii. It differs from other state library agencies in that it is one library system that is an autonomous agency within the State of Hawaii and reports to the Board of Education but is not a part of the Department of Education. It includes one main library and 50 local branches spread across six islands. HSPLS is a public library system; however, it cooperates with other types of libraries.

HSPLS’ mission statement is: “The Hawaii Public Library System nurtures a lifelong love of reading and learning through its staff, collections, programs, services, and physical and virtual spaces.” The vision is: “The Hawaii State Public Library System is the educational, informational, and cultural heart of Hawaii’s communities.” A major resource assisting HSPLS in fulfilling its mission and vision is LSTA funding provided by IMLS.

With a population of 1.42 million in 2018 the HSPLS is designated by the IMLS as receiving a “smaller” allotment size, or less than 2.6M. Hawaii received an average of $1,260,970 over the course of the three years covered by this evaluation.

Given Hawaii’s 2018 estimated population of 1.42 million, the state’s annual LSTA allotment of approximately $1,260,970 per year translates into $.89 per person on an annual basis.

Hawaii’s approach to using LSTA funding is to focus primarily on supporting connectivity and the technology that enables access to collections for the general population of the entire state as well as to provide online databases and online learning for the public. All of the funds are expended via the statewide Hawaii State Public Library System, and there are no subgrants. In the current plan, the HSPLS wanted to try to be more strategic in how the funds are used and allocated a small portion of the funds to new innovative service projects. LSTA funds are crucial for technology for HSPLS, as there are no other funds in the budget to replace the LSTA funding that supports technology.

There are five goal statements in the Library Services and Technology Act Five-Year Plan for Hawaii State Public Library Services. They are:

Goal 1: Robust Infrastructure--The physical and technological infrastructure for the entire Hawaii State Public Library System will be robust enough to support ILS operations, access to online electronic databases and other online resources in public library facilities as well as remotely, and to provide Internet access for patrons in all public library facilities via public library-owned hardware as well as via patron-owned devices connected to wireless service provided by HSPLS.
Goal 2: 24/7 Virtual Collections--Develop and promote an appropriate collection of online databases (eDBs) and other online resources for HSPLS to complement and supplement its physical library collections, especially for small branches, providing 24/7 virtual collections to anyone with an HSPLS library card and Internet access.

Goal 3: Lifelong Learning--Develop and promote an appropriate collection of online learning tools and resources that support the development of new knowledge and skills for success in the 21st Century.

Goal 4: Innovative Service Development--Identify areas where services can be improved and develop new models that will meet the information and learning needs and expectations of our patrons.

Goal 5: Educated Library Workforce--Provide continuing education training and infrastructure for library staff to upgrade their technological skills and knowledge and to maintain currency in library best practices to better serve Hawaii’s patrons.

There are 9 outcomes under these goals and all outcomes are measurable and outcome/impact oriented. Information will be presented for each project category undertaken under each goal. An assessment will then be offered regarding the degree to which these activities meet the outcomes that were presented by the HSPLS in their five-year plan.

Retrospective Questions

A-1.1 Goal 1: Robust Infrastructure

The physical and technological infrastructure for the entire Hawaii State Public Library System will be robust enough to support ILS operations, access to online electronic databases and other online resources in public library facilities as well as remotely, and to provide Internet access for patrons in all public library facilities via public library-owned hardware as well as via patron-owned devices connected to wireless service provided by HSPLS.

Goal 1 Retrospective Question A-1. To what extent did the Hawaii State Public Library System’s Five-Year Plan Goal 1 activities make progress towards the goal? Where progress was not achieved as anticipated, discuss what factors (e.g., staffing, budget, over-ambitious goals, partners) contributed?

There was one project undertaken in support of Goal 1: Ensuring Access to Library Resources. The total amount of LSTA, FFY 2018-FFY 2020 funding that was expended on activities in support of this project was $1,467,947.50. Table 3 depicts expenditures by federal fiscal year.

<table>
<thead>
<tr>
<th>Project</th>
<th>FFY 2018</th>
<th>FFY 2019</th>
<th>FFY 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ensuring Access to Library Resources</td>
<td>$482,401.33</td>
<td>$418,795.03</td>
<td>$566,751.14</td>
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</tbody>
</table>

Goal 1 expenditures represent 38.8% of Hawaii’s total LSTA allotment in the FFY 2018-2020 period.
The HSPLS is dedicated to ensuring equitable access to information on each of the six islands through 51 branches. A robust technological infrastructure is imperative to provide access to the resources people need to be successful. HSPLS’s technological infrastructure is made up of technologies providing Internet connectivity, public access computers, management of the physical collection through the ILS, and the tools that staff need to manage connectivity, collections, and communications.

Objectives:
There are three objectives for Goal 1 as follows:

1. Continue to upgrade HSPLS’ technology infrastructure to increase efficiency, improve speed of access, provide enhanced security for confidential information (e.g., patron records), provide wireless services, provide mobile applications, provide additional services and informational resources and to provide for the digital inclusion of all Hawaii’s residents.
2. Continue to upgrade HSPLS’ technological infrastructure to meet State and Federal open data and transparency goals.
3. Research and implement new strategies for upgrading hardware and software programs and professional automation services, to improve system efficiency, speed, security, and to enable incorporation of new technologies that improve access to resources and services for the public.

A-1.1.1 - Activities
The Electronic Services Support Section (ESSS) provides maintenance and support for HSPLS’s technological infrastructure, not just during the 72,183 public service hours but also during hours that the branches were closed, providing information, reading material, learning programs 24/7 at the convenience of Hawaii’s residents. LSTA funding covered the costs of numerous software license renewals and/or maintenance costs for the ILS, Microsoft support services, and Hawaiian Telcom routed network services. All of these are critical to maintaining operations at the 51 branch locations as well as the HSPLS support offices.

During the FFY 2018-FFY 2020 period, the HSPLS undertook several activities to maintain and improve the libraries’ infrastructure. These activities included implementing OneDrive for Business Cloud Storage and SharePoint Office migration from on-site servers, a server replacement project, purchase of 61 Meraki MR76 Wi-Fi Outdoor AP units to extend Wi-Fi signals outside of library facilities and purchase of two Cisco Core Switches to replace end-of-life units which are critical to handle the network data passing through the library’s system. Due to unfortunate technology supply chain issues, the delivery of the Meraki MR76 Outdoor AP units and Cisco Core Switches has been delayed until the 2022 calendar year. During this period, they also participated in several vendor demonstrations of new technology to see how they could improve systems, installed Deep Freeze to protect patron computers, evaluated the current network and upgraded hardware and software, and upgraded and expanded assistive software, including Jaws and ZoomText on public computers, improving integration of programs and collections in the ILS.

A-1.1.2 - Outputs
Table 4 depicts HSPLS outputs by federal fiscal year related to Goal 1.

<table>
<thead>
<tr>
<th>Output</th>
<th>FFY 2018</th>
<th>FFY 2019</th>
<th>% Change</th>
<th>FFY 2020</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patron accounts</td>
<td>956,444</td>
<td>992,190</td>
<td>3.7%</td>
<td>1,021,208</td>
<td>3%</td>
</tr>
</tbody>
</table>
Holdings: physical items | 3,246,337 | 3,184,392 | -2% | 3,460,421 | 8.6%
---|---|---|---|---|---
Holdings: eBooks, audiobooks | 109,838 | 122,216 | 11.3% | 135,098 | 10.5%
Circulation of books | 5,024,428 | 4,746,843 | -5.5% | 3,607,286 | -24%
Downloads of eBooks, audiobooks, eMagazines | 783,900 | 878,058 | 12% | 1,008,952 | 15%
Website visits | 1,127,693 | 853,189 | -24.3% | 1,467,293 | 72%
Internet sessions | 835,500 | 793,281 | -5% | 1,140,377 | 43.8%
eReference queries | 3,575 | 3,933 | 10% | 7,562 | 92.3%
Wi-Fi sessions | 332,282 | 542,335 | 63.2% | 341,736 | -37%

Source: Hawaii State Library Notable Statistics, 2018, 2019, 2020

**A-1.1.3 - Outcomes**

There is one stated outcome for Goal 1:

At least 85% of the staff will report the network is reliable and supports with appropriate speed their access to library resources.

Of the 163 staff responding to the staff survey, 41.1% noticed an increase in network speed when using the ILS and 45.4% reported an increase when accessing online databases and resources. As for satisfaction, 69.9% of staff responding to the survey were satisfied with network speed in their library location and 17.2% were neutral. Only 12.9% of staff responding were not satisfied with network speed in their library. As for network reliability, 64.4% were satisfied, 22.7% were neutral, and 12.9% were dissatisfied with network reliability.

Based on these staff survey results the consultants believe Outcome 1 was ACHIEVED.

**A-1.1.4 - Findings**

Combining the percentages of staff satisfied with those holding a neutral opinion for both network speed and network reliability results in a total of 87.1% satisfaction for network speed and network reliability. This percentage is greater than the target value defined by HSPLS. In addition, HSPLS reported a 15% increase in the circulation of electronic resources, which requires a robust network infrastructure. HSPLS reports seeing exponential growth in the use of eBooks, which started right after the COVID-19 pandemic began. In FFY 2020, they saw over a million downloads. HSPLS also reported an increase in the number of registered card holders, which will also have an impact on network speed and reliability. Website visits, eReference questions, Internet
sessions and WIFI sessions all saw an increase in use from FFY18-FFY20, despite a reduction in hours open in FFY20 due to COVID-19.

Staff were able to provide additional comments related to each survey question. Most of the 20 comments shared by staff related to Goal 1 were positive. Several comments pointing out network speed increases include: “The network is very fast now, and usually reliable,” and “We are in a rural location; previous network speed was embarrassing to show patrons. Current network speed is improved greatly.”

A few staff identified other technology issues that inhibit their ability to fully benefit from increased network capacity and reliability at their location. “Many of the older computers cannot take advantage of increased network speed.” Another staff person specifically identified wireless access points as an issue in the state library building, “Network speed and reliability are spotty at the state library. We need a hotspot on the third floor for staff who tests out mobile devices for patron calls and emails. The state library is big, so basement areas and various public spots have spotty connection. Wired connections are usually fine, but we have experienced slow Internet usage. In particular, HIP is usually slow.”

**Patron Use of Online Services**
The patron survey asked a series of questions related to online services provided by the public library. Respondents were not required to provide an answer for every online service; therefore, the number of responses vary. Table 5 depicts the percentage of respondents who indicated they had used an online service and the total number of responses per online service surveyed.

<table>
<thead>
<tr>
<th>Online Service</th>
<th>Use of service (%)</th>
<th>Number of Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Online holds</td>
<td>72.4%</td>
<td>12,194</td>
</tr>
<tr>
<td>Online renewal of books</td>
<td>70.1%</td>
<td>12,027</td>
</tr>
<tr>
<td>LibrariesHI mobile application</td>
<td>31.5%</td>
<td>10,518</td>
</tr>
<tr>
<td>Online computer reservations</td>
<td>19.5%</td>
<td>10,582</td>
</tr>
<tr>
<td>Applied for a library card online</td>
<td>11.0%</td>
<td>10,394</td>
</tr>
</tbody>
</table>

The patron survey also asked a series of questions related to satisfaction with online services provided by the public library. Respondents were not required to provide an answer for every online service listed on the survey, therefore the number of responses vary. Table 6 depicts the percentage of respondents satisfied with the service, the percentage of respondents who had a neutral opinion, and the total number of responses per online service surveyed.

<table>
<thead>
<tr>
<th>Online Services</th>
<th>Satisfaction with service (%)</th>
<th>Neutral response to service (%)</th>
<th>Number of Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Online holds</td>
<td>93.3%</td>
<td>4.2%</td>
<td>9,309</td>
</tr>
<tr>
<td>Service</td>
<td>Staff</td>
<td>Patrons</td>
<td>Volumes/Count</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>-------</td>
<td>---------</td>
<td>---------------</td>
</tr>
<tr>
<td>Online renewal of books</td>
<td>93.1%</td>
<td>4.2%</td>
<td>8,761</td>
</tr>
<tr>
<td>LibrariesHI mobile application</td>
<td>87.7%</td>
<td>10.8%</td>
<td>4,986</td>
</tr>
<tr>
<td>Online computer reservations</td>
<td>77.9%</td>
<td>17.5%</td>
<td>1,928</td>
</tr>
<tr>
<td>Applied for a library card online</td>
<td>70.1%</td>
<td>21.3%</td>
<td>1,706</td>
</tr>
</tbody>
</table>

**Staff Online Services Perspectives**

A total of 130 staff that works with the public shared their perspective related to the LibrariesHI mobile app and online library card application. When asked about the LibrariesHI mobile app, 73.1% staff think the app is easy to use, 80.6% have recommended it to patrons, 45.0% promote the self-checkout feature in the app, and 33.4% report patrons are using the app to checkout items at their location. As for the online library card application, 48.1% promote the ability to patrons and 77.7% report that patrons are using the online library card application at their location.

**A-1.1.5 - Conclusion**

The evaluators conclude: Goal 1 is **ACHIEVED**.

**A-2. Goal 1. To what extent did the Hawaii State Public Library System’s Five-Year Plan Goal 1 activities achieve results that address national priorities associated with the Measuring Success focal areas and their corresponding intents?**

Activities undertaken in support of Goal 1 have had the greatest impact in addressing the Institutional Capacity focal area. Providing Internet connectivity, public access computers, management of the physical collection through the ILS, and the tools that staff need to manage connectivity, collections, and communications all meet the intent to “Improve library's physical and technology infrastructure” as well as to “Improve library operations.” There are also elements of Information Access that are impacted in that maintaining a robust infrastructure enables users the ability to discover information resources and improves their ability to obtain and/or use information resources as well.

**A-3. Goal 1. Did any of the following groups represent a substantial focus for the HSPLS’s Five-Year Plan Goal 1 activities? (Yes/No)**

No

**A-1.2 Goal 2: 24/7 Virtual Collections**

Develop and promote an appropriate collection of online databases (eDBs) and other online resources for HSPLS to complement and supplement its physical library collections, especially for small branches, providing 24/7 virtual collections to anyone with an HSPLS library card and Internet access.

Goal 2 Retrospective Question A-1. To what extent did the Hawaii State Public Library System’s Five-Year Plan Goal 1 activities make progress towards the goal? Where progress was not achieved as anticipated, discuss what factors (e.g., staffing, budget, over-ambitious goals, partners) contributed?

There was one project undertaken in support of Goal 2: Access to Informational Resources.
The total amount of LSTA, FFY 2018-FFY 2020 funding that was expended on activities in support of this project was $1,340,939.27. Table 7 depicts expenditures by federal fiscal year.

<table>
<thead>
<tr>
<th>Project</th>
<th>FFY 2018</th>
<th>FFY 2019</th>
<th>FFY 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access to Informational Resources</td>
<td>$616,232.49</td>
<td>$581,586.22</td>
<td>$697,730.56</td>
</tr>
</tbody>
</table>

Goal 2 expenditures represent 50.1% of Hawaii’s total LSTA allotment in the FFY 2018-2020 period. This project was fully funded by the LSTA allotment.

HSPLS’s 51 branches are located across six islands, so the most effective means to provide equitable access to resources to all Hawaii residents is through online resources. LSTA funding ensures that they can offer access to online resources and databases that meet patron’s informational, research, and learning needs.

**OBJECTIVES**
There are four objectives for Goal 2 as follows:

1. Continue to develop a collection of online databases and eBooks that support the needs of our communities
2. Work with the Hawaii Library Consortium to leverage funding and support access to online resources across multiple library types.
3. Evaluate the database collection and get feedback from staff and patrons.
4. Provide more materials and training opportunities to support the use of the databases by staff and patrons.

**A-1.2.1 - Activities**
LSTA funds were used to renew several subscriptions, including Global Books in Print (BIP), HSPLS’ share of EBSCO’s package of databases via the Hawaii Library Consortium (HLC); Gale’s Biography, Literature, History, Testing and Education Research Centers, BusinessInsights, Demographics Now, Health/Wellness, Legal Forms, and Science inContext; Mergent online database, Morningstar’s Investment ResearchCenter; National Geographic product suite; ProQuest’s Ancestry Library and Heritage Quest; Sage’s CQ Researcher and CQ Weekly; Encyclopedia Britannica, Foundation Directory, and also paid for the ChiliFresh subscription and the Recorded Books platform fee. In FFY19 and FFY20 the SPRs indicate the acquisition of 100 licensed databases and two software platforms. To support the use of the databases by staff and patrons, the HSPLS provides tutorials through Niche Academy on how to use the variety of databases they offer. HSPLS staff are currently doing a review and analysis of all digital resources in order to become more strategic in what resources are needed and offered.

**A-1.2.2 - Outputs**
Table 8 depicts HSPLS outputs by federal fiscal year related to Goal 2.

<table>
<thead>
<tr>
<th>Outputs</th>
<th>FFY 2018</th>
<th>FFY 2019</th>
<th>FFY 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of electronic resources subscriptions</td>
<td>112</td>
<td>111</td>
<td>111</td>
</tr>
</tbody>
</table>
A-1.2.3 - Outcomes

There are three outcomes associated with Goal 2. They are as follows:

1. At the end of this five-year LSTA period, 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 patron to use these databases.

2. At the end of the five-year LSTA period, 40% of patrons surveyed 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.

3. At the end of this five-year LSTA period, 40% of patrons surveyed 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.

Staff Use of Online Databases with Patrons

Of the 163 responses to the staff survey, 159 indicated that they help patrons access the library’s online resource; this number is not exclusive to reference staff. Of these 159 staff, 130 responded on their ability to access, identify, and instruct patrons in using the appropriate online database. As for accessing databases, 97.7% of staff responded that they know how to access databases with 2.3% giving a neutral response. When considering their ability to identify the appropriate research database for subject searches, 77.7% know how, 15.4% were neutral, and 6.9% do not know how to identify the appropriate research database. Finally, for instructing the public in using online databases, 92.3% of staff responding indicate they know how, 6.2% were neutral, and 1.5% did not know how to teach patrons about online databases.

Based on these staff survey results the consultants believe the Outcome 2.1 was PARTIALLY ACHIEVED. Specifically, 6.9% of public facing HSPLS staff do not know how to identify an appropriate research database for a patron and 1.5% do not know how to teach patrons to use online databases.

Patron Use of Online Resources

Of the 14,351 responses to the patron survey, only 4,074 respondents (28.4%) indicated that they have used the public library’s online databases. Of the 71.6% who reported not using the public library’s databases, 49.2% did not know the library offered databases, 43.2% did not need to use databases, 20.2% don’t know how to use databases, 1.4% reported databases are difficult to use, 1.5% responded that the information needed was not in a database, and 6.7% provided an optional response.

Of the 14,351 responses to the patron survey, only 1,889 respondents (13.2%) indicated that they have used the public library’s eMagazine and eNewspaper digital collections. Of the 85.8% who reported not using the public library’s eMagazine and eNewspaper digital collections, 53.0% did not know the library offered these collections, 31.4% did not need to use them, 13.6% don’t know how to use them, 1.1% reported eMagazine and
eNewspaper digital collections are difficult to use, 1.15% responded that they do not have a device to access the digital collection, and 6.23% provided an optional response.

Based on the patron survey results the consultants believe the Outcome 2.2 was PARTIALLY ACHIEVED. Specifically, only 28.4% of patrons reported using online databases and 13.2% reported using the library’s eMagazine and eNewspaper digital collection. Neither of these numbers meet the 40% target set by HSLPS.

Patron Satisfaction of Online Resources
For the 3,402 patrons responding that they do use the public library’s databases, 72.6% indicate they are easy to use, 76.6% said they are convenient to use, 75.5% indicate that databases are appropriate and provide the information they need, and 89.2% value having access to a wide variety of databases provided by the public library. Respondents were asked why they use online database. They were able to select more than one answer; therefore, the next set of percentages are greater than 100%. Primary reasons respondents used databases was to find information related to: recreational reading recommendations (42.2%), hobbies (35.3%), health information (25.3%), history (24.2%), and current events (22.5%).

For the 1,827 patrons responding that they do use the public library’s eMagazine and eNewspaper digital collections, 77.7% indicate they are easy to use, 78.8% said they are convenient to use, 80.3% indicate that they are appropriate and provide the information needed, and 91.2% value having access to the eMagazines and eNewspapers provided by the public library. Respondents were asked why they use the eMagazine and eNewspaper digital collections. Respondents were able to select more than one answer; therefore, the next set of percentages are greater than 100%. Primary reasons respondents used databases was to find information related to: current events (65.8), hobbies (49.2%), health information (26.1%), history (20.6%), and personal/family finance/budget (13.3%).

Based on these patron survey results the consultants believe Outcome 2.3 was ACHIEVED.

A-1.2.4 - Findings
A few of the staff commented that HSPLS may want to invest in a discovery search tool to make searching all electronic resources easier for patrons. “It would be very helpful for patrons if HSPLS had a feature similar to UH’s [University of Hawaii] OneSearch that can search all or most of the databases simultaneously.” Comments were given about the continual need to market and promote databases to patrons. “The vast majority of patrons on Hawaii Island do not seem to know that these databases exist. I have tried my best to highlight them over the past few years.” Another staff member suggested that perhaps subject focused research guides may better serve patrons needs in finding and using databases. “It would be great to break apart the very long list of databases into curated pages for different patron groups or subject areas. I’ve heard from patrons that we have way too much to choose from and they don’t know where to start, even on the pages where we have arranged databases by subject. And there is no category for Literature or Literary Criticism - something that is taught in high schools when students write papers. Putting the new Learning Express Library in the Test Prep category and master list will make it easier to find too. We have lots of good stuff hiding inside the databases and the general public isn’t aware.” Patrons provided a wide variety of comments as to why they do or do not use online resources. Their comments can be reviewed in Appendix I – Patron Survey Results.
A-1.2.5 - Observations
The evaluators recommend that HSPLS consider writing more specific outcomes in the future to better measure goals related to electronic resources. It is admirable that HSPLS wants to ensure that every reference service staff member knows how to find, use, and teach databases. However, it may not be realistic to expect that for a variety of reasons. The evaluators suggest setting the outcome measure target to a number lower than 100%. The evaluators also recommend that in the future, HSPLS separate outcomes with different outcome measure values.

A-1.2.6 - Conclusion
The evaluators conclude: Goal 2 is PARTIALLY ACHIEVED.

A-2. Goal 2. To what extent did the Hawaii State Public Library System’s Five-Year Plan Goal 2 activities achieve results that address national priorities associated with the Measuring Success focal areas and their corresponding intents?
Activities undertaken in support of Goal 2 have had the greatest impact on addressing the Information Access focal area. By using LSTA funds to develop and provide access to a collection of online databases and eBooks for the public, the HSPLS is contributing to users’ ability to discover information resources as well as to their ability to obtain and/or use information resources. Additionally, some of the specific database subscriptions, such as Gale’s Demographics Now, Business Insights, and Testing and Education Reference Center contribute to the focal area of Economic and Employment Development. Other specific database subscriptions, such as Gale’s Health and Wellness, and Morningstar Investment Research Center, contribute to the Human Services focal area with the intents of improving user’s ability to apply information that furthers their personal, family, or household finances and improving the user’s ability to apply information that furthers their personal or family health or wellness.

Respondents were asked why they use online databases. They were able to select more than one answer; therefore, the next set of percentages are greater than 100%. Many of these categories align to LSTA focal areas.

<table>
<thead>
<tr>
<th>Activity</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recreational reading recommendations</td>
<td>42.2%</td>
</tr>
<tr>
<td>Hobbies</td>
<td>35.3%</td>
</tr>
<tr>
<td>Health/medical</td>
<td>25.3%</td>
</tr>
<tr>
<td>History</td>
<td>24.2%</td>
</tr>
<tr>
<td>Current events</td>
<td>22.5%</td>
</tr>
<tr>
<td>Genealogy</td>
<td>17.2%</td>
</tr>
<tr>
<td>Other</td>
<td>16.7%</td>
</tr>
<tr>
<td>Homework related research</td>
<td>15.1%</td>
</tr>
<tr>
<td>College and Career Planning</td>
<td>12.6%</td>
</tr>
<tr>
<td>Personal/family finances</td>
<td>11.0%</td>
</tr>
<tr>
<td>Finding a job/writing a resume</td>
<td>8.1%</td>
</tr>
<tr>
<td>Starting/improving a business</td>
<td>7.1%</td>
</tr>
<tr>
<td>Parenting</td>
<td>6.0%</td>
</tr>
</tbody>
</table>

While it’s not possible to indicate specifically the intention of the user, these declared uses relate to the focal areas of Economic and Employment Development (including the Intents of applying information for employment support, and using and applying business resources,) Human Services (including personal/family finances, health and wellness, and parenting skills), and Civic Engagement (including improving the users’ ability to participate in
thereir community and participate in community conversations around topics of concern by having access to information on history, and current events.) This reflects the fact that access to quality information impacts many different aspects of life.

A-3. Goal 2. Did any of the following groups represent a substantial focus for the HSPLS’s Five-Year Plan Goal 2 activities? (Yes/No)

No

A-1.3 Goal 3: Lifelong Learning
Develop and promote an appropriate collection of online learning tools and resources that support the development of new knowledge and skills for success in the 21st Century.

Goal 3 Retrospective Question A-1. To what extent did the Hawaii State Public Library System’s Five-Year Plan Goal 1 activities make progress towards the goal? Where progress was not achieved as anticipated, discuss what factors (e.g., staffing, budget, over-ambitious goals, partners) contributed?

There was one project undertaken in support of Goal 3: Access to Learning Resources.

The total amount of LSTA, FFY 2018-FFY 2020 funding that was expended on activities in support of this project was $298,360. Table 9 depicts expenditures by federal fiscal year.

<table>
<thead>
<tr>
<th>Project</th>
<th>FFY 2018</th>
<th>FFY 2019</th>
<th>FFY 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access to Learning Resources</td>
<td>$120,705.61</td>
<td>$108,735.19</td>
<td>$68,919.20</td>
</tr>
</tbody>
</table>

Goal 3 expenditures represent 7.9% of Hawaii’s total LSTA allotment in the FFY 2018-2020 period.

The Hawaii State Public Library System is a vital component of the education ecosystem in Hawaii. According to the project description in the SPR, one of the most effective ways that they can deliver consistent opportunities statewide is to provide access to online learning tools such as Gale Courses and Mango Language Learning programs that can be accessed from anywhere, anytime.

OBJECTIVES
There are three objectives for Goal 3 as follows:

1. Continue to develop a collection of online learning tools and resources that support the needs of our communities.
2. Evaluate the collection and get feedback from staff and patrons to improve.
3. Provide more materials and training opportunities to support the use of the tools and resources by staff and patrons.

A-1.3.1 - Activities
LSTA funding provided access to Gale Courses and Mango Languages statewide for each of the three years of this evaluation. Gale Courses offers courses on a wide variety of subjects using a virtual classroom format with an instructor and schedule of courses and the Mango languages programs offer the opportunity to learn numerous foreign languages, to aid in travel plans and/or to better understand and interact with others among
Hawaii’s rich cultures. In order to support the use of the tools and resources by patrons and staff, the HSPLS provides tutorials through Niche Academy on how to use the various databases including the Gale Courses.

**A-1.3.2 - Outputs**

Table 10 depicts HSPLS outputs by federal fiscal year related to Goal 3.

<table>
<thead>
<tr>
<th>Outputs</th>
<th>FFY 2018</th>
<th>FFY 2019</th>
<th>FFY 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gale Course Enrollments</td>
<td>4,633</td>
<td>524</td>
<td>640</td>
</tr>
<tr>
<td>Mango Language Sessions</td>
<td>18,758</td>
<td>23,771</td>
<td>23,215</td>
</tr>
</tbody>
</table>

Source: Hawaii State Library Notable Statistics, 2018, 2019, 2020

**A-1.3.3 - Outcomes**

There are three measurable outcomes for Goal 3. They are as follows:

1. At the end of this 5-Year LSTA period, 100% of our reference service staff will know how to access our collection of online learning tools and resources and can instruct a patron in how to use them.
2. At the end of this 5-Year LSTA period, 40% of patrons surveyed will be familiar with one or more of our online learning tools or resources, will be able to locate and access the resources, and will have tried to use at least one of the online learning tools.
3. At the end of this 5-Year LSTA period, 40% of patrons surveyed will report high satisfaction with the collection of online learning tools resources in terms of ease of use, convenience, and appropriateness for their learning interests.

**Staff Use of Online Learning Tools with Patrons**

Of 159 staff public service staff that responded to the staff survey, 130 answered questions related to their ability to access, identify appropriate, and instruct patrons in using online learning tools. For the 130 responding, 93% know how to access online learning tools, 5.4% were neutral, and 1.6% do not know how to access. As for teaching patrons to access and use online learning tools, 87.7% know how, 11.5% are neutral, and 0.8% don’t know how.

Based on the staff survey results the consultants believe Outcome 3.1 was NOT ACHIEVED. Specifically, 1.6% of staff report that they do not know how to access online learning tools.

**Patron Use of Online Learning Tools**

Of the 14,351 patrons who completed the patron survey, only 1,193 (8%) indicated that they had used online learning tools, 1,224 skipped the question, and 11,934 stated they did not used any of the online learning tools. For those responding that they had not used online learning tools, 56.7% didn’t know the public library offered online learning tools, 32% did not have any use for online learning tools, 13.2% didn’t know how to use online learning tools, 19% didn’t know what content online learning tools cover, 0.9% found online learning tools difficult to use, 1.1% stated the online learning tools didn’t cover the information they needed, 6.3% don’t have time, and 4.4% provided another response via a text entry box.
Based on the patron survey results the consultants believe Outcome 3.2 was NOT ACHIEVED. Specifically, only 8% of patrons surveyed report using online tools. The benchmark number set by HSPLS was 40%.

Of the 1,193 patrons who indicated they used online learning tools, 84.7% responded that online learning tools are easy to use, 85.4% responded that they are convenient to use, 80.1% responded that the online tools available were appropriate to their interest, and 85.1% gained new knowledge or skills by using the online learning tools. Respondents were asked why they use the online learning tools. Respondents were able to select more than one answer; therefore, the next set of percentages are greater than 100%. Primary reasons respondents used online learning tools was to: learn a language (53.9%), learn more about interests (39.3%), improve skills for current job (25.5%), develop new skills for job (21.4%), and supplement child’s education during COVID-19 (16.6%).

Based on the patron survey results the consultants believe Outcome 3.3 was ACHIEVED.

A-1.3.4 - Findings
Staff shared mixed comments related to lifelong learning tools. A few comments praised specific tools, “Patrons are interested in Mango. Older teens need more exposure to Peterson's.” A couple of staff shared similar comments about teaching these tools to patrons, “Ease of use is dependent on patron's skill level and willingness to learn.” Patrons provided a wide variety of comments as to why they do or do not use online learning tools. Their comments can be reviewed in Appendix I – Patron Survey Results.

A-1.3.5 - Observations
The evaluators recommend that HSPLS consider writing more specific outcomes in the future to better measure goals related to lifelong learning. It is admirable that HSPLS wants to ensure that every reference service staff member knows how to access and instruct these tools to patrons. However, it may not be realistic to expect that for a variety of reasons. The evaluators suggest setting the outcome measure target to a number lower than 100%. The evaluators also recommend that in the future, HSPLS separate outcomes with different outcome measure values.

Even though only 8% of the survey respondents reported using the online learning tools, data from the US Bureau of Labor Statistics, and the US Census Bureau indicate much greater potential use and need for these types of tools. According to the US Bureau of Labor Statistics, Hawaii’s unemployment rate was 6% in November 2021, indicating that there are those who could benefit from improving job skills or learning new skills for jobs. According to the US Census Bureau, there are four main ethnic groups in Hawaii: Asian (37.6%), White (25.5%), Two or more races (24.2%), and Native Hawaiian (10.1%). Additionally, population characteristics include 18.5% were foreign born between 2015-2019. According to the American Community Survey 2019, 27.8% speak a language other than English in the home. These figures indicate that there could be interest in improving language skills or learning a language used by other ethnic groups living in Hawaii. The number of people unaware of the online learning tools might indicate that additional publicity about the eLearning resources would be beneficial.

A-1.3.6 - Conclusion
The evaluators conclude: Goal 3 is PARTIALLY ACHIEVED.
A-2. Goal 3. To what extent did the Hawaii State Public Library System’s Five-Year Plan
Goal 3 activities achieve results that address national priorities associated with the Measuring Success focal areas and their corresponding intents?

Goal 3 activities primarily supported the IMLS focal area of Lifelong Learning. Gale Courses and Mango Languages both have courses to support the intent of improving users’ general knowledge and skills.

A-3. Goal 3. Did any of the following groups represent a substantial focus for the HSPLS’s Five-Year Plan Goal 3 activities? (Yes/No)

No

A-1.4 Goal 4: Innovative Service Development

Identify areas where services can be improved and develop new models that will meet the information and learning needs and expectations of our patrons.

Goal 4 Retrospective Question A-1. To what extent did the Hawaii State Public Library System’s Five-Year Plan
Goal 4 activities make progress towards the goal? Where progress was not achieved as anticipated, discuss what factors (e.g., staffing, budget, over-ambitious goals, partners) contributed?

There were two projects undertaken in support of Goal 4: Chromebook Labs for Connecting and Classes, and Virtual Program Kits. A third project was identified, which is to launch tablets into the libraries for patrons to use to read eMagazines and eBooks. This project has not yet been implemented during this evaluation period, as the HSPLS is focused on improving the network speed and reliability first.

The total amount of LSTA, FFY 2018-FFY 2020 funding that was expended on activities in support of this project was $114,991.03. Table 11 depicts expenditures by federal fiscal year.

<table>
<thead>
<tr>
<th>Project</th>
<th>FFY 2018</th>
<th>FFY 2019</th>
<th>FFY 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chromebook Labs</td>
<td>0</td>
<td>$74,951.46</td>
<td>0</td>
</tr>
<tr>
<td>Virtual Program Kits</td>
<td>0</td>
<td>$40,039.57</td>
<td>0</td>
</tr>
</tbody>
</table>

Goal 4 expenditures represent 3% of Hawaii’s total LSTA allotment in the FFY 2018-2020 period.

Technology is continually changing as is the way the public accesses library resources. It is essential for the Hawaii State Public Library System to seek out new ways to promote available public services and also to provide technology and access statewide to enable the public to take advantage of the wealth of information and resources offered.

OBJECTIVES

There is one objective for Goal 4. It is as follows:

1. Improve services and programs for our patrons with new and innovative approaches.
A-1.4 Project 1: Chromebook Labs for Connecting and Classes

A-1.4.1 Project 1 - Activities
LSTA funds were used to purchase 16 Chromebooks and charging carts for the 51 library branches to use by the library or with partnering agencies to do various training for the public. The Chromebooks can also be used to provide additional Internet access to the public, enabling the public to use Wi-Fi inside or outside to connect to the Internet. The Chromebooks can also be loaned to other organizations that need devices for access. The Chromebook Labs are being used to provide Digital Literacy Training, as well as Telehealth.

Although there were issues with the timely delivery of equipment and services due to the COVID-19 pandemic, the Chromebook Lab project has been launched and has led to many partnerships that align with the HSPLS mission. The HSPLS partnered with the Workforce Development Council to provide digital literacy training for the community at public libraries using the Chromebook Labs. In FY22, the Chromebooks will be used in a project with the Pacific Basin Telehealth Resource Center at the University of Hawaii and Department of Health to provide access to telehealth appointments for community members as well as to provide digital health literacy navigators in 15 libraries across the state. The Hawaii Literacy Council has checked out the Chromebook lab to use them for training in low-income housing projects. The Chromebooks are also available to residents who wish to participate in the State legislative process by giving oral testimony. They can use the library’s Chromebook to connect to their hearing. During the pandemic, the Chromebooks have been checked out to individuals who needed to connect to the Internet but could not come into the library due to the requirement for vaccination proof or a negative COVID test within 72 hours.

According to the State Librarian, these types of partnerships are positioning the HSPLS to be the center of digital literacy in the state.

A-1.4.2 Project 1 - Outcomes
There is one measurable outcome for Goal 4.

1. At the end of this five-year LSTA period, a minimum of three projects will have been implemented that improve the services and programs to the public. 60% of survey respondents for each program will report that the new service and/or program has provided value to them.

A-1.4.3 Project 1 - Findings
Patron Use of Chromebooks
Of the 14,351 patrons who completed the patron survey, 371 (2.3%) indicated that they had used a Chromebook at the public library, 1,568 skipped the question, and 12,783 stated they had not used a Chromebook. Patrons were able to provide multiple answers for why they used a Chromebook. For those responding that they had used a Chromebook, 97.5% used it to connect to the Internet, 3.1% used it to provide testimony to the legislature, and 7% used it to participate in a digital literacy class.

A-1.4 Project 2: Virtual Program Kits

A-1.4.1 Project 2 - Activities
The COVID-19 pandemic and subsequent temporary closures of Hawaii’s public libraries created unforeseen challenges to providing services. HSPLS staff responded by creating a small suite of virtual programs for all ages. The creation of the virtual programs also revealed a lack of technical abilities and equipment to provide these online services. In response, Virtual Program Kits were developed to assist with connecting with communities for programs and digital literacy. The kits included iPad, tripods, green screens, ring lights, and wireless microphones. The HSPLS provided matching funds to purchase rolling back packs to contain the kits. These kits
help staff to provide patron driven programs such as book clubs, author and illustrator virtual visits, Hawaiian/English books talks, story time and HSPLS Creates crafts, cooking and other demonstrations, virtual tours, and topics of interest—digital literacy, health and safety, business start-ups, dealing with legal issues, etc. “Our aim is to encourage the joy of reading, learning and discovery through flexible, accessible, self-paced format. Our secondary goal is to use the kits to broaden and increase technology skills and meet job competencies, especially among staff who are currently less than proficient.” Using peer to peer training and support, staff in all HSPLS branches were assigned a kit and required to produce content for at least one virtual program every six months.

Timely delivery of equipment and services was pushed back due to the COVID-19 pandemic. All of the kits have now been delivered to all of the libraries, and they are now producing programs. Also, staff completed training resources for the system to begin working effectively with the virtual kits.

The need to build virtual programming, including story times, outreach, book and craft programs, and share information about the Hawaii State Public Library System has continued to grow as access to the libraries continues to be impacted by COVID-19. The virtual program kits have become essential to library staff systemwide in order to provide content that the public can access even in times when the physical library may not be fully accessible.

A-1.4.2 Project 2 - Outcomes
There is one measurable outcome for Goal 4.

2. At the end of this five-year LSTA period, a minimum of three projects will have been implemented that improve the services and programs to the public. 60% of survey respondents for each program will report that the new service and/or program has provided value to them.

Staff Use of Virtual Kits
A total of 101 library staff working with the public answered questions related to the use of virtual programming kits in their location. Respondents could answer more than one question; therefore, the totals exceed 100%. Staff reported using the virtual kits at their location for 61.4% other uses, 44.6% virtual tours, 35.6% for book groups, and 23.8% author talks. The other uses given by staff include story time/children’s program, crafting, virtual outreach, youth programming, and programming for housebound senior citizens. A few respondents indicated that they had just received the kit and hadn’t yet implemented its use.

Staff shared 62 comments related to how they are using the virtual kits. Most of the responses were related to how they were using these kits for story time and other young children’s programming, along with crafting and other types of facilitated discussion also being highlighted. Staff also shared concerns about online fatigue due to COVID-19, “our patrons are extremely tired of online interactions and would much rather have in-person programming.”

Patron Use and Satisfaction of Virtual Programming
The patron survey asked a series of questions related to online services provided by the public library. Respondents were not required to provide an answer for every online service. Of the 14,351 individual who completed the survey, 457 (4.5%) indicated that they had attended a virtual program. As for satisfaction, 929 individuals provided a response with 55.8% being satisfied and 36.9% giving a neutral response. Only 7.3% responding were not satisfied with virtual programming. It should be noted that it is not possible to directly correlate patron use and satisfaction responses of virtual programming directly to staff use of virtual kits. This is a limitation of how the patron survey question was written.
A-1.4.3 Project 2 - Findings
Outcome 4.1 was partially achieved, in that 92.4% of patron survey respondents cited that they valued virtual programming, which was in part created with the Virtual Program Kits by staff. Data on satisfaction was not available for the Chromebooks Project. The pandemic affected the ability of the HSPLS to gather data on the use of the Chromebooks due the urgency of providing access to them for the public and dealing with continuously changing services. Additionally, the outcome also indicates that three projects will be implemented. At this point, only two projects have been implemented. Implementation of the third project was delayed due to pandemic-related issues, and specifically the additional funding received from the CARES ACT and ARPA. Focus was shifted to implement projects funded from those sources.

A-1.4 - Observations
Although only 2.3% of patron’s surveyed stated that they had used a Chromebook, data from Broadband for A.L.L.-A Digital Equity Declaration for Hawai‘i indicates that projects like making Chromebooks and other devices available for patrons to use is a valid and ongoing need that the HSPLS can provide. According to the declaration:

“Currently, a lack of adequate broadband infrastructure, internet-capable devices, affordable, quality broadband service, and technological know-how all contribute to inequitable digital access.”

According to 2019 American Community Survey data:

- 55,000 households in Hawaii (roughly 11.8%) do not have an internet subscription (includes cable, fiber optic, or DSL; a cellular data plan; satellite; or a fixed wireless subscription)
- 44,198 households (roughly 9.5%) have no internet access at all
- 7% of households have no computer
- The lack of internet access grows when focusing on certain demographics:
  - 19.2% of households with an annual income less than $75k have no internet subscription
  - 8.7% of Native Hawaiian and other Pacific Islanders (NHPIs) are without an internet subscription (compared to 4.6% for Hawaii’s total population)
  - 8.2% of NHPIs have no computer in their household (compared to 4% for Hawaii’s total population)
  - 11.6% individuals 65 years and older have no computer in their household (compared to 4% for Hawaii’s total population)
  - 10.1% of individuals with the educational attainment of less than a high school diploma or equivalent have an internet subscription (compared to 4.6% for Hawaii’s total population)
  - 14.2% of individuals in the same group have no computer in their household (compared to 4% for Hawaii’s total population).

A-1.4 - Conclusion
The evaluators conclude: Goal 4 is PARTIALLY ACHIEVED.

A-2. Goal 4. To what extent did the Hawaii State Public Library System’s Five-Year Plan Goal 4 activities achieve results that address national priorities associated with the Measuring Success focal areas and their corresponding intents?
Goal 4 activities primarily supported the IMLS focal area of Information Access, with the intent to improve users’ ability to obtain and/or use information resources. These activities would also support the focal areas of
Lifelong Learning through the various programs presented in the Virtual Program Kits as well as through the digital literacy training with the Chromebooks. The focal area of Human Services would also be impacted through both the Chromebook activities, especially the future Telehealth activities, and also through the Virtual Program Kits. Civic Engagement is another focal point that would be impacted through the virtual program kits.

A-3. Goal 4. Did any of the following groups represent a substantial focus for the HSPLS’s Five-Year Plan Goal 4 activities? (Yes/No)

No

Goal 5: Educated Library Workforce
Provide continuing education training and infrastructure for library staff to upgrade their technological skills and knowledge and to maintain currency in library best practices to better serve Hawaii’s patrons.

Goal 5 Retrospective Question A-1. To what extent did the Hawaii State Public Library System’s Five-Year Plan Goal 1 activities make progress towards the goal? Where progress was not achieved as anticipated, discuss what factors (e.g., staffing, budget, over-ambitious goals, partners) contributed?

There was one project undertaken in support of Goal 5: Continuing Education for Staff.

The total amount of LSTA, FFY 2018-FFY 2020 funding that was expended on activities in support of this project was $6,061. Table 12 depicts expenditures by federal fiscal year.

<table>
<thead>
<tr>
<th>Project</th>
<th>FFY 2018</th>
<th>FFY 2019</th>
<th>FFY 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Continuing Education for Staff</td>
<td>$2,493.57</td>
<td>$2,575.33</td>
<td>$992.10</td>
</tr>
</tbody>
</table>

Goal 5 expenditures represent 0.2% of Hawaii’s total LSTA allotment in the FFY 2018-2020 period.

The HSPLS states in their SPR that the skills needed to be an effective library staff member are changing daily and it is important to provide statewide staff development opportunities, so that we can provide the public with consistent access to knowledgeable staff. One of the most effective methods for HSPLS to provide training for over 500 staff on six islands is by using online platforms that enable staff to connect, participate and review important skills.

OBJECTIVES
There are three objectives for Goal 5. They are as follows:

1. Development of staff competencies.
2. Development of a training infrastructure to support ongoing staff learning.
3. Support leadership development opportunities.

A-1.5.1 - Activities
LSTA Funding covered the renewal of the software license for the Adobe Connect 9 Meeting platform in FY18 and FY19 to be able to conduct webinars and online meetings. Staff training topics included information on
providing library services, statewide programs, library projects, database resources training, training for summer reading and winter reading programs and HSPLS website online calendar training. In 2019, a session on problem behaviors due to COVID-19 was delivered by Ryan Dowd. FY20 brought another year of challenges with travel restrictions and ever-changing orders from the Governor and four county mayors. Microsoft Teams was the primary means of staff training and meeting. LSTA funded a partial year of Adobe Connect, and staff was able to pull library system courses, meeting, and training from Adobe Connect prior to the end of the subscription year to ensure content continued to be available for staff.

A-1.5.2 - Outputs
Table 13 depicts HSPLS outputs by federal fiscal year related to Goal 5.

<table>
<thead>
<tr>
<th>Outputs</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Presentation Length</td>
<td>149 minutes</td>
<td>1,426 minutes</td>
<td>0</td>
</tr>
<tr>
<td>Number of presentations</td>
<td>91</td>
<td>87</td>
<td>0</td>
</tr>
<tr>
<td>Average number in attendance per session</td>
<td>15</td>
<td>50</td>
<td>0</td>
</tr>
</tbody>
</table>

Source: Hawaii State Program Report (SPR) 2018, 2019, 2020

Two types of webinar participation figures are not accounted for 1) more than one staff person might be sitting in on the webinar, under one login; and 2) webinars are often recorded and either a link was emailed to staff and/or it was posted in SharePoint. Counts of staff who may have reviewed recordings were not kept.

A-1.5.3 - Outcomes
There is one outcome indicated for Goal 5:

1. At the end of this 5-Year LSTA period, 75% of staff will report that the training they need is available and that they are able to learn the skills and knowledge needed to do their jobs effectively.

Staff Training
Of 163 responses to the staff survey, 157 staff indicated their satisfaction with a variety of training opportunities provided by the state library. Staff were not required to provide an answer for every training opportunity listed on the survey, therefore the number of responses are varied and do not total 157 respondents. Table 14 depicts the percentage of respondents satisfied with each training opportunity, the percentage of respondents who had a neutral opinion, and the total number of responses received per training opportunity surveyed.

<table>
<thead>
<tr>
<th>Training Opportunity</th>
<th>Satisfaction with training (%)</th>
<th>Neutral response to training (%)</th>
<th>Number of Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Niche Academy</td>
<td>77.1%</td>
<td>16.0%</td>
<td>131</td>
</tr>
</tbody>
</table>
Based on the staff survey results the consultants believe Outcome 5.1 was achieved.

Staff use of MS Teams
A total of 161 staff provided a response to questions about their satisfaction and use of Microsoft Teams for communication and collaboration across the public library system. Half of staff responding (50.3%) use MS Teams daily. Over two-thirds (70.8%) are confident in their ability to use MS Teams. More than half (61.5%) are satisfied with MS Teams. Finally, 64.6% believe MS Teams is an effective tool for communication and collaboration for HSLPS during social distancing.”

A-1.5.4 - Findings
Some of the staff commented on how the use of Microsoft Teams allows them to feel better connected to peers across HSPLS. For example, “Teams improved my work and relationships with other librarians and our island’s ASET. File sharing, information sharing and response rate to inquiries has been improved. Teams has also helped de-clutter my Inbox, which has led to fewer messages being lost in the flood of emails. The video chat feature also helped collaboration.”

A-1.5.5 - Conclusion
The evaluators conclude that Goal 5 is **ACHIEVED**.

A-2. Goal 5. To what extent did the Hawaii State Public Library System’s Five-Year Plan Goal 5 activities achieve results that address national priorities associated with the Measuring Success focal areas and their corresponding intents?
The focal area most impacted by Goal 5 is Institutional Capacity, with the intent to improve the library workforce.

A-3. Goal 5. Did any of the following groups represent a substantial focus for the HSPLS’s Five-Year Plan Goal 4 activities? (Yes/No)
No

**Process Questions**

B-1. How has the HSPLS used data from the State Program Report (SPR) and elsewhere to guide activities included in the Five-Year Plan?
Analysis of what HSPLS has accomplished and how they have spent their LSTA funds is done when the SPRs are completed and submitted. The HSPLS uses this data to help assess what they have done, what they didn’t do, and what they intend to do the next year, as well as to ensure that the money was used the way it was intended.
B-2. Specify any changes the HSPLS made to the Five-Year Plan and why this occurred.
No changes were made to the HSPLS Five-Year Plan.

B-3. How and with whom has HSPLS shared data from the SPR and from other evaluation resources? How has HSPLS used the last Five-Year Evaluation to inform data collected for the new Five-Year Evaluation? How has HSPLS used this information throughout this five-year cycle?
The data from the SPRs is shared through reports with the legislature regarding the federal dollars they have received and how they were spent. The information is also shared with Board of Education to which the HSPLS reports. The projects are reference during evaluations with the Board of Education. HSPLS used the patron and staff feedback from the previous year’s evaluation survey to help inform activities.

Methodology Questions

C-1. Identify how HSPLS implemented an independent Five-year evaluation using the criteria described in the section of the guidance document called Selection of an Independent Evaluator.
The HSPLS developed a Request for Proposals (RFP) containing details of the project and requirements for the evaluators. The RFP was issued on August 26, 2021 with proposals due by September 13, 2021. As the result of a competitive bidding process, OhioNet, Inc. a library consortium with consultants who are familiar with LSTA and evaluation methodologies, was awarded the contract to conduct the independent LSTA evaluation.

C-2. Describe the types of statistical and qualitative methods (including administrative records) used in conducting the Five-Year Evaluation. Assess their validity and reliability.
This project used multiple data-collection methods, including document review, interview, and two surveys.

SPRs from all three years, as well as other documentation, reports, and data were reviewed by the evaluators. The State Librarian was interviewed. Evaluators offered to interview other library staff but with key staff being new to their positions, it was determined that the State Librarian was the most knowledgeable about the activities that occurred during the years covered in this evaluation.

The consultants worked with the Hawaii State Public Library System to create two distinct survey instruments for two different populations, state library staff and public library patrons. The total population of paid public library staff is 450 individuals while the public library system has 900,000 registered card holders in their database. The questions on both surveys were focused on collecting data related to determine if the state library achieved their specified Goal outcomes.

The consultants opted to use a convenience sample to collect data. The primary limitation of using a convenience sample is the inability to state with a level of confidence that survey responses are representative of all individuals in the two populations. Convenience sample data only represents the attitudes of those who chose to complete the survey.
An email with a link to the survey was sent to all public library staff inviting them to take the survey. The survey was open the last two weeks of November 2021. Out of 450 paid staff, 163 staff (36.2% response rate) completed the survey. The only demographic question asked of staff was related to the county of their work location. Of 163 responses, 157 provided a response to this question with 64.3% working in Honolulu County, 15.3% in Hawaii County, 10.2% in Kauai County, and 10.2% working in Maui County.

Public library patrons were invited to take the survey via a link in an electronic newsletter sent by HSPLS staff the week of December 6, 2021. The email was sent to 400,000 library cardholders in their patron database with email addresses. A link to the survey was added to the HSPLS’s public website. The survey was open through January 2, 2022. Paper surveys were not made available to patrons due to COVID-19 restrictions.

Out of 400,000 public library card holders with an email address, 14,351 patrons (3.6 % response rate) completed the survey. A total of 12,574 respondents (87.6%) answered the two demographic questions on the patron survey: primary branch used and age. All 51 branches of the Hawaii State Library and Public Library Respondents were shown to be used by survey respondents. A complete listing of response counts for all 51 locations is provided in Appendix J. The top five location used the by respondents account for almost one third (29.9%) of survey responses:

- Hawaii State Library, 7.38%
- Hilo Public Library, 6.80%
- Kaimuki Public Library, 5.62%
- Kailua Public Library, 5.49%
- Mililani Public Library, 4.65%

Table 15 depicts the age breakdown of the 12,574 respondents that answered this question.

<table>
<thead>
<tr>
<th>Age</th>
<th>Percent responding</th>
</tr>
</thead>
<tbody>
<tr>
<td>19 under</td>
<td>0.9%</td>
</tr>
<tr>
<td>20-29</td>
<td>2.9%</td>
</tr>
<tr>
<td>30-39</td>
<td>10.6%</td>
</tr>
<tr>
<td>40-49</td>
<td>14.9%</td>
</tr>
<tr>
<td>50-59</td>
<td>15.1%</td>
</tr>
<tr>
<td>60-69</td>
<td>25.6%</td>
</tr>
<tr>
<td>70-79</td>
<td>25.0%</td>
</tr>
<tr>
<td>80 and older</td>
<td>5.1%</td>
</tr>
</tbody>
</table>

The consultants ensured that both survey’s questions, response scales, and format were valid by working with State Library staff to determine if the surveys would measure what they intended to measure. A small number of State Library staff tested both surveys to ensure reliability. Tester feedback was used to change the original proposed survey language as necessary. Minimal demographic questions were asked of the respondents and no personal identification information was collected from those taking the survey.
C-3. Describe the stakeholders involved in the various stages of the Five-Year Evaluation. How did you engage them?

Three groups of stakeholders were engaged. First, the constituent survey asked the opinion of the Hawaii residents about library services. Second, the staff survey was sent to all library staff, and they had the opportunity to provide their opinion on library services. Both surveys were anonymous, and the questions asked were taken specifically from the desired outcomes in the plan. The survey instruments are included in Appendix F (staff) and Appendix G (patron) and sent as separate attachments. Seven HSPLS administrative staff participated in a kick-off meeting to discuss the evaluation process, and State Librarian Stacey Aldrich participated in an extensive interview via Zoom. Administrative staff were also asked to review the evaluation to verify that factual information and documentation was accurate.

C-4. Discuss how HSPLS will share the key findings and recommendations with others.

The key findings and recommendations will be shared with the Board of Education. Results will also be shared with HSPLS staff.

Key Findings and Recommendations

Directions for the Future

HSPLS staff and patrons were asked to identify what the library’s priorities should be in the next five years. Respondents could select up to five answers from a set of pre-defined options, therefore the following percentages will be great than 100%. The top five responses from the 157 staff who provided a response:

- accessing education resources from keiki to kupuna (63.7%),
- a place to read physical books and magazines (59.8%)
- gathering place for connecting with the community (58.6%)
- a place for quiet study and reading (57.3%), and
- learning digital literacy skills (43.3%)

The top five responses from the 12,550 patrons (87.4%) who provided an answer are:

- accessing education resources from keiki to kupuna (77.2%),
- a place to read physical books and magazines (73.0%),
- a place for quite studying and reading (72%),
- learning early literacy skills with programming for keiki (46.3%), and
- providing access to eBooks and eMagazines (46%).

The evaluators recommend that HSPLS leadership consider a primary focus on promoting existing online learning tools and expanding educational resources available for all ages. Staff believe there is a continued need for digital literacy programming. Patrons identified early literacy programming as a need. Almost half of patrons (46%) indicated that they want HSPLS to continue to provide access to eBooks, eMagazines, and other digital content. Additionally, patrons provided over 1,124 comments to this question. Their comments can be viewed in the Appendix I - Patron Survey Results.
<table>
<thead>
<tr>
<th>GOAL</th>
<th>PROJECT</th>
<th>FOCAL AREAS</th>
<th>IMLS INTENT</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>GOAL 1:</strong> Robust Infrastructure</td>
<td>Ensuring Access to Library Resources</td>
<td>Institutional Capacity</td>
<td>Improve the library’s physical and technological infrastructure</td>
</tr>
<tr>
<td><strong>GOAL II:</strong> 24/7 Virtual Collections</td>
<td>Access to Informational Resources</td>
<td>Information Access</td>
<td>Improve users’ ability to obtain and/or use information resources</td>
</tr>
<tr>
<td><strong>GOAL III:</strong> Lifelong Learning</td>
<td>Access to Learning Resources</td>
<td>Lifelong Learning</td>
<td>Improve users’ general knowledge and skills</td>
</tr>
<tr>
<td><strong>GOAL IV:</strong> Innovative Service Development</td>
<td>Chrome Book Labs for Classroom Connections, Virtual Programming Kits</td>
<td>Information Access</td>
<td>Improve users’ ability to obtain and/or use information resources</td>
</tr>
<tr>
<td><strong>GOAL V:</strong> Educated Library Workforce</td>
<td>Continuing Education for Staff</td>
<td>Institutional Capacity</td>
<td>Improve library workforce</td>
</tr>
<tr>
<td>Acronym</td>
<td>Description</td>
<td></td>
<td></td>
</tr>
<tr>
<td>---------</td>
<td>---------------------------------------</td>
<td></td>
<td></td>
</tr>
<tr>
<td>BIP</td>
<td>Books in Print</td>
<td></td>
<td></td>
</tr>
<tr>
<td>eDBs</td>
<td>Electronic databases</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ESSS</td>
<td>Electronic Services Support Services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FFY</td>
<td>Federal Fiscal Year</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FY</td>
<td>Fiscal Year</td>
<td></td>
<td></td>
</tr>
<tr>
<td>HIP</td>
<td>Hawaii Information Portal</td>
<td></td>
<td></td>
</tr>
<tr>
<td>HLC</td>
<td>Hawaii Library Consortium</td>
<td></td>
<td></td>
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<tr>
<td>HSPLS</td>
<td>Hawaii State Public Library System</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ILS</td>
<td>Integrated Library System</td>
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<tr>
<td>IMLS</td>
<td>Institute of Museum and Library Services</td>
<td></td>
<td></td>
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<tr>
<td>LSTA</td>
<td>Library Services and Technology Act</td>
<td></td>
<td></td>
</tr>
<tr>
<td>RFP</td>
<td>Request for Proposals</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SPR</td>
<td>State Program Report</td>
<td></td>
<td></td>
</tr>
<tr>
<td>UH</td>
<td>University of Hawaii</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
APPENDIX D: RESOURCES CONSULTED

Hawaii State Public Library System, Notable Statistics for 2018
Hawaii State Public Library System, Notable Statistics for 2019
Hawaii State Public Library System, Notable Statistics for 2020
Hawaii State Program Report (SPR) for FY2018
Hawaii State Program Report for FY2019
Hawaii State Program Report for FY2020
Hawaii LSTA Five-Year Plan, 2018-2022
Hawaii State Public Library System: LSTA Project Overview FFY2018: Virtual Program Kits
Hawaii State Public Library System: LSTA Project Overview FFY2018: Chromebook Labs for Connecting and Classes
Broadband for A.L.L.-A Digital Equity Declaration for Hawaii
APPENDIX E: INTERVIEW GUIDE USED FOR STAFF INTERVIEWS

1. Please provide a brief overview of your program.
2. Review the current Five-Year Plan to better understand what has been done and the perspective of the State Librarian on these activities
3. IMLS Questions
   a. How was data used to guide the program?
   b. What changes, if any, were made in the most recent Five-year Program?
   c. How was data shared?
4. Review the aspects of the current Five-Year Plan that relate to the program.
   a. Which LSTA Goals in the 2018-2022 Five-Year Plan did your program help implement?
   b. Which LSTA Outcomes in the 2018-2022 Five-Year Plan did your program help implement?
   c. Which LSTA focal areas in the LSTA Evaluation Guidelines did your program address?
5. Is there anything else you want to share?
Aloha!

HSPLS receives federal funds from the Library Services and Technology Act (LSTA) to partially support some of our services. The Institute of Museum and Library Services (IMLS) administers LSTA funding and requires us to evaluate the use of these funds over the past five years. This staff survey is part of that required evaluation process. We appreciate your time in sharing your experience, satisfaction, and insights related to tools and resources improved or deployed by HSPLS over the past five years.

Mahalo for your kokua!

Stacey A. Aldrich, Hawaii State Librarian

Please use the Prev and Next navigation buttons at the bottom of the page to move through the survey instead of your browser's back button. You may click the Next below to begin the survey.
Network Capacity and Speed

* 1. HSPLS continued to make improvements to increase network speed, capacity, and reliability to improve ILS operations and access to online library databases and other resources. Please indicate your level of agreement with the following statements:

- [ ] Strongly disagree
- [ ] Disagree
- [ ] Neither agree nor disagree
- [ ] Agree
- [ ] Strongly agree

I noticed an increase in network speed when using the ILS.

I noticed an increase in network speed when accessing online library databases and other resources.

I am satisfied with network reliability in my library to access the ILS and/or library resources.

Comments
Microsoft Teams

2. HSPLS relies heavily on Microsoft Teams to ensure effective communication and library operations. Please indicate your level agreement with the following statements:

I use Microsoft Teams daily as part of my job.

I feel confident in my ability to use Microsoft Teams as part of my job.

I am satisfied with Microsoft Teams.

Microsoft Teams is an effective communication and collaboration tool for HSPLS.

Comments
Training

3. HSPLS offers a variety of training opportunities for you to learn and develop news skills and knowledge needed to do your job effectively. Please indicate your level of satisfaction with the training(s) you've attended. Please select N/A if you did not attend/participate in this training.

<table>
<thead>
<tr>
<th>Course</th>
<th>Dissatisfied</th>
<th>Somewhat satisfied</th>
<th>Neither satisfied or dissatisfied</th>
<th>Somewhat dissatisfied</th>
<th>Satisfied</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Niche Academy</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>WebJunction</td>
<td></td>
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<td></td>
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<tr>
<td>Horizon Acquisition Module</td>
<td></td>
<td></td>
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<td></td>
<td></td>
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<tr>
<td>Other training</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Comments
4. Do you help library patrons access information using the library’s online databases or online learning resources?

☐ Yes

☐ No
5. HSPLS has heavily emphasized online research databases to library patrons. Please indicate your level of agreement with the following statements:

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly disagree</th>
<th>Disagree</th>
<th>Neither agree or disagree</th>
<th>Agree</th>
<th>Strongly agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>I know how to access our collection of online research databases.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I can easily identify appropriate online research databases for specific subject searches.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I know how to teach library patrons to access and use online research databases.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The current collection of online research databases meets library patrons’ research needs.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The current collection of online research databases is easy to use.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Comments
Online Learning Tools

6. HSPLS has emphasized the availability of online learning tools and resources (e.g. Gale Courses, Mango, Scholastic Teachables). Please indicate your level of agreement with the following statements:

I know how to access our collection of online learning tools.

I know how to teach library patrons to access and use online learning tools.

The current collection of online learning tools meets library patrons’ learning needs.

The current collection of online learning tools is easy to use.

Comments
LibrariesHI App and Online Library Card Applications

7. HSPLS offers library patrons the LibrariesHI App and online library card applications. Please indicate your level of agreement with the following statements:

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly disagree</th>
<th>Disagree</th>
<th>Neither agree or disagree</th>
<th>Agree</th>
<th>Strongly agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>The LibrariesHI App is easy to use.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>I recommend the LibrariesHI App.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>I promote the self check-out feature on the LibrariesHI App.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Library patrons at my library use the LibrariesHI App to checkout items.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>I promote the online library card application.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

Library patrons are using the online library card application and coming to our library branch to get their full privilege library card.

Comments


Virtual Kits

8. What ways does your branch use or plan to use the Virtual Kits for in your library? (Check all that apply)

☐ Virtual tours
☐ Author talks
☐ Book groups
☐ Other (please describe)

[ }
Future Directions

* 9. In the next five years, what do you believe the library should be the place for? (Select up to five):

- [ ] Accessing educational resource for keiki to kupuna
- [ ] Learning and using new technology (e.g. virtual reality, esports)
- [ ] Connecting to healthcare providers via telehealth
- [ ] Using devices like tablets, laptops and computers
- [ ] Connecting my own device (e.g. smartphone, tablet, laptop) to high speed internet
- [ ] Quiet studying and reading
- [ ] Gathering and connecting with the community
- [ ] Connecting with technology and community programs in library outdoor spaces
- [ ] Reading physical books and magazines
- [ ] Reading digital books and magazines
- [ ] Learning early literacy skills programming for keiki
- [ ] Learning digital literacy skills
- [ ] Other future directions not listed above
Demographics
This question is asked to allow us to better understand response collected from staff across HSPLS.

* 10. In which county is your library branch/work location?

- Hawaii
- Honolulu
- Kauai
- Maui

You've reached the end of the survey. Click Done to submit your responses.
Aloha!

We are asking for your help in improving library services by completing this survey about your use of and satisfaction with Hawaii State Public Library System’s digital resources. We receive a federal grant to provide these services to you. We will use your responses to continue to improve services and to complete a required report.

This survey will be open through Sunday, January 2, 2022.

Mahalo for your kokua!

Stacey A. Aldrich, Hawaii State Librarian

Please use the Prev and Next navigation buttons at the bottom of the page to you move through the survey instead of your browser's back button. You may click the Next below to begin the survey.
Online Research Databases

The library provides access to online research databases (e.g. Academic Search Complete, Business Source Complete, Gale OneFile) for your information needs. Library staff may sometimes refer to these as “online databases”, “licensed collections”, or “research databases”.

* 1. Have you used any of our online research databases?

- Yes
- No
2. Which of the following reasons best describes why you have not used our online research databases? (Select all that apply.)

☐ I didn’t know the library offered online research databases.
☐ I don’t have any need to use them.
☐ I don’t know how to use them.
☐ I don’t know enough about what is in them.
☐ They are too difficult to use.
☐ The information I need is not in the databases available.
☐ Other (please specify)
Online Research Databases

3. I used online research databases to find information on: (Select all that apply).

- College or career planning
- Current events
- Finding a job/writing a resume or cover letter
- Genealogy
- Health or medical topics
- History
- Homework
- Hobbies (e.g. gardening, sewing, photography)
- Parenting
- Personal or family finances/budgeting
- Recreational reading suggestions
- Starting or improving my business
- Other (please specify)


4. Please indicate your level of agreement with the following statements about our online research databases:

- Databases provided are easy to use.
- Databases provided are convenient to use.
- Databases have the information I need.
- I value having access to a wide variety of online information databases.

Comments

[Blank space for comments]
eMagazines and eNewspapers

The library provides access to eMagazine and eNewspapers digital collections (e.g. PressReader, New York Times) via our website for your information needs.

5. Have you used any of our eMagazine or eNewspaper digital collections?

☐ Yes
☐ No
eMagazines and eNewspapers

6. Which of the following reasons best describes why you have not used our eMagazine or eNewspaper digital collections? (Select all that apply.)

☐ I didn’t know the library offered eMagazine and eNewspaper digital collections.
☐ I don’t have any need to use them.
☐ I don’t know how to use them.
☐ I don’t know enough about what is in them.
☐ They are too difficult to use.
☐ I don’t have a device (e.g. tablet, laptop, computer) to access the digital collections.
☐ I prefer paper.
☐ Other (please specify)
7. I used eMagazine or eNewspaper digital collections to find information on: (Select all that apply).

- [ ] Current events
- [ ] Finding a job/writing a resume or cover letter
- [ ] Genealogy
- [ ] Health or medical topics
- [ ] History
- [ ] Homework
- [ ] Hobbies (e.g. gardening, sewing, photography)
- [ ] Parenting
- [ ] Personal or family finances/budgeting
- [ ] Starting or improving my business
- [ ] Other (please specify)


8. Please indicate your level of agreement with the following statements about our eMagazine or eNewspaper digital collections:

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly disagree</th>
<th>Disagree</th>
<th>Neither agree or disagree</th>
<th>Agree</th>
<th>Strongly agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>The eMagazines and eNewspapers provided are easy to use.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The eMagazines and eNewspapers provided are convenient to use.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The eMagazines and eNewspapers have the information I need.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I value having access to The eMagazines and eNewspapers.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Comments


Online Learning Tools

The library provides access to a set of online learning tools (e.g. Gale Courses, Mango Languages, Scholastic Teachables, Virtual Programming via the library's website) covering a wide variety of topics.

* 9. Have you used any of our online learning tools?

☐ Yes
☐ No
Online Learning Tools

10. Which of the following reasons best describes why you have not used our online learning tools? (Select all that apply.)

☐ I didn’t know the library offered online learning tools.
☐ I don’t have any need to use them.
☐ I don’t know how to use them.
☐ I don’t know enough about what is in them.
☐ They are too difficult to use.
☐ The information I need to learn is not in the tools available.
☐ I don’t have time to take a course.
☐ Other (please specify)
Online Learning Tools

11. I used online learning tools for: (Select all that apply).

☐ College test preparation (e.g. SAT, ACT)
☐ Developing news skills for a new job/career
☐ Improving skills for my current job/career
☐ Job searching, including resume preparation
☐ Learning a language
☐ Learning more about my interest(s)
☐ Researching a new career
☐ School or college assignments
☐ Supplementing my child's education during COVID
☐ Other (please specify)
12. Please indicate your level of agreement with the following statements about our online learning tools:

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly disagree</th>
<th>Disagree</th>
<th>Neither agree or disagree</th>
<th>Agree</th>
<th>Strongly agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>Learning tools provided are easy to use.</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Learning tools provided are convenient to use.</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>I have gained new knowledge and/or skills by using the learning tools.</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>I learned a skill that helped me prepare for a job.</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>I learned more about my interest(s).</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
</tbody>
</table>

Comments


Online Library Services
The library provides many services online to make it easier for you to use the library. These services include online holds, online renewals, online computer reservations, LibrariesHI Mobile App, online library card application, and virtual programs.

13. Which of the following online services have you used?

<table>
<thead>
<tr>
<th>Service</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Online Holds</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Online Renewal of books</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Online Computer Reservation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>LibrariesHI Mobile App</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Applied for a library card online</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Attended a virtual library program</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
14. Please indicated your level of satisfaction with the following statements. Select N/A (not applicable) if you have not used that specific online library service:

<table>
<thead>
<tr>
<th>Service</th>
<th>Dissatisfied</th>
<th>Somewhat dissatisfied</th>
<th>Neither satisfied or satisfied</th>
<th>Somewhat satisfied</th>
<th>Satisfied</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Placing an online hold</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Renewing materials borrowed online</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Making a reservation to use a computer</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Using the LibrariesHI App overall</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Using LibrariesHI App to check out books</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>yourself when in the library</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Applying for a library card online</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Attending a virtual program</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Comments


15. Have you used a Chromebook at the public library?

☐ Yes
☐ No
16. What did you use the Chromebook to do? (Check all that apply.)

☐ Connect to the Internet.

☐ Provide testimony to the legislature.

☐ Participate in a digital literacy class.

Comments
Future Directions

17. In the next five years, what do you believe the library should be the place for? (Select up to five):

- Accessing educational resource for keiki to kupuna
- Learning and using new technology (e.g. virtual reality, esports)
- Connecting to healthcare providers via telehealth
- Using devices like tablets, laptops and computers
- Connecting my own device (e.g. smartphone, tablet, laptop) to high speed internet
- Quiet studying and reading
- Gathering and connecting with the community
- Connecting with technology and community programs in library outdoor spaces
- Reading physical books and magazines
- Reading digital books and magazines
- Learning early literacy skills programming for keiki
- Learning digital literacy skills
- Other (please specify)
Demographics

* 18. What library location do you visit most often?

* 19. What is your age?

You've reached the end of the survey. Click Done to submit your responses.
Q1 HSPLS continued to make improvements to increase network speed, capacity, and reliability to improve ILS operations and access to online library databases and other resources. Please indicate your level of agreement with the following statements:

Answered: 163  Skipped: 0
I noticed an increase in network speed when using the ILS.  

<table>
<thead>
<tr>
<th></th>
<th>STRONGLY DISAGREE</th>
<th>DISAGREE</th>
<th>NEITHER AGREE OR DISAGREE</th>
<th>AGREE</th>
<th>STRONGLY AGREE</th>
<th>TOTAL</th>
<th>WEIGHTED AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>I noticed an increase in network speed when accessing online library databases and other resources.</td>
<td>0.61% 1 6.13% 10 52.15% 85 34.97% 57 6.13% 10</td>
<td>163</td>
<td>3.40</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I am satisfied with network speed in my library to access the ILS and/or library resources.</td>
<td>1.84% 3 11.04% 18 17.18% 28 57.67% 94 12.27% 20</td>
<td>163</td>
<td>3.67</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

# COMMENTS

1. Many of the older computers cannot take advantage of increased network speed.
   DATE: 11/22/2021 2:28 PM

2. The HSPLS home page seems to take a longer time to load when comparing to other robust library websites. Even in-library.
   DATE: 11/18/2021 6:13 PM

3. Outages from rain/landslides continue to be a problem occasionally.
   DATE: 11/18/2021 4:27 PM

4. Wifi is terrible.
   DATE: 11/18/2021 4:26 PM

5. Have not noticed any changes. Connectivity is still spotty in different areas of the library.
   DATE: 11/18/2021 4:03 PM

6. Sometimes we have unexplained network outages.
   DATE: 11/18/2021 3:07 PM

7. I have not noticed a change.
   DATE: 11/18/2021 2:59 PM

8. Public and staff computers are out of date, thus the speed of Internet is relatively the same.
   DATE: 11/18/2021 2:13 PM

9. The network went down several times this year, which resulted in us receiving hundreds of patron questions about their sudden inability to access online resources. While there have certainly been outages before, I do not recall them being quite as extreme in terms of length or severity as they have been so far in 2021.
   DATE: 11/18/2021 1:26 PM

10. New fiber optic into our facility. Early to rate.
    DATE: 11/18/2021 4:39 AM

11. Maybe we will never be happy with the network reliability until it never ever goes down, but that's probably impossible.
    DATE: 11/17/2021 8:27 PM

12. The network is very fast now, and usually reliable.
    DATE: 11/17/2021 8:02 PM

13. Network speed and reliability are spotty at the state library. We need a hotspot on the third floor for staff who tests out mobile devices for patron calls and emails. The state library is big, so basement areas and various public spots have spotty connection. Wired connections are usually fine, but we have experienced slow internet usage. In particular, HIP is usually slow.
    DATE: 11/17/2021 6:43 PM

14. This is true especially for the Wifi. Patrons are now able to view video presentations with ease.
    DATE: 11/17/2021 6:34 PM

15. It might be helpful for staff to know what ILS stands for. While I understand, I think some staff might think that ILS has to do with wi-fi. I’m grateful that it is faster.
    DATE: 11/17/2021 6:30 PM
Q2 HSPLS relies heavily on Microsoft Teams to ensure effective communication and library operations. Please indicate your level agreement with the following statements:

Answered: 161    Skipped: 2
<table>
<thead>
<tr>
<th>#</th>
<th>COMMENTS</th>
<th>DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>file management and version control is a weak area for Teams</td>
<td>11/30/2021 4:28 PM</td>
</tr>
<tr>
<td>2</td>
<td>Teams improved my work and relationships with other librarians and our island's ASET. File sharing, information sharing and response rate to inquiries has been improved. Teams has also helped de-clutter my Inbox, which has led to fewer messages being lost in the flood of emails. The video chat feature also helped collaboration during social distancing.</td>
<td>11/30/2021 3:04 PM</td>
</tr>
<tr>
<td>3</td>
<td>Not sure what we're supposed to be using Microsoft Teams for. Don't recall much training about Microsoft Teams.</td>
<td>11/26/2021 3:57 PM</td>
</tr>
<tr>
<td>4</td>
<td>My understanding is that Microsoft Teams is being used as a communication tool for some job classifications, but this has not been announced or explained system-wide. Why do some job classifications have this while others do not? It has never been explained how Teams is being used within the library for communication. At HSL, the Sections' Outlook accounts were used to form some Team groups, while individual employee Outlook accounts were used to form the section Teams groups. One needs to be signed in to both the Section's acct and an individual acct at the same time to receive all Teams messages. For example, an H&amp;P section employee working at the H&amp;P Ref Desk needs to be signed in with H&amp;P Section's acct to see the HSL Ref Desk Team General chat which is used to communicate with coworkers at other Reference Desks. But that employee also must sign-in to their individual Outlook acct to communicate with their section coworkers via the HSL H&amp;P Team group. And there is NO building-wide group to allow fast communication with all coworkers in the building. It just seems like it was not thought through before the system was implemented. Or perhaps staff who set it up did not know what they were doing/more likely weren't trained how to set up a Teams system. We have a terrible time with communication intra-library, inter-library, system-wide...the disorganization of Teams isn't helping.</td>
<td>11/22/2021 9:08 PM</td>
</tr>
<tr>
<td>5</td>
<td>My last interaction with Microsoft Teams was not a good one. The audio would not work even though the audio connection tested okay.</td>
<td>11/22/2021 2:29 PM</td>
</tr>
<tr>
<td>6</td>
<td>Recently, we've been having issues with MS Teams. The sound goes in and out and the video freezes. I'm unsure if this is a problem with MS Teams or the network connection.</td>
<td>11/19/2021 2:03 PM</td>
</tr>
<tr>
<td>7</td>
<td>Good for meetings, not so good for daily communication.</td>
<td>11/18/2021 8:30 PM</td>
</tr>
<tr>
<td>8</td>
<td>The amount of information posted through Teams is overwhelming and can get lost in the “chat“ function. It can also be hard for people to find information all in one place on Teams.</td>
<td>11/18/2021 6:14 PM</td>
</tr>
<tr>
<td>9</td>
<td>I would like the system to form an Adult Librarian group. I think if we had our own hui, I'm sure we would be collaborating at a greater level using Teams.</td>
<td>11/18/2021 2:15 PM</td>
</tr>
<tr>
<td>10</td>
<td>It's been a Godsend during COVID, that's for sure.</td>
<td>11/17/2021 8:02 PM</td>
</tr>
<tr>
<td>11</td>
<td>I believe HSPLS chose Microsoft Teams without evaluating how useful it was for staff, and it is not being used to its best advantage.</td>
<td>11/17/2021 7:12 PM</td>
</tr>
<tr>
<td>12</td>
<td>There doesn't seem to be one best way/process for staff to communicate with each other to collaborate or discuss with others.</td>
<td>11/17/2021 6:55 PM</td>
</tr>
<tr>
<td>13</td>
<td>MS Teams is cumbersome to work with files. Their office software within Teams is a stripped down version of locally installed MS Office programs. Some features and options are disabled which make it problematic when working in Excel and Word. You cannot drag and drop files from your computer, into Teams. You have to navigate through the file directory to save files - which is the old, traditional way of saving files back in Windows 3.1. Nowadays, dragging and dropping should be standard for file transfers, especially for MS Windows and MS made user interfaces like Teams.</td>
<td>11/17/2021 6:46 PM</td>
</tr>
<tr>
<td>14</td>
<td>User friendliness could be improved, and when collaborating outside the organization or conducting interviews that process could be streamlined and simpler to understand and to explain.</td>
<td>11/17/2021 6:20 PM</td>
</tr>
<tr>
<td>15</td>
<td>I don't always see when other librarians post. I kind of wish we agree as a system what method of communication to use. Or like how we get reminders every so often about Social Media contributions, or Jon Takaki. If someone could remind us to set notifications or check the teams rooms? forums? Idk? Why cant people just send seeking input from others via email? Or link to the ?forum? post in an email? I feel like a lot of people miss out on valid conversations because they don't see them.</td>
<td>11/17/2021 6:11 PM</td>
</tr>
<tr>
<td>16</td>
<td>Would appreciate staff receiving training on how to use Microsoft Teams.</td>
<td>11/17/2021 6:03 PM</td>
</tr>
<tr>
<td>17</td>
<td>Zoom is easier to use than Teams</td>
<td>11/17/2021 5:46 PM</td>
</tr>
<tr>
<td>18</td>
<td>What are the teams, and who decides who is on them?</td>
<td>11/17/2021 5:20 PM</td>
</tr>
<tr>
<td>19</td>
<td>The files function is quirky and not that easy to organize so it can make finding files tedious. Other than that, it is a great tool that I feel very comfortable using.</td>
<td>11/17/2021 5:10 PM</td>
</tr>
<tr>
<td>20</td>
<td>Recordings cannot be removed, though.</td>
<td>11/17/2021 4:56 PM</td>
</tr>
</tbody>
</table>
Q3 HSPLS offers a variety of training opportunities for you to learn and develop new skills and knowledge needed to do your job effectively. Please indicate your level of satisfaction with the training(s) you've attended. Please select N/A if you did not attend/participate in this training.

Answered: 157  Skipped: 6
<table>
<thead>
<tr>
<th>#</th>
<th>COMMENTS</th>
<th>DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Honestly I cannot remember a Webjunction training. I remember a webinar with someone talking about why and how he founded Niche academy...but cannot remember a follow-up once we actually had videos available through Niche. Only recently, through the monthly training newsletter, did I realize that someone is actually updating and selecting the content for Niche.</td>
<td>11/22/2021 9:11 PM</td>
</tr>
<tr>
<td>2</td>
<td>Service Philosophy Training had too many sessions. Northstar training seemed like a commercial than information. &quot;In house&quot; training seems to get better response than hiring &quot;outside&quot; speakers.</td>
<td>11/18/2021 8:35 PM</td>
</tr>
<tr>
<td>3</td>
<td>The items above are mostly training software, not actual trainings. This question confused me. I answered as though you were asking about the software rather than specific training courses.</td>
<td>11/18/2021 6:17 PM</td>
</tr>
<tr>
<td>4</td>
<td>I wish admin would eliminate the login process to access Niche Academy. I would appreciate it if we could use our 'circ' e-mail accounts to access NA content instead of using my own. Or, why not upload our training videos to OneDrive? I always access SharePoint to look up training manuals and memos.</td>
<td>11/18/2021 2:21 PM</td>
</tr>
<tr>
<td>5</td>
<td>We did several trainings focused on how to improve interactions with patrons during the pandemic whom we could see in person. Since we have not interacted with patrons since before the pandemic (and have not since interacted with them in person even several months after these trainings) this information is theoretical at best. It would be far more useful to have trainings focused on how to interact with patrons during the pandemic over the phone since that is what we actually do on a daily basis as part of our jobs.</td>
<td>11/18/2021 1:33 PM</td>
</tr>
<tr>
<td>6</td>
<td>The Learning Opportunities Newsletter (LON) is a wonderful &amp; useful addition to HSPLS. Perhaps some of the recommended Service webinars may be vetted by a group of all levels of staff.</td>
<td>11/18/2021 1:26 PM</td>
</tr>
</tbody>
</table>
front line staff for relevancy and usefulness of content before non-management staff receives a system-wide recommendation (i.e. webinar: addressing difficult patrons & staff, good to start conversation but greater part of information was for a setting different than HSPLS). Our experience with Niche Academy has been mixed. Hopeful for content in Soft Skills webinar (disappointing) and pleased with presentation of Half the Victory: Preparing for Opioid Crisis, well done, familiar with presenter which was a tip to trusting the quality of presentation. Thank you for all the efforts to provide the LON monthly and thank you for your consideration of suggestions.

<table>
<thead>
<tr>
<th>ID</th>
<th>Text</th>
<th>Date/Time</th>
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</thead>
<tbody>
<tr>
<td>7</td>
<td>Our trainers are great!</td>
<td>11/17/2021 8:02 PM</td>
</tr>
<tr>
<td>8</td>
<td>I like North Star too.</td>
<td>11/17/2021 7:21 PM</td>
</tr>
<tr>
<td>9</td>
<td>Much training is being done through webinars that are badly scheduled for most staff. A physical printout needs to be made available for most training sessions, as reviewing a webinar is much harder than reviewing a printed copy.</td>
<td>11/17/2021 7:15 PM</td>
</tr>
<tr>
<td>10</td>
<td>Who has time for training! The pandemic has increased workload with non-core library work that it's a struggle to stay on top of &quot;nice to haves&quot; like training. Plus getting funding to pay for some of it can be difficult. Our Friends group doesn't believe in funding things they believe the employer should shoulder. They rather spend their money on the community, not the library.</td>
<td>11/17/2021 6:58 PM</td>
</tr>
<tr>
<td>11</td>
<td>Niche Academy is very hit-or-miss; some are excellent like the Opiate Crisis webinar and others like the Library Soft Skills webinar are fairly useless. I wish they could be previewed prior to advertising them in our learning opportunities newsletter.</td>
<td>11/17/2021 6:22 PM</td>
</tr>
<tr>
<td>12</td>
<td>Such a wide variety of training is available but often it is lengthy and provided on short notice without time to adequately plan for adjusting schedules. Too many different platforms makes it confusing for staff who aren't as comfortable with the technology and requires extra work on the part of managers to provide technical help.</td>
<td>11/17/2021 6:22 PM</td>
</tr>
<tr>
<td>13</td>
<td>Can be confusing to non-tech savvy when switching between different training formats (Teams vs Zoom).</td>
<td>11/17/2021 5:43 PM</td>
</tr>
<tr>
<td>14</td>
<td>Dissatisfied with HI State Payroll HIP training--out of HSPLS control</td>
<td>11/17/2021 5:37 PM</td>
</tr>
<tr>
<td>15</td>
<td>The Service Philosophy &quot;Training&quot; was mostly didactic and seemed designed to fulfill BOE goals of one individual not the system</td>
<td>11/17/2021 5:22 PM</td>
</tr>
<tr>
<td>16</td>
<td>Cultural perspective training is necessary/needed in order for all HSPLS employees to successfully understand and practice the concept of aloha, in conjunction with our new service philosophy training. This important cultural tenet and its scope was not addressed, and it must be addressed. There is a vast difference between status quo/host culture/tourism versions of aloha and true aloha, which is rooted in reciprocal connections and responsibilities to ‘āina and the collective. Taken without context, the adoption of this crucial Kanaka Maoli concept by HSPLS feels like cultural appropriation.</td>
<td>11/17/2021 5:10 PM</td>
</tr>
<tr>
<td>17</td>
<td>A serials module in the Acquisitions module would be useful. Especially if it allowed us to link magazine issues and circulate them like books. Would get more magazines returned that way.</td>
<td>11/17/2021 4:55 PM</td>
</tr>
</tbody>
</table>
Q4 Do you help library patrons access information using the library's online databases or online learning resources?

Answered: 159  Skipped: 4

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
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</thead>
<tbody>
<tr>
<td>Yes</td>
<td>82.39%</td>
</tr>
<tr>
<td>No</td>
<td>17.61%</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
</tr>
</tbody>
</table>
Q5 HSPLS has heavily emphasized online research databases to library patrons. Please indicate your level of agreement with the following statements:

Answered: 130  Skipped: 33
I know how to access our collection of online research databases.

<table>
<thead>
<tr>
<th>STRONGLY DISAGREE</th>
<th>DISAGREE</th>
<th>NEITHER AGREE OR DISAGREE</th>
<th>AGREE</th>
<th>STRONGLY AGREE</th>
<th>TOTAL</th>
<th>WEIGHTED AVERAGE</th>
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<tbody>
<tr>
<td>0.00%</td>
<td>0</td>
<td>2.31%</td>
<td>66.15%</td>
<td>31.54%</td>
<td>130</td>
<td>4.29</td>
</tr>
</tbody>
</table>

I can easily identify appropriate online research databases for specific subject searches.

<table>
<thead>
<tr>
<th>STRONGLY DISAGREE</th>
<th>DISAGREE</th>
<th>NEITHER AGREE OR DISAGREE</th>
<th>AGREE</th>
<th>STRONGLY AGREE</th>
<th>TOTAL</th>
<th>WEIGHTED AVERAGE</th>
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<tbody>
<tr>
<td>0.00%</td>
<td>0</td>
<td>15.38%</td>
<td>57.69%</td>
<td>20.00%</td>
<td>130</td>
<td>3.91</td>
</tr>
</tbody>
</table>

I know how to teach library patrons to access and use online research databases.

<table>
<thead>
<tr>
<th>STRONGLY DISAGREE</th>
<th>DISAGREE</th>
<th>NEITHER AGREE OR DISAGREE</th>
<th>AGREE</th>
<th>STRONGLY AGREE</th>
<th>TOTAL</th>
<th>WEIGHTED AVERAGE</th>
</tr>
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<tbody>
<tr>
<td>0.00%</td>
<td>0</td>
<td>6.15%</td>
<td>66.15%</td>
<td>26.15%</td>
<td>130</td>
<td>4.17</td>
</tr>
</tbody>
</table>

The current collection of online research databases meets library patrons' research needs.

<table>
<thead>
<tr>
<th>STRONGLY DISAGREE</th>
<th>DISAGREE</th>
<th>NEITHER AGREE OR DISAGREE</th>
<th>AGREE</th>
<th>STRONGLY AGREE</th>
<th>TOTAL</th>
<th>WEIGHTED AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.00%</td>
<td>0</td>
<td>24.62%</td>
<td>63.08%</td>
<td>8.46%</td>
<td>130</td>
<td>3.76</td>
</tr>
</tbody>
</table>

The current collection of online research databases is easy to use.

<table>
<thead>
<tr>
<th>STRONGLY DISAGREE</th>
<th>DISAGREE</th>
<th>NEITHER AGREE OR DISAGREE</th>
<th>AGREE</th>
<th>STRONGLY AGREE</th>
<th>TOTAL</th>
<th>WEIGHTED AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.62%</td>
<td>8.46%</td>
<td>40.77%</td>
<td>42.31%</td>
<td>3.85%</td>
<td>130</td>
<td>3.32</td>
</tr>
</tbody>
</table>

COMMENTS

1. I am solid with the databases that relate specifically to my section, while I am less familiar with the databases that do not relate to my section's subject area since I do not get the opportunity to use them often enough to keep it fresh in my mind. I find that the databases are to find/navigate to on our website. Trying to tell or show a patron how to get to Proquest for the digitized microfilm for example...you can't get there from the Research.

2. A discovery tool, such as the one utilized by UH, would tremendously help our patrons to access our databases.

3. Too many. Need review, training, tips from staff who know more.

4. I think the issue is that many patrons do not know the databases are available.

5. Ease of use depends on individual patrons.

6. Searching for the databases on our website is not user friendly and difficult even for staff to find and discover what we need. We shouldn't have to "know where to look" to find resources in this day and age.
<table>
<thead>
<tr>
<th>ID</th>
<th>Comment</th>
<th>Date/Time</th>
</tr>
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<tbody>
<tr>
<td>7</td>
<td>The vast majority of patrons on Hawaii Island do not seem to know that these databases exist. I have tried my best to highlight them over the past few years.</td>
<td>11/18/2021 3:10 PM</td>
</tr>
<tr>
<td>8</td>
<td>Library patrons lack the patience and experience using our research databases. It seems like they are looking for someone (librarians) to do the work for them. I need to familiarize accessibility via our library app.</td>
<td>11/18/2021 2:24 PM</td>
</tr>
<tr>
<td>9</td>
<td>It would be very helpful for patrons if HSPLS had a feature similar to UH's OneSearch that can search all or most of the databases simultaneously. Many patrons are only dimly aware that the databases exist or do not know about them at all. I think it would increase awareness and usage if the databases were more readily searchable in this manner since the average patron will not otherwise find what they need without assistance.</td>
<td>11/18/2021 1:37 PM</td>
</tr>
<tr>
<td>10</td>
<td>Searching in most of the ebsco provided databases is extremely unfriendly - vs - those provided by Gale or others. ie: Legal Collection vs Science (Gale in Context). Whatever that search screen is in Legal Collection and a lot of other Ebsco provided databases is horrible.</td>
<td>11/17/2021 9:19 PM</td>
</tr>
<tr>
<td>11</td>
<td>Some are more difficult than others, and require a degree of practice/expertise that many patrons have no wish to cultivate. But the determined ones will do it!</td>
<td>11/17/2021 8:03 PM</td>
</tr>
<tr>
<td>12</td>
<td>Patrons have enjoyed the things they can do with our new library app.</td>
<td>11/17/2021 7:23 PM</td>
</tr>
<tr>
<td>13</td>
<td>Databases are changed very frequently and keeping up with what is available in which database is difficult.</td>
<td>11/17/2021 7:16 PM</td>
</tr>
<tr>
<td>14</td>
<td>We have such a wide variety but sometimes it's time-consuming to determine which of many may be the source for a particular resource such as a newspaper publication. Trial and error could be eliminated if we had a comprehensive index to all of our collections.</td>
<td>11/17/2021 6:25 PM</td>
</tr>
<tr>
<td>15</td>
<td>Uneven. Some are easy to use, others are not.</td>
<td>11/17/2021 5:49 PM</td>
</tr>
<tr>
<td>16</td>
<td>Online databases could be reduced, probably not all get used.</td>
<td>11/17/2021 5:45 PM</td>
</tr>
<tr>
<td>17</td>
<td>It would be great to break apart the very long list of databases into curated pages for different patron groups or subject areas. I've heard from patrons that we have way too much to choose from and they don't know where to start, even on the pages where we have arranged databases by subject. And there is no category for Literature or Literary Criticism - something that is taught in high schools when students write papers. Putting the new Learning Express Library in the Test Prep category and master list will make it easier to find too. We have lots of good stuff hiding inside the databases and the general public isn't aware.</td>
<td>11/17/2021 5:26 PM</td>
</tr>
<tr>
<td>18</td>
<td>Too many choices and not enough description of what is in each database</td>
<td>11/17/2021 5:23 PM</td>
</tr>
<tr>
<td>19</td>
<td>More tips and tricks for patrons would be very helpful for patrons at home and those who don't want to ask for help.</td>
<td>11/17/2021 5:13 PM</td>
</tr>
<tr>
<td>20</td>
<td>There are no links to free online Hawaiian resources.</td>
<td>11/17/2021 4:58 PM</td>
</tr>
<tr>
<td>21</td>
<td>Would like to see more science resources and more resources in all topic areas for students, especially on project and report topics (like science projects)</td>
<td>11/17/2021 4:57 PM</td>
</tr>
<tr>
<td>22</td>
<td>Varies greatly from patron to patron based on familiarity with tech and comp. literacy.</td>
<td>11/17/2021 4:53 PM</td>
</tr>
</tbody>
</table>
Q6 HSPLS has emphasized the availability of online learning tools and resources (e.g. Gale Courses, Mango, Scholastic Teachables). Please indicate your level of agreement with the following statements:

Answered: 130  Skipped: 33
<table>
<thead>
<tr>
<th>#</th>
<th>COMMENTS</th>
<th>DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Patrons are interested in Mango. Older teens need more exposure to Peterson's.</td>
<td>11/22/2021 2:35 PM</td>
</tr>
<tr>
<td>2</td>
<td>Ease of use depends on individual patron.</td>
<td>11/18/2021 8:37 PM</td>
</tr>
<tr>
<td>3</td>
<td>It's hard to say exactly what our user's needs are without doing a study. There may be things out there that our patrons want and need, but we don't formally ask them, so that could be an improvement. A focused effort to work with our communities to get feedback on services and tools.</td>
<td>11/18/2021 6:32 PM</td>
</tr>
<tr>
<td>4</td>
<td>I don't know of many patrons who are using these.</td>
<td>11/18/2021 3:11 PM</td>
</tr>
<tr>
<td>5</td>
<td>our patrons get confused when accessing our digital resources. For example, they will go directly to Ancestry.com's commercial website instead of the library's Ancestry.com page to access content. They will call and ask why they are being charged to access content when it's supposed to be free. We have to remind our patrons to always start at our website first to access OverDrive, Kanopy, Ancestry, PressReader, New York Times, etc.</td>
<td>11/18/2021 2:29 PM</td>
</tr>
<tr>
<td>6</td>
<td>Patrons are often confused by how to access Gale Courses after they are enrolled and complete assignments in them. I think it would be helpful if the course instructors had a more proactive role in terms of being readily contactable by patrons since they are often the only ones who can answer patrons' course-specific questions anyway. Also, I think there should be a limit on how many Gale Courses a patron can sign up for at a time so they do not monopolize the courses and block other patrons from participating. Earlier this week one patron signed up for at least 43 different Gale Courses on the same day, which will be ostensibly impossible for an individual to complete.</td>
<td>11/18/2021 1:43 PM</td>
</tr>
<tr>
<td>7</td>
<td>Most of these have their own, well-designed search options</td>
<td>11/17/2021 9:20 PM</td>
</tr>
<tr>
<td>8</td>
<td>LOVE MANGO</td>
<td>11/17/2021 8:04 PM</td>
</tr>
<tr>
<td>9</td>
<td>Parents and teachers are excited about Scholastic Teachables and Bookflix.</td>
<td>11/17/2021 7:24 PM</td>
</tr>
<tr>
<td>10</td>
<td>As soon as I feel comfortable with one online tool, it gets dropped in favor of the next shiny object.</td>
<td>11/17/2021 7:17 PM</td>
</tr>
<tr>
<td>11</td>
<td>I am very excited that we have GED completion courses now. This is a wonderful resource to share with our communities.</td>
<td>11/17/2021 5:27 PM</td>
</tr>
<tr>
<td>12</td>
<td>Too many options of different databases, not enough description of what the databases are. More of a procured selection would be better</td>
<td>11/17/2021 5:24 PM</td>
</tr>
<tr>
<td>13</td>
<td>Ease of use is dependent on patron's skill level and willingness to learn.</td>
<td>11/17/2021 5:00 PM</td>
</tr>
</tbody>
</table>
With the Pandemic going on, we have less patrons coming into the library, for those who do come in, we seem to be meeting their needs.
Q7 HSPLS offers library patrons the LibrariesHI App and online library card applications. Please indicate your level of agreement with the following statements:

Answered: 130  Skipped: 33
I promote the online library card application.

<table>
<thead>
<tr>
<th></th>
<th>STRONGLY DISAGREE</th>
<th>DISAGREE</th>
<th>NEITHER AGREE OR DISAGREE</th>
<th>AGREE</th>
<th>STRONGLY AGREE</th>
<th>TOTAL</th>
<th>WEIGHTED AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>The LibrariesHI App is easy to use.</td>
<td>0.77%</td>
<td>5.38%</td>
<td>20.77%</td>
<td>50.77%</td>
<td>22.31%</td>
<td>130</td>
<td>3.88</td>
</tr>
<tr>
<td>I recommend the LibrariesHI App.</td>
<td>0.00%</td>
<td>5.43%</td>
<td>13.95%</td>
<td>48.84%</td>
<td>31.78%</td>
<td>129</td>
<td>4.07</td>
</tr>
<tr>
<td>I promote the self check-out feature on the LibrariesHI App.</td>
<td>5.43%</td>
<td>15.50%</td>
<td>34.11%</td>
<td>21.71%</td>
<td>23.26%</td>
<td>129</td>
<td>3.42</td>
</tr>
<tr>
<td>Library patrons at my library use the LibrariesHI App to checkout items.</td>
<td>6.98%</td>
<td>22.48%</td>
<td>34.11%</td>
<td>26.36%</td>
<td>10.08%</td>
<td>129</td>
<td>3.10</td>
</tr>
<tr>
<td>I promote the online library card application.</td>
<td>5.43%</td>
<td>13.95%</td>
<td>32.56%</td>
<td>37.98%</td>
<td>10.08%</td>
<td>129</td>
<td>3.33</td>
</tr>
<tr>
<td>Library patrons are using the online library card application and coming to our library branch to get their full privilege library card.</td>
<td>2.31%</td>
<td>0.77%</td>
<td>19.23%</td>
<td>63.08%</td>
<td>14.62%</td>
<td>130</td>
<td>3.87</td>
</tr>
</tbody>
</table>

COMMENTS

1. I find both the online cards and the self-checkout troublesome. Self-checkout because how
can we trust people checked out all their books? It's yet another thing for us to be anxious about and watch. The self-checkout machines would be better, and the Online cards are irritating because why can't patrons just fill something out and receive a full-fledged card in the mail? So many hoops for our patrons to jump through just to get a library card.

2 Some patrons who come in for a physical library card are still confused about the fact that the virtual card accesses only virtual items in the virtual collection. I'd guess about 1/3 of the patrons.

3 It is VERY confusing to patrons that we have an "old" app and a "new" app...I spend a lot of time explaining why it's worth it to update to the new app. Perhaps its time to announce a phase-out of the old chillifresh app, then remove it from the stores?

4 The online library card application and self-checkout features have not been promoted at my location.

5 The online application can cause issues for patrons because “full” cards still must be made for “full” services. The app has security access issues.

6 Library patrons prefer the personal interaction when checking out items at the circulation/reference desk. Patrons have come to staff asking to double-check their accounts to make sure they used the self check-out feature correctly. Some become flustered and upset because it takes time away when they could have waited in line to check out the usual method.

7 Please remove old Library app or redirect patrons who have it to get the new one. Some patrons still have the old one and have received no notification of the change (if they aren't regular users). By the time they arrive at the library they are frustrated because the app isn't working. I know this is possible as I've had it occur with other apps on my devices. Mahalo.

8 Patrons are usually confused and upset after filling out their online library card because they can't access books and holds (for physical copies) and then when we explain they have to come in to the library, they either complain or say okay 50/50 from my experience.

9 Patrons enjoy the personal interaction with staff when they check out books; most of them do not care to use a self-checkout.

10 The wifi in the building makes it difficult to continue to promote the LibrariesHI App.

11 Fewer patrons are visiting the library, which means I have less of an opportunity to share with them how awesome our new app is.

12 The LibrariesHawaii app contains a feature that allows patrons to place holds on eBooks and eAudiobooks and to return them from their checkouts list but not to actually read/borrow them. We routinely receive questions from very confused or upset patrons who waited for weeks or months to borrow eBooks or eAudiobooks only to return them by accident rather than reading them because the only option in the LibrariesHawaii app was to return the book. The patrons typically do not realize that this was not the correct option until after the book was returned. We can help them to a point but since by then the next patron in the queue already has the book then the patron must then wait at least three weeks to borrow the book that they returned by mistake. This problem would be avoided entirely if patrons either could borrow digital books through the LibrariesHawaii app as they can in Libby and Overdrive or if the apps were kept entirely separate as they were previously. The online library card application form that is presently accessible to patrons is for the temporary 45-day cards. There is a green "register" link that takes patrons to this application when they try to perform mundane unrelated tasks such as log into their library account in order to renew physical books or see a list of the physical items they have borrowed or when they attempt to place physical items on hold via the new catalog. A vast number of patrons have created online cards accidentally even though they already had regular cards. These patrons then call us and are very confused/upset because they were not able to renew their physical books on time, can't see which physical books they have checked out, or are unable to place physical items on hold because they clicked on the green "register" link instead of "login." There are also many patrons who signup for temporary 45-day cards because they do not know their PINs and are under the mistaken impression that they do not yet have a PIN and need to register online in order to obtain one. This is very common problem and is probably among the top three issues patrons have had during the pandemic. Since the temporary cards cannot be used to borrow physical items and will invariably result in an error message if a patron attempts to use one to borrow physical materials, it does not make sense that the patrons would be directed to the temporary card application when they are using the new catalog that principally focuses on physical items.

13 Estimate about 10 patrons use the self check-out regularly. When we less open to the public a year+ ago, the online library card was a powerful option for those who did not want to come or
could not come to the library for curbside or when we were not available to assist them for a couple of months. It is a great option to have for those who are more tech savvy, seek their information independently on-line and immediately it is a resource to suggest if someone is calling on the phone with needs that can be met with the online card. Since we are open now, when patrons want a library card, they usually arrive in person at the branch and it is simple to service them in person with a full privilege library card.

14 majority do in-person cards. we have only a 2-3 families that do self-checkout, and 1-2 individuals that use self-checkout. I don't know why, but it's hard to get people to download LibrariesHI app. They have to be into apps. 11/17/2021 9:22 PM

15 The LibrariesHI app has a clunky interface. It is hard to navigate visually. It's functional, of course, but it is not intuitive visually or seem as polished as other user interfaces. 11/17/2021 8:35 PM

16 Patrons are still finding out about the self-checkout feature, but those who've been told about it seem to think it's awesome. 11/17/2021 8:05 PM

17 Sometimes gives less accurate results than the desktop PAC interface - mobile app tends to move ebooks to the top of the search results, sometimes making it look like a print copy isn't available, when a standard PAC search demonstrates otherwise. 11/17/2021 7:40 PM

18 I haven't encouraged the app for checkout because our gate alarm will go off. But I do encourage them to use our self checkout machine. 11/17/2021 7:26 PM

19 The LibrariesHI App takes way too long to load 11/17/2021 7:22 PM

20 Our wi-fi is too unstable to use the checkout feature. 11/17/2021 7:18 PM

21 Most new patrons just come to the library to get their new card and aren't familiar with the app until they come in. 11/17/2021 7:12 PM

22 It would be great if we could further improve the online application by having a notification sent to the branch where the patron will pick up their library card. Circulation staff can make a card in advance or verify the library card before the patron comes to the library. 11/17/2021 6:38 PM

23 Difficulty with wi-fi connectivity at our branch means that the app does not work well so I don't promote it. Sometimes, in helping a patron with their app, we have to stand outside the library building to get connectivity and even then it's slow. One or twice I have used my personal cell phone as a wi-fi hotspot because it's faster and more successful than trying to help them get on the library's wi-fi. 11/17/2021 6:36 PM

24 It loads sooooo slowly. I don't like that physical and virtual checkouts are mixed in "My Account" >> "checkouts" as well as "My Account" >> Holds . I want them to be separate. I want to know what I have to return physically (hello, avoiding fines). I understand the need for online/virtual cards but I feel as though patrons don't understand they are different things. They think because they applied online, we should be able to look up their information in our database and just issue a physical card. Much to their consternation they are asked to fill out a physical application and are sometimes frustrated about the process of merging the two types of accounts. I know many people don't read all the terms and agreements, but if we smooth this "friction point" it would be easier on the circulation staff, and a positive beginning to our relationship with new patrons. 11/17/2021 6:11 PM

25 We basically make them start the process over and fill out a form. Then we have to merge their overdrive account. It should be easier to switch from self registered to full registration. 11/17/2021 5:55 PM

26 Online card application is not heavily used at our location, but I can see the benefit to having patrons use it in current covid environment. 11/17/2021 5:46 PM

27 Can't wait till patrons can pay fines or fees through their account using a credit card. I know many people that are looking forward to that convenience. 11/17/2021 5:29 PM

28 There are 2 apps now that confuse people. The self check out is risky for theft. I am not allowed to promote online library card application acceptance, every new card must be made on a print application 11/17/2021 5:25 PM

29 A fair amount of patrons start with the online application from home, but a lot of our patrons do not have access to the internet so they come in to take care of the whole thing. 11/17/2021 5:18 PM

30 Patrons love the app!!! 11/17/2021 5:00 PM

31 many patrons forget or not realize the digital card does not work with physical items. Starting with a physical card can be less of a hassle for many. 11/17/2021 4:55 PM

32 We are finding that patrons, use nicknames instead of their legal names, and mistype 11/17/2021 4:55 PM
addresses and phone numbers which takes more time to correct.
Q8 What ways does your branch use or plan to use the Virtual Kits for in your library? (Check all that apply)

Answered: 101  Skipped: 62

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Virtual tours</td>
<td>44.55%</td>
</tr>
<tr>
<td>Author talks</td>
<td>23.76%</td>
</tr>
<tr>
<td>Book groups</td>
<td>35.64%</td>
</tr>
<tr>
<td>Other (please describe)</td>
<td>61.39%</td>
</tr>
</tbody>
</table>

Total Respondents: 101

# | OTHER (PLEASE DESCRIBE) | DATE
---|--------------------------|---
1 | Probably for crafts and story times. | 12/1/2021 8:02 PM
2 | story times | 11/30/2021 4:31 PM
3 | I haven't discussed with other staff yet. | 11/30/2021 3:17 PM
4 | have not discussed | 11/26/2021 6:58 PM
5 | virtual outreach | 11/26/2021 5:12 PM
6 | Children's programming | 11/23/2021 10:27 PM
7 | Book talks | 11/23/2021 2:07 PM
8 | This has not been discussed in my Section at HSL. | 11/22/2021 9:25 PM
9 | ? | 11/22/2021 2:39 PM
10 | Virtual programming, like story time and book talks. | 11/20/2021 3:34 PM
11 | Children's storytime | 11/19/2021 3:11 PM
12 | We haven't discussed programs. | 11/19/2021 1:21 PM
13 | I wish we could do programming with the kit, it looks amazing! Unfortunately we have too | 11/18/2021 11:03 PM
<table>
<thead>
<tr>
<th>ID</th>
<th>Text</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>14</td>
<td>Have not received yet.</td>
<td>11/18/2021 8:40 PM</td>
</tr>
<tr>
<td>15</td>
<td>Virtual tours and virtual book groups will only be done on the basis that patrons want it. We are too busy focusing on our branch's day-to-day procedures to take time to do a virtual program.</td>
<td>11/18/2021 8:38 PM</td>
</tr>
<tr>
<td>16</td>
<td>DIY activities and programs, How-To's, Storytimes, and other outreach events.</td>
<td>11/18/2021 6:35 PM</td>
</tr>
<tr>
<td>17</td>
<td>not sure yet</td>
<td>11/18/2021 4:30 PM</td>
</tr>
<tr>
<td>18</td>
<td>Have not plan anything. Do not have the time or personnel to do so.</td>
<td>11/18/2021 4:09 PM</td>
</tr>
<tr>
<td>19</td>
<td>Don't know</td>
<td>11/18/2021 4:07 PM</td>
</tr>
<tr>
<td>20</td>
<td>No plans; our patrons are extremely tired of online interactions and would much rather have in-person programming.</td>
<td>11/18/2021 3:13 PM</td>
</tr>
<tr>
<td>21</td>
<td>I do not know how we plans on using Virtual Kits.</td>
<td>11/18/2021 3:10 PM</td>
</tr>
<tr>
<td>22</td>
<td>children's storytime</td>
<td>11/18/2021 2:43 PM</td>
</tr>
<tr>
<td>23</td>
<td>We'll start using our Virtual Kits once we get the green light from Admin and LDS to host programming again.</td>
<td>11/18/2021 2:33 PM</td>
</tr>
<tr>
<td>24</td>
<td>I have not yet heard of a &quot;virtual kit&quot; and have no idea what that means.</td>
<td>11/18/2021 2:05 PM</td>
</tr>
<tr>
<td>25</td>
<td>Virtual programming - staff are part of committees</td>
<td>11/18/2021 1:55 PM</td>
</tr>
<tr>
<td>26</td>
<td>We are talking about storytime or other programming - just in the planning phase right now.</td>
<td>11/18/2021 1:50 PM</td>
</tr>
<tr>
<td>27</td>
<td>Still in the process of brainstorming ideas for use of the kit</td>
<td>11/18/2021 1:42 PM</td>
</tr>
<tr>
<td>28</td>
<td>Unknown</td>
<td>11/18/2021 10:16 AM</td>
</tr>
<tr>
<td>29</td>
<td>will be thinking and looking at what's trending. maybe book groups. not sure</td>
<td>11/17/2021 9:24 PM</td>
</tr>
<tr>
<td>30</td>
<td>Maybe story time if staffing permits</td>
<td>11/17/2021 8:59 PM</td>
</tr>
<tr>
<td>31</td>
<td>We only received the kit a few days ago and wish to explore its potential in online programming.</td>
<td>11/17/2021 8:39 PM</td>
</tr>
<tr>
<td>32</td>
<td>I work at HSL, presently no in-house public service. I don't know what our plans are for this.</td>
<td>11/17/2021 7:41 PM</td>
</tr>
<tr>
<td>33</td>
<td>Not discussed</td>
<td>11/17/2021 7:29 PM</td>
</tr>
<tr>
<td>34</td>
<td>We also encourage the online story times and crafts on our website.</td>
<td>11/17/2021 7:28 PM</td>
</tr>
<tr>
<td>35</td>
<td>Not too sure yet</td>
<td>11/17/2021 7:19 PM</td>
</tr>
<tr>
<td>36</td>
<td>I have no idea. No one tells us anything.</td>
<td>11/17/2021 7:16 PM</td>
</tr>
<tr>
<td>37</td>
<td>Crafting programs</td>
<td>11/17/2021 6:50 PM</td>
</tr>
<tr>
<td>38</td>
<td>Looking at doing film discussions, possibly gaming.</td>
<td>11/17/2021 6:42 PM</td>
</tr>
<tr>
<td>39</td>
<td>Story time</td>
<td>11/17/2021 6:40 PM</td>
</tr>
<tr>
<td>40</td>
<td>We also made book trailers, Storytime videos, craft videos, and an instructional videos on how to get a library card.</td>
<td>11/17/2021 6:40 PM</td>
</tr>
<tr>
<td>41</td>
<td>Storytelling programs and HSPLS sponsored programs</td>
<td>11/17/2021 6:38 PM</td>
</tr>
<tr>
<td>42</td>
<td>Storytimes.</td>
<td>11/17/2021 6:36 PM</td>
</tr>
<tr>
<td>43</td>
<td>storytimes, virtual programs and presentations, preview of new books--box-opening videos</td>
<td>11/17/2021 6:28 PM</td>
</tr>
<tr>
<td>44</td>
<td>Creating &quot;HSPLS creates&quot;, or other tutorials.</td>
<td>11/17/2021 6:11 PM</td>
</tr>
<tr>
<td>45</td>
<td>create videos,</td>
<td>11/17/2021 5:56 PM</td>
</tr>
<tr>
<td>46</td>
<td>Possibly storytime and other special programs, we also will look into possible book group.</td>
<td>11/17/2021 5:48 PM</td>
</tr>
<tr>
<td>47</td>
<td>Possibly virtual programming, once we're fully staffed.</td>
<td>11/17/2021 5:43 PM</td>
</tr>
<tr>
<td>48</td>
<td>Discussed computer training/how to access resources</td>
<td>11/17/2021 5:40 PM</td>
</tr>
<tr>
<td>49</td>
<td>We have yet to discuss how the Virtual Kits will be utilized in the library</td>
<td>11/17/2021 5:26 PM</td>
</tr>
<tr>
<td>50</td>
<td>No idea what a virtual kit is</td>
<td>11/17/2021 5:26 PM</td>
</tr>
<tr>
<td>ID</td>
<td>Response</td>
<td>Submitted By</td>
</tr>
<tr>
<td>-----</td>
<td>----------------------------------------------------------------------------------------------------</td>
<td>----------------</td>
</tr>
<tr>
<td>51</td>
<td>Story times</td>
<td></td>
</tr>
<tr>
<td>52</td>
<td>Storytime</td>
<td></td>
</tr>
<tr>
<td>53</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>54</td>
<td>Virtual programs</td>
<td></td>
</tr>
<tr>
<td>55</td>
<td>As far as I know, we have made no plans at this time.</td>
<td></td>
</tr>
<tr>
<td>56</td>
<td>HSPLS creates videos and booktalks</td>
<td></td>
</tr>
<tr>
<td>57</td>
<td>Reading to children and demonstrating simple crafts.</td>
<td></td>
</tr>
<tr>
<td>58</td>
<td>Still not sure what this branch's utilization of the kits will be. Have not received training on</td>
<td></td>
</tr>
<tr>
<td></td>
<td>the kits yet. And uses will depend on the state of the pandemic in our state - meaning how much</td>
<td></td>
</tr>
<tr>
<td></td>
<td>demand for virtual programs there is</td>
<td></td>
</tr>
<tr>
<td>59</td>
<td>Virtual workshops</td>
<td></td>
</tr>
<tr>
<td>60</td>
<td>Outreach to families and schools. Virtual storytimes. Young Adult programs.</td>
<td></td>
</tr>
<tr>
<td>61</td>
<td>Maybe other type of programs, such as informations talks that concern Senior Citizens, many</td>
<td></td>
</tr>
<tr>
<td></td>
<td>who are not going out as much.</td>
<td></td>
</tr>
<tr>
<td>62</td>
<td>Our particular section does not use the virtual kits</td>
<td></td>
</tr>
</tbody>
</table>
Q9 In the next five years, what do you believe the library should be the place for? (Select up to five):

Answered: 157  Skipped: 6

- Accessing educational... 62%
- Learning and using new... 28%
- Connecting to healthcare... 21%
- Using devices like tablets... 35%
- Connecting my own device... 50%
- Quiet studying and reading 58%
- Gathering and connecting w... 51%
- Connecting with technol... 16%
- Reading physical boo... 41%
- Reading digital book... 34%
- Learning early literacy ski... 42%
- Learning digital... 43%
- Other future directions n... 33%

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%
Hawaii State Public Library System Staff Survey (11/17/21-12/3/21)

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accessing educational resource for keiki to kupuna</td>
<td>63.69%</td>
</tr>
<tr>
<td>Learning and using new technology (e.g. virtual reality, esports)</td>
<td>24.20%</td>
</tr>
<tr>
<td>Connecting to healthcare providers via telehealth</td>
<td>7.01%</td>
</tr>
<tr>
<td>Using devices like tablets, laptops and computers</td>
<td>31.85%</td>
</tr>
<tr>
<td>Connecting my own device (e.g. smartphone, tablet, laptop) to high speed internet</td>
<td>36.94%</td>
</tr>
<tr>
<td>Quiet studying and reading</td>
<td>57.32%</td>
</tr>
<tr>
<td>Gathering and connecting with the community</td>
<td>58.60%</td>
</tr>
<tr>
<td>Connecting with technology and community programs in library outdoor spaces</td>
<td>19.11%</td>
</tr>
<tr>
<td>Reading physical books and magazines</td>
<td>59.87%</td>
</tr>
<tr>
<td>Reading digital books and magazines</td>
<td>30.57%</td>
</tr>
<tr>
<td>Learning early literacy skills programming for keiki</td>
<td>38.22%</td>
</tr>
<tr>
<td>Learning digital literacy skills</td>
<td>43.31%</td>
</tr>
<tr>
<td>Other future directions not listed above</td>
<td>10.83%</td>
</tr>
<tr>
<td>Total Respondents: 157</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>#</th>
<th>OTHER FUTURE DIRECTIONS NOT LISTED ABOVE</th>
<th>DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Similar to above, but connecting/engaging with local neighborhood businesses and agencies within the neighborhood of library branch's location (3 mile radius)?..</td>
<td>11/23/2021 2:13 PM</td>
</tr>
<tr>
<td>2</td>
<td>Being able to accept PayPal or Venmo when helping patrons resolve fees on their account.</td>
<td>11/22/2021 10:28 PM</td>
</tr>
<tr>
<td>3</td>
<td>In-person programs</td>
<td>11/18/2021 8:43 PM</td>
</tr>
<tr>
<td>4</td>
<td>A safe and fine-free/debt-free space where patrons will not have to worry about paying late fines. A place where a circle of homeschooling parents and kids can gather without having to pay for a coffee. A place with proper building maintenance where staff can focus on serving the public rather than spend time and Friends of the Library monies having to find contractors.</td>
<td>11/18/2021 8:42 PM</td>
</tr>
<tr>
<td>5</td>
<td>We need to pivot and adopt the WeWork model -- create spaces for individual or group study and conferencing for college students and entrepreneurs. High school and college students are always looking for quiet spaces to meet their peers to study or to collab on group projects. We are behind the times for not providing such a space at our libraries. Distance learning is norm and we need to create spaces for those who are studying. We need to offer wireless printing and faxing as well.</td>
<td>11/18/2021 2:44 PM</td>
</tr>
<tr>
<td>6</td>
<td>Research via a mixture of print and online resources</td>
<td>11/18/2021 2:07 PM</td>
</tr>
<tr>
<td>7</td>
<td>Also emphasizing others listed above: Accessing educational resources for keiki to kupuna, quiet studying and reading, gathering and connecting with the community: community discussions, collaborate with organizations on relevant topics, panels; art, music, food events, local focus</td>
<td>11/18/2021 2:03 PM</td>
</tr>
<tr>
<td>8</td>
<td>Makerspace programming for all ages</td>
<td>11/17/2021 9:00 PM</td>
</tr>
<tr>
<td>9</td>
<td>I think the library should meet most (if not all) of these things above. Definitely more than five.</td>
<td>11/17/2021 6:47 PM</td>
</tr>
<tr>
<td>10</td>
<td>Sunset the compact disc collections that will inevitably be obsolete and transition physical borrowers to streaming and digital access.</td>
<td>11/17/2021 6:31 PM</td>
</tr>
<tr>
<td>11</td>
<td>Loaning other types of collections (similar to ukulele), makerspace, media production (like the old days)</td>
<td>11/17/2021 6:10 PM</td>
</tr>
<tr>
<td>12</td>
<td>Reading in either digital or physical format</td>
<td>11/17/2021 5:14 PM</td>
</tr>
<tr>
<td>13</td>
<td>more recreational resources</td>
<td>11/17/2021 5:09 PM</td>
</tr>
<tr>
<td>14</td>
<td>access to physical books and materials to use at home as well as in library, online collection is</td>
<td>11/17/2021 5:06 PM</td>
</tr>
<tr>
<td></td>
<td>Description</td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>-------------</td>
<td></td>
</tr>
<tr>
<td>15</td>
<td>Promoting literacy and critical thinking in public health, medical and “wellness” topics.</td>
<td></td>
</tr>
<tr>
<td>16</td>
<td>Source of education on information literacy (not just digital) - learning skills to effectively evaluate the authoritativeness and accuracy of information in all formats so all residents can be informed users of information and informed citizens able to participate meaningfully in our democracy</td>
<td></td>
</tr>
<tr>
<td>17</td>
<td>Stronger, more aggressive promotion of library services</td>
<td></td>
</tr>
</tbody>
</table>
Q10 In which county is your library branch/work location?

Answered: 157  Skipped: 6

<table>
<thead>
<tr>
<th>Answer Choices</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hawaii</td>
<td>15.29%</td>
</tr>
<tr>
<td>Honolulu</td>
<td>64.33%</td>
</tr>
<tr>
<td>Kauai</td>
<td>10.19%</td>
</tr>
<tr>
<td>Maui</td>
<td>10.19%</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
</tr>
</tbody>
</table>
Q1 Have you used any of our online research databases?

Answered: 14,351   Skipped: 0

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>28.39%</td>
</tr>
<tr>
<td>No</td>
<td>71.61%</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
</tr>
</tbody>
</table>
Q2 Which of the following reasons best describes why you have not used our online research databases? (Select all that apply.)

Answered: 9,965   Skipped: 4,386

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>I didn't know the library offered online research databases.</td>
<td>49.17%</td>
</tr>
<tr>
<td>I don't have any need to use them.</td>
<td>43.18%</td>
</tr>
<tr>
<td>I don't know how to use them.</td>
<td>20.16%</td>
</tr>
<tr>
<td>I don't know enough about what is in them.</td>
<td>26.22%</td>
</tr>
<tr>
<td>They are too difficult to use.</td>
<td>1.40%</td>
</tr>
<tr>
<td>The information I need is not in the databases available.</td>
<td>1.48%</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>6.74%</td>
</tr>
</tbody>
</table>

Total Respondents: 9,965

# OTHER (PLEASE SPECIFY)               DATE
1 I haven't had a need yet.           1/1/2022 10:41 PM
2 Haven't Been To The Library In A While 1/1/2022 5:14 PM
3 . No longer in the state            1/1/2022 3:29 PM
4 I enjoy looking through shelves     1/1/2022 12:47 PM
5 I haven't done research in awhile.  1/1/2022 12:48 AM
6 I haven't had any need to use them thus far. But I would seriously consider using them in the 12/31/2021 7:41 PM
<table>
<thead>
<tr>
<th>ID</th>
<th>Text</th>
<th>Date/Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>7</td>
<td>I</td>
<td>12/31/2021 7:33 PM</td>
</tr>
<tr>
<td>8</td>
<td>newspapers.com</td>
<td>12/31/2021 6:43 PM</td>
</tr>
<tr>
<td>9</td>
<td>Your closed to the unvaccinated</td>
<td>12/31/2021 5:49 PM</td>
</tr>
<tr>
<td>10</td>
<td>not using it currently</td>
<td>12/31/2021 3:37 PM</td>
</tr>
<tr>
<td>11</td>
<td>Current restriction mandates due to Covid is the major problem. What's the next step? Charging us at the door when we visit any library location once Covid restrictions are lifted.</td>
<td>12/31/2021 2:37 PM</td>
</tr>
<tr>
<td>12</td>
<td>My library card pin doesn't seem to work anymore</td>
<td>12/31/2021 12:44 PM</td>
</tr>
<tr>
<td>13</td>
<td>Will use in future! Thanks</td>
<td>12/31/2021 12:18 PM</td>
</tr>
<tr>
<td>14</td>
<td>I am out of the island so I don't used the service at this time</td>
<td>12/31/2021 9:51 AM</td>
</tr>
<tr>
<td>15</td>
<td>Not enough time from start to finish</td>
<td>12/30/2021 10:39 PM</td>
</tr>
<tr>
<td>16</td>
<td>I can't recall whether I've looked at your genealogical databases.</td>
<td>12/30/2021 9:54 PM</td>
</tr>
<tr>
<td>17</td>
<td>My elementary-aged child will likely start using the database as soon as she is required to write reports. She is currently in 2nd grade.</td>
<td>12/30/2021 7:41 PM</td>
</tr>
<tr>
<td>18</td>
<td>I haven't used online research databases since at least high school (2014)</td>
<td>12/30/2021 7:04 PM</td>
</tr>
<tr>
<td>19</td>
<td>No internet or computer. Cell phone doesn't always work.</td>
<td>12/30/2021 4:34 PM</td>
</tr>
<tr>
<td>20</td>
<td>I haven't needed them yet.</td>
<td>12/30/2021 4:27 PM</td>
</tr>
<tr>
<td>21</td>
<td>I'm an out-of-state user and didn't need this resource while I was in Hawaii.</td>
<td>12/30/2021 3:40 PM</td>
</tr>
<tr>
<td>22</td>
<td>I generally do not use the library</td>
<td>12/30/2021 3:25 PM</td>
</tr>
<tr>
<td>23</td>
<td>Lack time</td>
<td>12/30/2021 3:01 PM</td>
</tr>
<tr>
<td>24</td>
<td>I currently don't reside in Hawaii</td>
<td>12/30/2021 2:38 PM</td>
</tr>
<tr>
<td>25</td>
<td>I don't know how to use computer, I generally just know how to email, that's just about it. I know you provide free beginner's computer classes, but the dates doesn't coordinate with my schedule. Thank you.</td>
<td>12/30/2021 1:42 PM</td>
</tr>
<tr>
<td>26</td>
<td>Have not been able to travel to my condo in Kaunakakai because of Covid restrictions</td>
<td>12/30/2021 11:16 AM</td>
</tr>
<tr>
<td>27</td>
<td>It's not as simple as it should!</td>
<td>12/30/2021 2:12 AM</td>
</tr>
<tr>
<td>28</td>
<td>The library won't let me in the door because I have chosen not to take part in an experimental injection that is proven not to prevent a disease that was created to wipe out humanity</td>
<td>12/30/2021 1:57 AM</td>
</tr>
<tr>
<td>29</td>
<td>I have not been able to be on the island very much this year.</td>
<td>12/29/2021 8:25 PM</td>
</tr>
<tr>
<td>30</td>
<td>I have moved away from the islands</td>
<td>12/29/2021 7:49 PM</td>
</tr>
<tr>
<td>31</td>
<td>Not there now</td>
<td>12/29/2021 6:35 PM</td>
</tr>
<tr>
<td>32</td>
<td>By habit I use web search engines instead</td>
<td>12/29/2021 5:23 PM</td>
</tr>
<tr>
<td>33</td>
<td>I visit Honolulu in the winter and borrow books, but not this year or last year.</td>
<td>12/29/2021 4:52 PM</td>
</tr>
<tr>
<td>34</td>
<td>My online access is now very limited</td>
<td>12/29/2021 8:06 AM</td>
</tr>
<tr>
<td>35</td>
<td>Data bases were not available.</td>
<td>12/29/2021 4:01 AM</td>
</tr>
<tr>
<td>36</td>
<td>However, if I need to use it, I would need help.</td>
<td>12/29/2021 3:40 AM</td>
</tr>
<tr>
<td>37</td>
<td>Rather go to the library in person</td>
<td>12/29/2021 3:21 AM</td>
</tr>
<tr>
<td>38</td>
<td>U require vaccination, I can't get into library</td>
<td>12/29/2021 2:53 AM</td>
</tr>
<tr>
<td>39</td>
<td>I like going to the library in person</td>
<td>12/28/2021 10:30 PM</td>
</tr>
<tr>
<td>40</td>
<td>I now live in Oregon</td>
<td>12/28/2021 10:21 PM</td>
</tr>
<tr>
<td>41</td>
<td>Covid</td>
<td>12/28/2021 10:07 PM</td>
</tr>
<tr>
<td>ID</td>
<td>Response</td>
<td>Date/Time</td>
</tr>
<tr>
<td>-----</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>-------------------------</td>
</tr>
<tr>
<td>42</td>
<td>I have just started using the library system</td>
<td>12/28/2021 9:36 PM</td>
</tr>
<tr>
<td>43</td>
<td>I was told i need to renew my library card and so I don't understand why I am getting this survey</td>
<td>12/28/2021 9:28 PM</td>
</tr>
<tr>
<td>44</td>
<td>It's good to know that this is available</td>
<td>12/28/2021 9:02 PM</td>
</tr>
<tr>
<td>45</td>
<td>I research artwork and artist and I didn't know the library had data bases on line</td>
<td>12/28/2021 8:43 PM</td>
</tr>
<tr>
<td>46</td>
<td>Time consumed with work's research papers to read.</td>
<td>12/28/2021 8:28 PM</td>
</tr>
<tr>
<td>47</td>
<td>I've been doing my online searches before I go to the library and belong to a book club that does reviews and provides suggestions on good reads</td>
<td>12/28/2021 8:08 PM</td>
</tr>
<tr>
<td>48</td>
<td>Just haven't had a need to use it yet.</td>
<td>12/28/2021 7:59 PM</td>
</tr>
<tr>
<td>49</td>
<td>No reason</td>
<td>12/28/2021 7:54 PM</td>
</tr>
<tr>
<td>50</td>
<td>Would like to know what is available to use.e</td>
<td>12/28/2021 7:39 PM</td>
</tr>
<tr>
<td>51</td>
<td>How to find out more about them?</td>
<td>12/28/2021 7:26 PM</td>
</tr>
<tr>
<td>52</td>
<td>I prefer coming to the Library</td>
<td>12/28/2021 7:10 PM</td>
</tr>
<tr>
<td>53</td>
<td>I'd rather go to the library in person the way I've done it my whole life.</td>
<td>12/28/2021 6:40 PM</td>
</tr>
<tr>
<td>54</td>
<td>Can't go to Library because of Covid-19</td>
<td>12/28/2021 6:15 PM</td>
</tr>
<tr>
<td>55</td>
<td>Search feature has a clunky design</td>
<td>12/28/2021 5:34 PM</td>
</tr>
<tr>
<td>56</td>
<td>I live in Portland OR &amp; only use HI library in Hilo when on vacation.</td>
<td>12/28/2021 5:34 PM</td>
</tr>
<tr>
<td>57</td>
<td>Not friendly use, too complicated</td>
<td>12/28/2021 4:40 PM</td>
</tr>
<tr>
<td>58</td>
<td>We don't live on Oahu anymore</td>
<td>12/28/2021 2:21 PM</td>
</tr>
<tr>
<td>59</td>
<td>I have access to the UH library system databases</td>
<td>12/28/2021 2:10 PM</td>
</tr>
<tr>
<td>60</td>
<td>My husband has research authors for us to the database</td>
<td>12/28/2021 1:20 PM</td>
</tr>
<tr>
<td>61</td>
<td>Didn't need it but can use them if needed</td>
<td>12/28/2021 1:10 PM</td>
</tr>
<tr>
<td>62</td>
<td>Have not lived here very long.</td>
<td>12/28/2021 11:42 AM</td>
</tr>
<tr>
<td>63</td>
<td>I visit once a year and don't find the need to use the service</td>
<td>12/28/2021 11:38 AM</td>
</tr>
<tr>
<td>64</td>
<td>live on main land- only use Library when in Kauai (every two years)</td>
<td>12/28/2021 11:26 AM</td>
</tr>
<tr>
<td>65</td>
<td>Just look up authors I like and check out those books.</td>
<td>12/28/2021 9:07 AM</td>
</tr>
<tr>
<td>66</td>
<td>I don't currently live in Hawaii</td>
<td>12/28/2021 8:15 AM</td>
</tr>
<tr>
<td>67</td>
<td>I have moved out of the state and have not used the library since then.</td>
<td>12/28/2021 6:39 AM</td>
</tr>
<tr>
<td>68</td>
<td>When I retire I will need</td>
<td>12/28/2021 4:55 AM</td>
</tr>
<tr>
<td>69</td>
<td>So far I haven't had the need to use</td>
<td>12/28/2021 4:31 AM</td>
</tr>
<tr>
<td>70</td>
<td>I'm not computer literate</td>
<td>12/28/2021 3:44 AM</td>
</tr>
<tr>
<td>71</td>
<td>I would like access to medical journals, which is through the medical school</td>
<td>12/28/2021 3:15 AM</td>
</tr>
<tr>
<td>72</td>
<td>I have my own computer</td>
<td>12/28/2021 2:59 AM</td>
</tr>
<tr>
<td>73</td>
<td>My library card expired and I have to renew it</td>
<td>12/28/2021 2:48 AM</td>
</tr>
<tr>
<td>74</td>
<td>No personal time to use yet</td>
<td>12/28/2021 2:27 AM</td>
</tr>
<tr>
<td>75</td>
<td>Can't go to the library because I'm not vaccinated</td>
<td>12/28/2021 1:53 AM</td>
</tr>
<tr>
<td>76</td>
<td>I'm not allowed in. Vax passport is true discrimination</td>
<td>12/28/2021 1:42 AM</td>
</tr>
<tr>
<td>77</td>
<td>System is often not working</td>
<td>12/28/2021 1:27 AM</td>
</tr>
<tr>
<td>78</td>
<td>The reference librarian is always helpful; I am sure that she/he uses the databases</td>
<td>12/28/2021 1:06 AM</td>
</tr>
<tr>
<td>ID</td>
<td>Response</td>
<td>Date/Time</td>
</tr>
<tr>
<td>-----</td>
<td>---------------------------------------------------------------------------</td>
<td>-------------------</td>
</tr>
<tr>
<td>79</td>
<td>Don't usually search for specific titles. I like to browse.</td>
<td>12/28/2021 12:52 AM</td>
</tr>
<tr>
<td>80</td>
<td>I prefer to use books and in oibrary resources, not access online.</td>
<td>12/28/2021 12:37 AM</td>
</tr>
<tr>
<td>81</td>
<td>Bing/Google easy/fast results.</td>
<td>12/28/2021 12:05 AM</td>
</tr>
<tr>
<td>82</td>
<td>Because you are Nazi’s and contribute to segregation.</td>
<td>12/27/2021 11:32 PM</td>
</tr>
<tr>
<td>83</td>
<td>Haven't thought about researching anything. I'll try.</td>
<td>12/27/2021 11:13 PM</td>
</tr>
<tr>
<td>84</td>
<td>it's been a heck of a year! haven't been on-line accessing much lately!</td>
<td>12/27/2021 11:12 PM</td>
</tr>
<tr>
<td>85</td>
<td>It has crossed my mind to use it</td>
<td>12/27/2021 10:42 PM</td>
</tr>
<tr>
<td>86</td>
<td>I am also affiliated with UH so use those databases</td>
<td>12/27/2021 10:34 PM</td>
</tr>
<tr>
<td>87</td>
<td>I use my own computer for searches</td>
<td>12/27/2021 10:27 PM</td>
</tr>
<tr>
<td>88</td>
<td>No need to use them</td>
<td>12/27/2021 10:07 PM</td>
</tr>
<tr>
<td>89</td>
<td>I only check out Kindle books from the library</td>
<td>12/27/2021 9:40 PM</td>
</tr>
<tr>
<td>90</td>
<td>I have a chromebook that I,m not really into so I don't use it...........</td>
<td>12/27/2021 9:39 PM</td>
</tr>
<tr>
<td>91</td>
<td>Covid restrictions</td>
<td>12/27/2021 9:37 PM</td>
</tr>
<tr>
<td>92</td>
<td>Due to mandate cant have access to library see no need to access data base</td>
<td>12/27/2021 9:36 PM</td>
</tr>
<tr>
<td>93</td>
<td>Because I don't know what's in them, I don't think to check them out. Instead I use google. :(</td>
<td>12/27/2021 9:34 PM</td>
</tr>
<tr>
<td>94</td>
<td>I already have access to the UH databases</td>
<td>12/27/2021 9:19 PM</td>
</tr>
<tr>
<td>95</td>
<td>Not needed for me at this time</td>
<td>12/27/2021 9:00 PM</td>
</tr>
<tr>
<td>96</td>
<td>I haven't had cause to use them yet but fully intend to at some point</td>
<td>12/27/2021 8:33 PM</td>
</tr>
<tr>
<td>97</td>
<td>I prefer to do it in parson</td>
<td>12/27/2021 8:26 PM</td>
</tr>
<tr>
<td>98</td>
<td>I don't have time to use them.</td>
<td>12/27/2021 8:23 PM</td>
</tr>
<tr>
<td>99</td>
<td>I us the internet</td>
<td>12/27/2021 8:12 PM</td>
</tr>
<tr>
<td>100</td>
<td>??</td>
<td>12/27/2021 8:04 PM</td>
</tr>
<tr>
<td>101</td>
<td>lazyness count?</td>
<td>12/27/2021 8:02 PM</td>
</tr>
<tr>
<td>102</td>
<td>COVID bogus rules say no to mandates</td>
<td>12/27/2021 7:54 PM</td>
</tr>
<tr>
<td>103</td>
<td>N</td>
<td>12/27/2021 7:38 PM</td>
</tr>
<tr>
<td>104</td>
<td>I can find what I need using the internet.</td>
<td>12/27/2021 7:21 PM</td>
</tr>
<tr>
<td>105</td>
<td>They seem difficult to use although I haven't given them the time to learn. I would welcome a class.</td>
<td>12/27/2021 7:10 PM</td>
</tr>
<tr>
<td>106</td>
<td>I research information at home on my computer</td>
<td>12/27/2021 7:10 PM</td>
</tr>
<tr>
<td>107</td>
<td>I have yet to have a need to use them</td>
<td>12/27/2021 7:05 PM</td>
</tr>
<tr>
<td>108</td>
<td>Get visitor's card when on island.</td>
<td>12/27/2021 7:01 PM</td>
</tr>
<tr>
<td>109</td>
<td>I have personal internet access</td>
<td>12/27/2021 6:58 PM</td>
</tr>
<tr>
<td>110</td>
<td>I no longer live in Hawaii</td>
<td>12/27/2021 6:57 PM</td>
</tr>
<tr>
<td>111</td>
<td>I use my school library</td>
<td>12/27/2021 6:22 PM</td>
</tr>
<tr>
<td>112</td>
<td>I do my own research at home</td>
<td>12/27/2021 6:09 PM</td>
</tr>
<tr>
<td>113</td>
<td>I moved back to the mainland and do not utilize the library</td>
<td>12/27/2021 6:06 PM</td>
</tr>
<tr>
<td>114</td>
<td>We use the library mostly for our children books.</td>
<td>12/27/2021 6:04 PM</td>
</tr>
<tr>
<td>115</td>
<td>I tried using the e-book system, but I could never figure out how to use it. I didn't use online research databases in part because of that experience.</td>
<td>12/27/2021 6:00 PM</td>
</tr>
<tr>
<td>ID</td>
<td>Response</td>
<td>Date/Time</td>
</tr>
<tr>
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<td>------------------------------------------------------------------------------------------------------------------------------------------------</td>
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</tr>
<tr>
<td>116</td>
<td>I don't live in Hawaii.</td>
<td>12/27/2021 5:30 PM</td>
</tr>
<tr>
<td>117</td>
<td>New library member that hasn't had a chance to check them out.</td>
<td>12/27/2021 5:26 PM</td>
</tr>
<tr>
<td>118</td>
<td>In person visits to the library and telephone calls to reference librarian is the best for me as they also provide additional helpful information which goes beyond my original question. They are great!!!</td>
<td>12/27/2021 5:23 PM</td>
</tr>
<tr>
<td>119</td>
<td>N/A</td>
<td>12/27/2021 5:23 PM</td>
</tr>
<tr>
<td>120</td>
<td>I have been too bust at work and the libraries are closed when I have time.</td>
<td>12/27/2021 5:15 PM</td>
</tr>
<tr>
<td>121</td>
<td>I live on the mainland</td>
<td>12/27/2021 5:14 PM</td>
</tr>
<tr>
<td>122</td>
<td>I'm from out of down and had no need</td>
<td>12/27/2021 5:08 PM</td>
</tr>
<tr>
<td>123</td>
<td>I only come to Hawaii 2 weeks out of the year. The rest of the time I use my local library system in Oregon.</td>
<td>12/27/2021 5:08 PM</td>
</tr>
<tr>
<td>124</td>
<td>I am a grad student so use the UH library but I didn't know the public library had these databases.</td>
<td>12/27/2021 5:08 PM</td>
</tr>
<tr>
<td>125</td>
<td>I was not aware of the availability of these research databases.</td>
<td>12/27/2021 5:04 PM</td>
</tr>
<tr>
<td>126</td>
<td>Your online protocol is too complicated....I gave up.</td>
<td>12/27/2021 4:53 PM</td>
</tr>
<tr>
<td>127</td>
<td>I really don't go to the library</td>
<td>12/27/2021 4:53 PM</td>
</tr>
<tr>
<td>128</td>
<td>I am outraged over the library shut-down due to Covid. The public library should know better than to do this unconstitutional thing against the Public's right to use a Public Facility....the Covid scam is a scam.</td>
<td>12/27/2021 4:49 PM</td>
</tr>
<tr>
<td>129</td>
<td>discrimination against unvaccinated</td>
<td>12/27/2021 4:47 PM</td>
</tr>
<tr>
<td>130</td>
<td>Moved out of Hawaii</td>
<td>12/27/2021 4:43 PM</td>
</tr>
<tr>
<td>131</td>
<td>I haven't had the need</td>
<td>12/27/2021 4:38 PM</td>
</tr>
<tr>
<td>132</td>
<td>No need</td>
<td>12/27/2021 4:38 PM</td>
</tr>
<tr>
<td>133</td>
<td>I find answers using internet sesrches</td>
<td>12/27/2021 4:38 PM</td>
</tr>
<tr>
<td>134</td>
<td>Access to databases through UH</td>
<td>12/27/2021 4:35 PM</td>
</tr>
<tr>
<td>135</td>
<td>I live in CA but visit HI</td>
<td>12/27/2021 4:28 PM</td>
</tr>
<tr>
<td>136</td>
<td>just got my permanent card</td>
<td>12/27/2021 4:23 PM</td>
</tr>
<tr>
<td>137</td>
<td>Have my own computer</td>
<td>12/27/2021 4:12 PM</td>
</tr>
<tr>
<td>138</td>
<td>My wife and I are book readers and getting our books at one of you libraries are just great..</td>
<td>12/27/2021 4:09 PM</td>
</tr>
<tr>
<td>139</td>
<td>Have access at home.</td>
<td>12/27/2021 4:01 PM</td>
</tr>
<tr>
<td>140</td>
<td>Prefer in person library</td>
<td>12/27/2021 4:00 PM</td>
</tr>
<tr>
<td>141</td>
<td>I don't want to use any of your services because you do not allow people who are unvaccinated into your facility.</td>
<td>12/27/2021 3:56 PM</td>
</tr>
<tr>
<td>142</td>
<td>Need to plan the time to use it effectively.</td>
<td>12/27/2021 3:55 PM</td>
</tr>
<tr>
<td>143</td>
<td>I have access to this kind of information through my job</td>
<td>12/27/2021 3:52 PM</td>
</tr>
<tr>
<td>144</td>
<td>Already have access through work. I work in a school.</td>
<td>12/27/2021 3:50 PM</td>
</tr>
<tr>
<td>145</td>
<td>We don't live in Hawaii. I normal times we visit for an extended period in the summer. Wife is a Waialua gal.</td>
<td>12/27/2021 3:49 PM</td>
</tr>
<tr>
<td>146</td>
<td>We haven't been back to Hawaii. I will use it when we return.</td>
<td>12/27/2021 3:48 PM</td>
</tr>
<tr>
<td>147</td>
<td>tourist. only signed up on a holiday</td>
<td>12/27/2021 3:47 PM</td>
</tr>
<tr>
<td>148</td>
<td>I have UH library access, would use that first</td>
<td>12/27/2021 3:39 PM</td>
</tr>
<tr>
<td>149</td>
<td>I am 85yrs, no longer do any research at library. read fiction for pleasure.</td>
<td>12/27/2021 3:36 PM</td>
</tr>
<tr>
<td>ID</td>
<td>Response</td>
<td>Date/Time</td>
</tr>
<tr>
<td>-----</td>
<td>--------------------------------------------------------------------------</td>
<td>-------------------</td>
</tr>
<tr>
<td>150</td>
<td>have not tried yet</td>
<td>12/27/2021 3:24 PM</td>
</tr>
<tr>
<td>151</td>
<td>Have no need right now.</td>
<td>12/27/2021 3:24 PM</td>
</tr>
<tr>
<td>152</td>
<td>I use DBs specific to my own research</td>
<td>12/27/2021 3:23 PM</td>
</tr>
<tr>
<td>153</td>
<td>No need yet</td>
<td>12/27/2021 3:21 PM</td>
</tr>
<tr>
<td>154</td>
<td>I haven't been on the state library website since the pandemic started</td>
<td>12/27/2021 3:14 PM</td>
</tr>
<tr>
<td>155</td>
<td>I use the UH data base instead. Also did not know you offered these.</td>
<td>12/27/2021 3:13 PM</td>
</tr>
<tr>
<td>156</td>
<td>Haven't really had anything to research.</td>
<td>12/27/2021 3:13 PM</td>
</tr>
<tr>
<td>157</td>
<td>stop requiring vaccine</td>
<td>12/27/2021 3:13 PM</td>
</tr>
<tr>
<td>158</td>
<td>Use google</td>
<td>12/27/2021 3:11 PM</td>
</tr>
<tr>
<td>159</td>
<td>We use the library for books/DVD's when we vacation on Maui onlya</td>
<td>12/27/2021 3:09 PM</td>
</tr>
<tr>
<td>160</td>
<td>I have access to these through university I am affiliated with.</td>
<td>12/27/2021 3:09 PM</td>
</tr>
<tr>
<td>161</td>
<td>I use Libby</td>
<td>12/27/2021 3:09 PM</td>
</tr>
<tr>
<td>162</td>
<td>None</td>
<td>12/27/2021 3:09 PM</td>
</tr>
<tr>
<td>163</td>
<td>Difficult to enter library if unvaccinated or untested</td>
<td>12/27/2021 3:09 PM</td>
</tr>
<tr>
<td>164</td>
<td>I want to come into the library not use online resources!! Lift the mandates!!!</td>
<td>12/27/2021 3:09 PM</td>
</tr>
<tr>
<td>165</td>
<td>Your library is sorely lacking in resources.</td>
<td>12/27/2021 3:08 PM</td>
</tr>
<tr>
<td>166</td>
<td>Haven't used library databases in a while (except for LA public library). They're usually complicated to use and/or require some sort of membership.</td>
<td>12/27/2021 3:08 PM</td>
</tr>
<tr>
<td>167</td>
<td>I use google at home</td>
<td>12/27/2021 3:07 PM</td>
</tr>
<tr>
<td>168</td>
<td>I'm used to Googling things myself</td>
<td>12/27/2021 1:45 PM</td>
</tr>
<tr>
<td>169</td>
<td>my eyes cannot focus on the computer for long periods of time</td>
<td>12/27/2021 1:44 PM</td>
</tr>
<tr>
<td>170</td>
<td>I use UH academic db, or i need to connect library db to google scholar.</td>
<td>12/27/2021 12:03 PM</td>
</tr>
<tr>
<td>171</td>
<td>am not living in Hawaii at this time</td>
<td>12/27/2021 8:41 AM</td>
</tr>
<tr>
<td>172</td>
<td>I'm a Google fan too!</td>
<td>12/27/2021 6:27 AM</td>
</tr>
<tr>
<td>173</td>
<td>I don't live on the island I move mainland</td>
<td>12/27/2021 1:37 AM</td>
</tr>
<tr>
<td>174</td>
<td>No current need, but perhaps in the future.</td>
<td>12/27/2021 12:01 AM</td>
</tr>
<tr>
<td>175</td>
<td>Internet on my own computer</td>
<td>12/26/2021 11:50 PM</td>
</tr>
<tr>
<td>176</td>
<td>Other databases are available</td>
<td>12/26/2021 10:19 PM</td>
</tr>
<tr>
<td>177</td>
<td>Actually forgot this was a resource</td>
<td>12/26/2021 9:34 PM</td>
</tr>
<tr>
<td>178</td>
<td>Probably just as easy to use Google. But now that I know you have something online I might give it a try one day</td>
<td>12/26/2021 8:26 PM</td>
</tr>
<tr>
<td>179</td>
<td>I have access through my college</td>
<td>12/26/2021 7:56 PM</td>
</tr>
<tr>
<td>180</td>
<td>Never received our library card</td>
<td>12/26/2021 7:01 PM</td>
</tr>
<tr>
<td>181</td>
<td>Is rather come to library in person. Normal traditional way.</td>
<td>12/26/2021 5:50 PM</td>
</tr>
<tr>
<td>182</td>
<td>im older, only have check out books from the library.</td>
<td>12/26/2021 5:30 PM</td>
</tr>
<tr>
<td>183</td>
<td>Not put attention yet</td>
<td>12/26/2021 5:12 PM</td>
</tr>
<tr>
<td>184</td>
<td>I don't know what's in them</td>
<td>12/26/2021 4:52 PM</td>
</tr>
<tr>
<td>185</td>
<td>I've been using the university's online research databases</td>
<td>12/26/2021 3:00 PM</td>
</tr>
<tr>
<td>186</td>
<td>Not needed right now but will use in the future</td>
<td>12/26/2021 2:15 PM</td>
</tr>
<tr>
<td>ID</td>
<td>Comment</td>
<td>Time</td>
</tr>
<tr>
<td>-----</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------</td>
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</tr>
<tr>
<td>187</td>
<td>Did not know how to access the system until I</td>
<td>12/26/2021 12:39 PM</td>
</tr>
<tr>
<td>188</td>
<td>Use internet search engines for info</td>
<td>12/26/2021 11:53 AM</td>
</tr>
<tr>
<td>189</td>
<td>I can know how to use them.</td>
<td>12/26/2021 12:11 AM</td>
</tr>
<tr>
<td>190</td>
<td>I'm provided with resources at UH as a student</td>
<td>12/25/2021 10:54 PM</td>
</tr>
<tr>
<td>191</td>
<td>My children and I are no longer allowed to enter my public library due to my vaccination status, even though I am 100% healthy.</td>
<td>12/25/2021 9:57 PM</td>
</tr>
<tr>
<td>192</td>
<td>Just haven't had time to check out the services yet, but definitely want them available.</td>
<td>12/25/2021 8:26 PM</td>
</tr>
<tr>
<td>193</td>
<td>Not a Hawaii resident but I use the library when I visit.</td>
<td>12/25/2021 8:24 PM</td>
</tr>
<tr>
<td>194</td>
<td>I tried to use the app LIBBY, but it said I needed to contact my local library for my pin number. The message could've said to use the last 4 digits of my listed number with them. Or better yet, why wasn't my library card enough??? Everything doesn't have to be so encrypted...</td>
<td>12/25/2021 6:38 PM</td>
</tr>
<tr>
<td>195</td>
<td>I've cell (iPhone) phone only</td>
<td>12/25/2021 6:37 PM</td>
</tr>
<tr>
<td>196</td>
<td>I trust, by the term, &quot;online research databases,&quot; one means, &quot;other than the HSPLS database of circulating/ available resources!&quot; Meaning: I may not use the specialized 'online research databases,' but I do use the general!</td>
<td>12/25/2021 6:00 PM</td>
</tr>
<tr>
<td>197</td>
<td>I live in American Samoa currently</td>
<td>12/25/2021 5:28 PM</td>
</tr>
<tr>
<td>198</td>
<td>They may be redundant due to the ubiquitous nature of the Internet they</td>
<td>12/25/2021 4:36 PM</td>
</tr>
<tr>
<td>199</td>
<td>Just haven't thought of it</td>
<td>12/25/2021 3:11 PM</td>
</tr>
<tr>
<td>200</td>
<td>I live in Colorado but am on Maui 3 months of the year.</td>
<td>12/25/2021 2:52 PM</td>
</tr>
<tr>
<td>201</td>
<td>I tend to use my school's databases.</td>
<td>12/25/2021 2:42 PM</td>
</tr>
<tr>
<td>202</td>
<td>Other free ways to get needed information</td>
<td>12/25/2021 1:47 PM</td>
</tr>
<tr>
<td>203</td>
<td>I am a technophobe</td>
<td>12/25/2021 10:47 AM</td>
</tr>
<tr>
<td>204</td>
<td>I plan to view the New York Times.</td>
<td>12/25/2021 4:54 AM</td>
</tr>
<tr>
<td>205</td>
<td>Will not use the public library bc they discriminate</td>
<td>12/25/2021 3:15 AM</td>
</tr>
<tr>
<td>206</td>
<td>No longer in school, so have no need to use it.</td>
<td>12/25/2021 2:10 AM</td>
</tr>
<tr>
<td>207</td>
<td>Use google</td>
<td>12/25/2021 2:06 AM</td>
</tr>
<tr>
<td>208</td>
<td>I'm</td>
<td>12/25/2021 1:03 AM</td>
</tr>
<tr>
<td>209</td>
<td>my library card expired in March 2020 and have not figured out how to renew it</td>
<td>12/25/2021 12:52 AM</td>
</tr>
<tr>
<td>210</td>
<td>I wish I knew about this. This is awesome!</td>
<td>12/25/2021 12:45 AM</td>
</tr>
<tr>
<td>211</td>
<td>I am retired and read for fun now.</td>
<td>12/24/2021 11:32 PM</td>
</tr>
<tr>
<td>212</td>
<td>Any more visiting the library is like going to the dentist to have teeth pulled it's just you know so difficult</td>
<td>12/24/2021 10:43 PM</td>
</tr>
<tr>
<td>213</td>
<td>I was visiting Hawaii with my son on a vacation</td>
<td>12/24/2021 10:28 PM</td>
</tr>
<tr>
<td>214</td>
<td>Covid</td>
<td>12/24/2021 10:16 PM</td>
</tr>
<tr>
<td>215</td>
<td>I haven't had to use as of yet.</td>
<td>12/24/2021 10:04 PM</td>
</tr>
<tr>
<td>216</td>
<td>When I got my new card on 12/23 the women did not give me a pin.</td>
<td>12/24/2021 9:26 PM</td>
</tr>
<tr>
<td>217</td>
<td>Had no need</td>
<td>12/24/2021 8:35 PM</td>
</tr>
<tr>
<td>218</td>
<td>I haven't had a need to use it.</td>
<td>12/24/2021 8:17 PM</td>
</tr>
<tr>
<td>219</td>
<td>Haven’t checked out any books lately.</td>
<td>12/24/2021 7:34 PM</td>
</tr>
<tr>
<td>220</td>
<td>I teach at HPU and have access to our HPU Library databases. (But aside from that, I didn't know your library offered them.)</td>
<td>12/24/2021 7:22 PM</td>
</tr>
<tr>
<td>ID</td>
<td>Comment</td>
<td>Time</td>
</tr>
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<td>-----</td>
<td>-------------------------------------------------------------------------</td>
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</tr>
<tr>
<td>221</td>
<td>google search is easy</td>
<td>12/24/2021 7:10 PM</td>
</tr>
<tr>
<td>222</td>
<td>&quot;vaccine&quot; policy</td>
<td>12/24/2021 6:37 PM</td>
</tr>
<tr>
<td>223</td>
<td>Use google or YouTube</td>
<td>12/24/2021 5:21 PM</td>
</tr>
<tr>
<td>224</td>
<td>I use you Tube, google etc</td>
<td>12/24/2021 5:04 PM</td>
</tr>
<tr>
<td>225</td>
<td>I do that on my personal device</td>
<td>12/24/2021 4:58 PM</td>
</tr>
<tr>
<td>226</td>
<td>I own here but live on the mainland and have not had a need to use it.</td>
<td>12/24/2021 4:53 PM</td>
</tr>
<tr>
<td>227</td>
<td>don't need the library to find things</td>
<td>12/24/2021 4:44 PM</td>
</tr>
<tr>
<td>228</td>
<td>I don't do research.</td>
<td>12/24/2021 4:26 PM</td>
</tr>
<tr>
<td>229</td>
<td>Have university data bases to use...</td>
<td>12/24/2021 4:20 PM</td>
</tr>
<tr>
<td>230</td>
<td>I don't like using it. I like coming to library and browsing the actual books in my hands</td>
<td>12/24/2021 4:17 PM</td>
</tr>
<tr>
<td>231</td>
<td>Use my phone</td>
<td>12/24/2021 4:02 PM</td>
</tr>
<tr>
<td>232</td>
<td>I want to walk in, just like people have done for Centuries</td>
<td>12/24/2021 4:01 PM</td>
</tr>
<tr>
<td>233</td>
<td>I have use at home</td>
<td>12/24/2021 3:58 PM</td>
</tr>
<tr>
<td>234</td>
<td>Live out of state. Only a visitor.</td>
<td>12/24/2021 3:54 PM</td>
</tr>
<tr>
<td>235</td>
<td>I'm a former resident. Now live in California, but I return once per 2 years.</td>
<td>12/24/2021 3:41 PM</td>
</tr>
<tr>
<td>236</td>
<td>I just don't remember it is there. I will try and use it in 2022</td>
<td>12/24/2021 3:30 PM</td>
</tr>
<tr>
<td>237</td>
<td>Had access to UH research database</td>
<td>12/24/2021 3:29 PM</td>
</tr>
<tr>
<td>238</td>
<td>I have been on the mainland, not at my home in Haiku</td>
<td>12/24/2021 3:26 PM</td>
</tr>
<tr>
<td>239</td>
<td>I have internet @ home</td>
<td>12/24/2021 3:26 PM</td>
</tr>
<tr>
<td>240</td>
<td>It hasn't occurred to me to use them.</td>
<td>12/24/2021 3:05 PM</td>
</tr>
<tr>
<td>241</td>
<td>I'm in university and also have access through my school.</td>
<td>12/24/2021 2:56 PM</td>
</tr>
<tr>
<td>242</td>
<td>Because I take my grandchildren to the Ewa Beach library every Friday to borrow books for their school reading.</td>
<td>12/24/2021 2:55 PM</td>
</tr>
<tr>
<td>243</td>
<td>I like to go to the library in person.</td>
<td>12/24/2021 2:43 PM</td>
</tr>
<tr>
<td>244</td>
<td>O</td>
<td>12/24/2021 2:37 PM</td>
</tr>
<tr>
<td>245</td>
<td>My wife used them</td>
<td>12/24/2021 2:34 PM</td>
</tr>
<tr>
<td>246</td>
<td>Life has been too busy lately.</td>
<td>12/24/2021 2:24 PM</td>
</tr>
<tr>
<td>247</td>
<td>Never needed it so far</td>
<td>12/24/2021 1:53 PM</td>
</tr>
<tr>
<td>248</td>
<td>I used the databases offered by university</td>
<td>12/24/2021 1:38 PM</td>
</tr>
<tr>
<td>249</td>
<td>Restrictions on who can enter library</td>
<td>12/24/2021 1:12 PM</td>
</tr>
<tr>
<td>250</td>
<td>I'm not welcome at our library..or any library for that matter.</td>
<td>12/24/2021 1:05 PM</td>
</tr>
<tr>
<td>251</td>
<td>I haven't needed to use them yet.</td>
<td>12/24/2021 12:45 PM</td>
</tr>
<tr>
<td>252</td>
<td>The library won't let anyone in without proof of COVID vaccination</td>
<td>12/24/2021 12:21 PM</td>
</tr>
<tr>
<td>253</td>
<td>Ridiculous mandates</td>
<td>12/24/2021 12:17 PM</td>
</tr>
<tr>
<td>254</td>
<td>i just hung out library to be around people i lived outside library like home</td>
<td>12/24/2021 11:45 AM</td>
</tr>
<tr>
<td>255</td>
<td>No longer live in the area</td>
<td>12/24/2021 11:39 AM</td>
</tr>
<tr>
<td>256</td>
<td>I usually use Google search and have not thought about using the library research system</td>
<td>12/24/2021 11:30 AM</td>
</tr>
<tr>
<td>257</td>
<td>I forgot and haven't had a need for them but when my children have a research project I want them to use the databases. Because of the pandemic research seems to have been placed as not priority to teach. :(</td>
<td>12/24/2021 11:29 AM</td>
</tr>
</tbody>
</table>
258. just haven't tried
259. not a resident
260. internet
261. Can't enter library as i am unvaccinated. I am medically declared vaccine injured.
262. Can't remember my online code
263. I moved away from Hawaii in 2011 and use other states' systems now.
264. I don't have the time.
265. If the occasion arises, I would use the research databases. (Previous question should have an N/A option.)
266. I am temporary card holder and it has expired.
267. I am only on island part time, so only use the library to check out books.
268. I am only a visitor in January/February
269. library closed for so long
270. The library has restricted access to patrons
271. had interests in other areas
272. I use the UH online library for resources
273. I have not had to use it yet.
274. I have not been researching for many years. I am now, in order to write a new Children's Fable, about the coconut, banana and the Leprechaun
275. My library card expired
276. need to have workshops to help users with databases & its benefits; providing only handouts is not enough to encourage more usage and understanding
277. No need to use now but might later
278. I attend UH and use their research databases. I would otherwise use the library system's databases
279. I didn't make use of the data bases. I need to
280. did not need
281. Not needed at this time but will look into it when needed
282. I boycott the library because it has become a homeless shelter
283. Needs Japanese Translations/Signboards
284. I search online on my laptop
285. Google
286. I just recently started coming back to the library because I just signed up my 7 year old son. I am all new to this. I haven been to a public library since my oldest son was about 4 years old and that was over 10 years ago.
287. Have access thru job
288. Use my personal pc
289. Access to the library is limited ( COVID )
290. Have completed all graduate work research. No need at this time
291. I forget to check
292. I am Korean and I want to borrow books online but I cannot log into. and I don't know where to
<table>
<thead>
<tr>
<th>ID</th>
<th>Text</th>
<th>Date/Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>293</td>
<td>I live outside of Hawaii most of the year. When I visit in January each year, I like to browse on the shelves.</td>
<td>12/24/2021 12:53 AM</td>
</tr>
<tr>
<td>294</td>
<td>No need to use them</td>
<td>12/24/2021 12:52 AM</td>
</tr>
<tr>
<td>295</td>
<td>Retired but never too old to learn</td>
<td>12/24/2021 12:49 AM</td>
</tr>
<tr>
<td>296</td>
<td>did not need to research</td>
<td>12/24/2021 12:38 AM</td>
</tr>
<tr>
<td>297</td>
<td>have own</td>
<td>12/24/2021 12:15 AM</td>
</tr>
<tr>
<td>298</td>
<td>I have had issue's with my old laptop. I have a better more up to date Dell this is the 1st. day online!</td>
<td>12/24/2021 12:10 AM</td>
</tr>
<tr>
<td>299</td>
<td>i am retired and have been busy doing other things</td>
<td>12/24/2021 12:08 AM</td>
</tr>
<tr>
<td>300</td>
<td>I utilize the librarian to help me find anything I can't find in the HLPS system</td>
<td>12/24/2021 12:04 AM</td>
</tr>
<tr>
<td>301</td>
<td>Branch accessibility</td>
<td>12/23/2021 11:48 PM</td>
</tr>
<tr>
<td>302</td>
<td>I work for DOE &amp; use the school library system to access these sources</td>
<td>12/23/2021 11:43 PM</td>
</tr>
<tr>
<td>303</td>
<td>The titles of the research databases are a bit cryptic. Even after performing searches of some databases (like hobbies, home improvement) are hard to figure out effective search</td>
<td>12/23/2021 11:42 PM</td>
</tr>
<tr>
<td>304</td>
<td>I like going into the library</td>
<td>12/23/2021 11:38 PM</td>
</tr>
<tr>
<td>305</td>
<td>I left Hawaii 3 years ago.</td>
<td>12/23/2021 11:26 PM</td>
</tr>
<tr>
<td>306</td>
<td>I haven't been able to go to the library in Covid</td>
<td>12/23/2021 11:18 PM</td>
</tr>
<tr>
<td>307</td>
<td>I used it a while back but not recently</td>
<td>12/23/2021 11:03 PM</td>
</tr>
<tr>
<td>308</td>
<td>Not nearly enough resources</td>
<td>12/23/2021 10:52 PM</td>
</tr>
<tr>
<td>309</td>
<td>I only borrow dvds.</td>
<td>12/23/2021 10:51 PM</td>
</tr>
<tr>
<td>310</td>
<td>I don't know where any local libraries are new me</td>
<td>12/23/2021 10:49 PM</td>
</tr>
<tr>
<td>311</td>
<td>The amount of homeless laying around the library is the reason I don't go anymore. I went twice and that was it</td>
<td>12/23/2021 10:42 PM</td>
</tr>
<tr>
<td>312</td>
<td>I use Google for most research even though it is somewhat less than perfect.</td>
<td>12/23/2021 10:41 PM</td>
</tr>
<tr>
<td>313</td>
<td>I can barely use my computer</td>
<td>12/23/2021 10:36 PM</td>
</tr>
<tr>
<td>314</td>
<td>Willing to try</td>
<td>12/23/2021 10:33 PM</td>
</tr>
<tr>
<td>315</td>
<td>I prefer to use a land based library inventory, it is where the aged and unique inventory resides!</td>
<td>12/23/2021 10:14 PM</td>
</tr>
<tr>
<td>316</td>
<td>Only borrow books</td>
<td>12/23/2021 10:09 PM</td>
</tr>
<tr>
<td>317</td>
<td>I haven't had a need yet but might</td>
<td>12/23/2021 10:08 PM</td>
</tr>
<tr>
<td>318</td>
<td>I just use my phone</td>
<td>12/23/2021 10:06 PM</td>
</tr>
<tr>
<td>319</td>
<td>I rather go to the library</td>
<td>12/23/2021 10:05 PM</td>
</tr>
<tr>
<td>320</td>
<td>I rely on the expertise of the reference librarian.</td>
<td>12/23/2021 10:05 PM</td>
</tr>
<tr>
<td>321</td>
<td>Due to Covid and our states absurd restrictions I don't use the library which I pay taxes for!</td>
<td>12/23/2021 9:54 PM</td>
</tr>
<tr>
<td>322</td>
<td>I could get information from other websites and agencies.</td>
<td>12/23/2021 9:52 PM</td>
</tr>
<tr>
<td>323</td>
<td>I enjoy printed material</td>
<td>12/23/2021 9:50 PM</td>
</tr>
<tr>
<td>324</td>
<td>I do not do serious research.</td>
<td>12/23/2021 9:49 PM</td>
</tr>
<tr>
<td>325</td>
<td>I may want to access these in coming months for a job!</td>
<td>12/23/2021 9:48 PM</td>
</tr>
<tr>
<td>326</td>
<td>M</td>
<td>12/23/2021 9:47 PM</td>
</tr>
<tr>
<td>327</td>
<td>On vacation, just checkout books</td>
<td>12/23/2021 9:41 PM</td>
</tr>
<tr>
<td>ID</td>
<td>Comment</td>
<td>Time</td>
</tr>
<tr>
<td>-----</td>
<td>-------------------------------------------------------------------------</td>
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</tr>
<tr>
<td>328</td>
<td>I have my own capabilities to do research various databases.</td>
<td>12/23/2021 9:39 PM</td>
</tr>
<tr>
<td>329</td>
<td>I try UH first, but I only have limited access there</td>
<td>12/23/2021 9:31 PM</td>
</tr>
<tr>
<td>330</td>
<td>I like the experience of going in</td>
<td>12/23/2021 9:27 PM</td>
</tr>
<tr>
<td>331</td>
<td>Previously used University research databases</td>
<td>12/23/2021 9:26 PM</td>
</tr>
<tr>
<td>332</td>
<td>Usually do research on my own but am limited as the store articles can only be accessed by state or academia.</td>
<td>12/23/2021 9:12 PM</td>
</tr>
<tr>
<td>333</td>
<td>I simply have not made use of the library's resources. My bad!</td>
<td>12/23/2021 9:09 PM</td>
</tr>
<tr>
<td>334</td>
<td>I so all my research from home on my own computer</td>
<td>12/23/2021 8:59 PM</td>
</tr>
<tr>
<td>335</td>
<td>I did not know of these services</td>
<td>12/23/2021 8:51 PM</td>
</tr>
<tr>
<td>336</td>
<td>My wi-fi went down</td>
<td>12/23/2021 8:51 PM</td>
</tr>
<tr>
<td>337</td>
<td>I would prefer to be able to go to the library in person, but you won't let me in without a vax.</td>
<td>12/23/2021 8:45 PM</td>
</tr>
<tr>
<td>338</td>
<td>I use the computer at the library to print from my email data.</td>
<td>12/23/2021 8:43 PM</td>
</tr>
<tr>
<td>339</td>
<td>I'm interested in fiction</td>
<td>12/23/2021 8:35 PM</td>
</tr>
<tr>
<td>340</td>
<td>I live in NewYork State and have a condo in HI. Due to covid I have nit been on island in over a year</td>
<td>12/23/2021 8:24 PM</td>
</tr>
<tr>
<td>341</td>
<td>I have moved to FL and no longer use the Hawaii library system</td>
<td>12/23/2021 8:23 PM</td>
</tr>
<tr>
<td>342</td>
<td>Haven't traveled to Hana lately</td>
<td>12/23/2021 8:19 PM</td>
</tr>
<tr>
<td>343</td>
<td>I have my own pc as well as an iPhone to look things up.</td>
<td>12/23/2021 8:18 PM</td>
</tr>
<tr>
<td>344</td>
<td>lazy</td>
<td>12/23/2021 8:13 PM</td>
</tr>
<tr>
<td>345</td>
<td>I forgot how to use</td>
<td>12/23/2021 8:09 PM</td>
</tr>
<tr>
<td>346</td>
<td>I use the database provided by my university. If I did not have access to the university database, I would certainly use the one provided by the library.</td>
<td>12/23/2021 8:03 PM</td>
</tr>
<tr>
<td>347</td>
<td>I have full access to the type of research I need via my home computer.</td>
<td>12/23/2021 8:02 PM</td>
</tr>
<tr>
<td>348</td>
<td>don't know how to use. Very poor on computer</td>
<td>12/23/2021 8:02 PM</td>
</tr>
<tr>
<td>349</td>
<td>Lack of time to do research</td>
<td>12/23/2021 8:00 PM</td>
</tr>
<tr>
<td>350</td>
<td>Have not used any services lately because of vax pass, truly sad I used to take my children every week.</td>
<td>12/23/2021 7:56 PM</td>
</tr>
<tr>
<td>351</td>
<td>Only one month library membership.</td>
<td>12/23/2021 7:45 PM</td>
</tr>
<tr>
<td>352</td>
<td>Public library is only for the vaccinated there for you are not public.</td>
<td>12/23/2021 7:43 PM</td>
</tr>
<tr>
<td>353</td>
<td>not sure what it entails</td>
<td>12/23/2021 7:41 PM</td>
</tr>
<tr>
<td>354</td>
<td>After graduating from UH, I found a job, relocating to the East Coast some 40+ years ago. Recently I returned “home” reacquainting myself with HSPLS.</td>
<td>12/23/2021 7:40 PM</td>
</tr>
<tr>
<td>355</td>
<td>I enjoyed coming into the library. However, I was vaccine injuries by the first shot and now I am not allowed in. Very unfair.</td>
<td>12/23/2021 7:36 PM</td>
</tr>
<tr>
<td>356</td>
<td>Only 2 computers could be used at one time due to Covid and the wait time was too long.</td>
<td>12/23/2021 7:34 PM</td>
</tr>
<tr>
<td>357</td>
<td>I'm retired and my need isn't as high.</td>
<td>12/23/2021 7:31 PM</td>
</tr>
<tr>
<td>358</td>
<td>is the auto repair back on line?</td>
<td>12/23/2021 7:23 PM</td>
</tr>
<tr>
<td>359</td>
<td>my account did not work.</td>
<td>12/23/2021 7:14 PM</td>
</tr>
<tr>
<td>360</td>
<td>Forgot my apple password</td>
<td>12/23/2021 7:12 PM</td>
</tr>
<tr>
<td>361</td>
<td>I use online historical reference ebooks</td>
<td>12/23/2021 7:06 PM</td>
</tr>
<tr>
<td>362</td>
<td>How about publishing information of library services.</td>
<td>12/23/2021 6:59 PM</td>
</tr>
<tr>
<td>ID</td>
<td>Response</td>
<td>Date and Time</td>
</tr>
<tr>
<td>-----</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>------------------------</td>
</tr>
<tr>
<td>363</td>
<td>I live on the mainland; I only use your library when I’m in HI.</td>
<td>12/23/2021 6:51 PM</td>
</tr>
<tr>
<td>364</td>
<td>I want to be able to go in to the library, and you have a vaccination requirement.</td>
<td>12/23/2021 6:51 PM</td>
</tr>
<tr>
<td>365</td>
<td>Live in Canada and only use on holidays - thanks</td>
<td>12/23/2021 6:47 PM</td>
</tr>
<tr>
<td>366</td>
<td>Just don't know how to use it</td>
<td>12/23/2021 6:33 PM</td>
</tr>
<tr>
<td>367</td>
<td>Now that I am retired, more likely will take the time to explore.</td>
<td>12/23/2021 6:31 PM</td>
</tr>
<tr>
<td>368</td>
<td>We moved from Hawaii this year, 2021.</td>
<td>12/23/2021 6:28 PM</td>
</tr>
<tr>
<td>369</td>
<td>I my wife and I have been visiting Kauai with family and friends for 20 years. 4 to 8 weeks a year between the two of us. Long supporter of Koloa Public Library. Great resource for fiction and non-fiction books for us lifetime readers.</td>
<td>12/23/2021 6:27 PM</td>
</tr>
<tr>
<td>370</td>
<td>I don't even know if I need an online login. Can't get into my account online so I'm forced to call or go in.</td>
<td>12/23/2021 6:24 PM</td>
</tr>
<tr>
<td>371</td>
<td>What is in them, and can I log in to them remotely? How do they differ from other search engines</td>
<td>12/23/2021 6:22 PM</td>
</tr>
<tr>
<td>372</td>
<td>I'm old school</td>
<td>12/23/2021 6:21 PM</td>
</tr>
<tr>
<td>373</td>
<td>The library is only open for 3 hours. not enough time to find a book and do research</td>
<td>12/23/2021 6:21 PM</td>
</tr>
<tr>
<td>374</td>
<td>I use the internet mostly</td>
<td>12/23/2021 6:16 PM</td>
</tr>
<tr>
<td>375</td>
<td>I never got around to it</td>
<td>12/23/2021 6:15 PM</td>
</tr>
<tr>
<td>376</td>
<td>Don't have internet service and a computer at home</td>
<td>12/23/2021 6:11 PM</td>
</tr>
<tr>
<td>377</td>
<td>Already have access to what I need via school</td>
<td>12/23/2021 5:58 PM</td>
</tr>
<tr>
<td>378</td>
<td>Covid</td>
<td>12/23/2021 5:58 PM</td>
</tr>
<tr>
<td>379</td>
<td>I am a professor and I can use the University's</td>
<td>12/23/2021 5:57 PM</td>
</tr>
<tr>
<td>380</td>
<td>You won't let anyone apply to renew a library card online in a pandemic so I can't use any library services unless I expose myself.</td>
<td>12/23/2021 5:53 PM</td>
</tr>
<tr>
<td>381</td>
<td>Just Google search</td>
<td>12/23/2021 5:53 PM</td>
</tr>
<tr>
<td>382</td>
<td>Not needed</td>
<td>12/23/2021 5:51 PM</td>
</tr>
<tr>
<td>383</td>
<td>I didn't have a need the day I went to the library.</td>
<td>12/23/2021 5:49 PM</td>
</tr>
<tr>
<td>384</td>
<td>I need assistance - Library hours have been DRASTICALLY cut - as a Working Class taxpayer - The state of Hawaii Library System is NOT serving the general Working Class population</td>
<td>12/23/2021 5:39 PM</td>
</tr>
<tr>
<td>385</td>
<td>I have access through my work.</td>
<td>12/23/2021 5:37 PM</td>
</tr>
<tr>
<td>386</td>
<td>Too much trouble with P/u and library hours!!</td>
<td>12/23/2021 5:36 PM</td>
</tr>
<tr>
<td>387</td>
<td>Lack of exposure</td>
<td>12/23/2021 5:33 PM</td>
</tr>
<tr>
<td>388</td>
<td>I haven't spent much time in the library and have internet at home.</td>
<td>12/23/2021 5:32 PM</td>
</tr>
<tr>
<td>389</td>
<td>Tyrannical policies keep me from using library</td>
<td>12/23/2021 5:31 PM</td>
</tr>
<tr>
<td>390</td>
<td>Just not yet gotten around to it</td>
<td>12/23/2021 5:28 PM</td>
</tr>
<tr>
<td>391</td>
<td>Haven't needed to use it at this time.</td>
<td>12/23/2021 5:28 PM</td>
</tr>
<tr>
<td>392</td>
<td>Do research at home on my desktop or iPhone.</td>
<td>12/23/2021 5:25 PM</td>
</tr>
<tr>
<td>393</td>
<td>I use the databases from UH (I am a student).</td>
<td>12/23/2021 5:24 PM</td>
</tr>
<tr>
<td>394</td>
<td>Library not open convenient hours</td>
<td>12/23/2021 5:22 PM</td>
</tr>
<tr>
<td>395</td>
<td>I am a visitor who hasn't been able to travel to Hawaii due to Covid</td>
<td>12/23/2021 5:22 PM</td>
</tr>
<tr>
<td>396</td>
<td>I chose not to take an experimental drug and now I can't enter?!</td>
<td>12/23/2021 5:20 PM</td>
</tr>
<tr>
<td>397</td>
<td>I want to. I need to. I just haven't yet.</td>
<td>12/23/2021 5:15 PM</td>
</tr>
<tr>
<td>ID</td>
<td>Text</td>
<td>Timestamp</td>
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<td>----</td>
<td>----------------------------------------------------------------------</td>
<td>----------------------------</td>
</tr>
<tr>
<td>398</td>
<td>Databases in need to use are accessible at my work</td>
<td>12/23/2021 5:09 PM</td>
</tr>
<tr>
<td>399</td>
<td>If this is the same as catalog then I have used it</td>
<td>12/23/2021 5:08 PM</td>
</tr>
<tr>
<td>400</td>
<td>I just retired and looking forward to seeing what's available.</td>
<td>12/23/2021 5:06 PM</td>
</tr>
<tr>
<td>401</td>
<td>I don't want to use anymore until you stop discrimination for all of the people.</td>
<td>12/23/2021 5:06 PM</td>
</tr>
<tr>
<td>402</td>
<td>I live in Tennessee since 2017</td>
<td>12/23/2021 5:03 PM</td>
</tr>
<tr>
<td>403</td>
<td>I cannot physically sit for long periods of time to do research</td>
<td>12/23/2021 5:00 PM</td>
</tr>
<tr>
<td>404</td>
<td>Databases I need to use are accessible at work</td>
<td>12/23/2021 4:58 PM</td>
</tr>
<tr>
<td>405</td>
<td>I read fiction books for fun. I didn't realize the library has such resources.</td>
<td>12/23/2021 4:57 PM</td>
</tr>
<tr>
<td>406</td>
<td>Don't even know what it is?</td>
<td>12/23/2021 4:57 PM</td>
</tr>
<tr>
<td>407</td>
<td>Just got back to HI</td>
<td>12/23/2021 4:56 PM</td>
</tr>
<tr>
<td>408</td>
<td>I would rather be able to come to the library!</td>
<td>12/23/2021 4:55 PM</td>
</tr>
<tr>
<td>409</td>
<td>Librarians help me</td>
<td>12/23/2021 4:47 PM</td>
</tr>
<tr>
<td>410</td>
<td>No internet access from home</td>
<td>12/23/2021 4:47 PM</td>
</tr>
<tr>
<td>411</td>
<td>I live on the mainland and have had no reason to use them</td>
<td>12/23/2021 4:43 PM</td>
</tr>
<tr>
<td>412</td>
<td>What kind of research databases are available?</td>
<td>12/23/2021 4:37 PM</td>
</tr>
<tr>
<td>413</td>
<td>Haven't had a need yet</td>
<td>12/23/2021 4:35 PM</td>
</tr>
<tr>
<td>414</td>
<td>have not been to your beautiful island since 2020 because of covid</td>
<td>12/23/2021 4:32 PM</td>
</tr>
<tr>
<td>415</td>
<td>My internet service is not good, often unavailable.</td>
<td>12/23/2021 4:32 PM</td>
</tr>
<tr>
<td>416</td>
<td>We area occasional visitors to beautiful Hawaii; live in Sonoma CA and our library, like yours, is octstading.</td>
<td>12/23/2021 4:28 PM</td>
</tr>
<tr>
<td>417</td>
<td>Internet</td>
<td>12/23/2021 4:27 PM</td>
</tr>
<tr>
<td>418</td>
<td>I use my employer's (a university on the mainland) access to research databases</td>
<td>12/23/2021 4:27 PM</td>
</tr>
<tr>
<td>419</td>
<td>I use other databases available to me as a student of the University of Hawaii</td>
<td>12/23/2021 4:20 PM</td>
</tr>
<tr>
<td>420</td>
<td>I HAVE UED SEARCHES FOR EBOOKS, NOT RESEARCH</td>
<td>12/23/2021 4:20 PM</td>
</tr>
<tr>
<td>421</td>
<td>I have access to these databases through my work</td>
<td>12/23/2021 4:19 PM</td>
</tr>
<tr>
<td>422</td>
<td>My interests are superficial enough that the internet has adequate &quot;answers.&quot;</td>
<td>12/23/2021 4:18 PM</td>
</tr>
<tr>
<td>423</td>
<td>I use internet to upload videos but the library service is too slow</td>
<td>12/23/2021 4:17 PM</td>
</tr>
<tr>
<td>424</td>
<td>requiring vaccination for access to a library is absolutely disgusting.</td>
<td>12/23/2021 4:14 PM</td>
</tr>
<tr>
<td>425</td>
<td>Very seldom visit</td>
<td>12/23/2021 4:14 PM</td>
</tr>
<tr>
<td>426</td>
<td>covid do not go to library</td>
<td>12/23/2021 4:13 PM</td>
</tr>
<tr>
<td>427</td>
<td>no need</td>
<td>12/23/2021 4:13 PM</td>
</tr>
<tr>
<td>428</td>
<td>I'd rather go inside but I can't because I am not vaccinated. Discrimination!</td>
<td>12/23/2021 4:12 PM</td>
</tr>
<tr>
<td>429</td>
<td>Access at work</td>
<td>12/23/2021 4:12 PM</td>
</tr>
<tr>
<td>430</td>
<td>My wife and I go down to borrow books only usually the honor paperbacks.</td>
<td>12/23/2021 4:12 PM</td>
</tr>
<tr>
<td>431</td>
<td>Did not get help to access the required data base</td>
<td>12/23/2021 4:06 PM</td>
</tr>
<tr>
<td>432</td>
<td>I have access to research information thru work and am not sure what additional information I could access using the library's databases.</td>
<td>12/23/2021 4:03 PM</td>
</tr>
<tr>
<td>433</td>
<td>I have been so busy . I have not used the services</td>
<td>12/23/2021 3:58 PM</td>
</tr>
<tr>
<td>434</td>
<td>Didn't have time yet</td>
<td>12/23/2021 3:55 PM</td>
</tr>
<tr>
<td>ID</td>
<td>Text</td>
<td>Time</td>
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</tr>
<tr>
<td>435</td>
<td>Just want to Reserve and borrow books</td>
<td>12/23/2021 3:53 PM</td>
</tr>
<tr>
<td>436</td>
<td>I use my laptop</td>
<td>12/23/2021 3:50 PM</td>
</tr>
<tr>
<td>437</td>
<td>I'd rather come in to browse</td>
<td>12/23/2021 3:48 PM</td>
</tr>
<tr>
<td>438</td>
<td>enjoy coming in person to the library and research casually</td>
<td>12/23/2021 3:47 PM</td>
</tr>
<tr>
<td>439</td>
<td>I work and have access to database through my office. I could see myself maybe using them when I retire.</td>
<td>12/23/2021 3:45 PM</td>
</tr>
<tr>
<td>440</td>
<td>lost library card</td>
<td>12/23/2021 3:45 PM</td>
</tr>
<tr>
<td>441</td>
<td>Use Google and Youtube</td>
<td>12/23/2021 3:45 PM</td>
</tr>
<tr>
<td>442</td>
<td>Please open the library back up without vax or testing requirements! We are desperately missing this resource for homeschooling. We are media-minimal family.</td>
<td>12/23/2021 3:44 PM</td>
</tr>
<tr>
<td>443</td>
<td>I didn't know about them</td>
<td>12/23/2021 3:43 PM</td>
</tr>
<tr>
<td>444</td>
<td>Library not near</td>
<td>12/23/2021 3:42 PM</td>
</tr>
<tr>
<td>445</td>
<td>I have no need for this service</td>
<td>12/23/2021 3:39 PM</td>
</tr>
<tr>
<td>446</td>
<td>I do my own research and call the library</td>
<td>12/23/2021 3:36 PM</td>
</tr>
<tr>
<td>447</td>
<td>Old computer died phone too small</td>
<td>12/23/2021 3:34 PM</td>
</tr>
<tr>
<td>448</td>
<td>I use my own laptop</td>
<td>12/23/2021 3:33 PM</td>
</tr>
<tr>
<td>449</td>
<td>I shall explore research databases in the future. Thanks!</td>
<td>12/23/2021 3:33 PM</td>
</tr>
<tr>
<td>450</td>
<td>no need</td>
<td>12/23/2021 3:31 PM</td>
</tr>
<tr>
<td>451</td>
<td>i have a computer and internet service at home</td>
<td>12/23/2021 3:29 PM</td>
</tr>
<tr>
<td>452</td>
<td>I use the UH databases</td>
<td>12/23/2021 3:29 PM</td>
</tr>
<tr>
<td>453</td>
<td>I search for books online - is that what you mean, or are you looking for people who do actual research?</td>
<td>12/23/2021 3:29 PM</td>
</tr>
<tr>
<td>454</td>
<td>I have access to professional databases through other sources so I use those for meeting me needs.</td>
<td>12/23/2021 3:29 PM</td>
</tr>
<tr>
<td>455</td>
<td>Access to info elsewhere</td>
<td>12/23/2021 3:28 PM</td>
</tr>
<tr>
<td>456</td>
<td>Use other authoritative database sources.</td>
<td>12/23/2021 3:26 PM</td>
</tr>
<tr>
<td>457</td>
<td>No need</td>
<td>12/23/2021 3:24 PM</td>
</tr>
<tr>
<td>458</td>
<td>I have a tendency to use Wowbrary which gives me updates on what's available in the library that's new and descriptions and I just look under the topics that I'm interested in and I get a nice smattering of what is available under certain topics on a weekly basis from Wowbrary. When I have gone online to research I am not very good at it and not very educated at it so I have a tendency when I'm really looking for a particular book I look for it the best I can sometimes I find it in some form whether it be CD or online or book form. Or if I'm having difficulty I call the librarian and ask for help. The librarians are phenomenal he is helpful and always gracious.</td>
<td>12/23/2021 3:19 PM</td>
</tr>
<tr>
<td>459</td>
<td>I use a home computer.</td>
<td>12/23/2021 3:17 PM</td>
</tr>
<tr>
<td>460</td>
<td>only use Kauai library system for a few weeks a year when on island</td>
<td>12/23/2021 3:16 PM</td>
</tr>
<tr>
<td>461</td>
<td>I am 83 years old and not at all computer savvy. In fact, I don't like technological advances, but prefer the old fashioned help, by phone or in person, from the wonderful librarians whom I dearly appreciate. I love the library and believe it is the most worthwhile expense of the taxpayers. I am so happy I can support the library with my tax dollars.</td>
<td>12/23/2021 3:13 PM</td>
</tr>
<tr>
<td>462</td>
<td>Moved to Mainland</td>
<td>12/23/2021 3:11 PM</td>
</tr>
<tr>
<td>463</td>
<td>The database I need is ReferenceUSA (DataAxle)</td>
<td>12/23/2021 3:11 PM</td>
</tr>
<tr>
<td>464</td>
<td>Enjoyed browsing through the books in person. My daughter loved choosing her own books</td>
<td>12/23/2021 3:08 PM</td>
</tr>
<tr>
<td>ID</td>
<td>Comment</td>
<td>Date/Time</td>
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<tr>
<td>----</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------</td>
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</tr>
<tr>
<td>465</td>
<td>I use some specific professional sites, ASME, OSHA Maritime, Fed OSHA and State of Hawaii for my research. I need to look and see what the Library has to offer.</td>
<td>12/23/2021 3:07 PM</td>
</tr>
<tr>
<td>466</td>
<td>The library limits only those willing to show vaccine card to access library services.</td>
<td>12/23/2021 3:06 PM</td>
</tr>
<tr>
<td>467</td>
<td>Frustrated that the library is no longer public. It is a publicly paid for building for only those who agree to government medication.</td>
<td>12/23/2021 3:06 PM</td>
</tr>
<tr>
<td>468</td>
<td>You won't let me in now because I did not get vaccine</td>
<td>12/23/2021 3:05 PM</td>
</tr>
<tr>
<td>469</td>
<td>I use research databases that are available through UH (I'm a UH member)</td>
<td>12/23/2021 3:02 PM</td>
</tr>
<tr>
<td>470</td>
<td>no longer using public library system because of tyrannical vcxx mandate</td>
<td>12/23/2021 3:02 PM</td>
</tr>
<tr>
<td>471</td>
<td>Haven't had the need... Yet!</td>
<td>12/23/2021 3:00 PM</td>
</tr>
<tr>
<td>472</td>
<td>I haven't needed to use them but I definitely would</td>
<td>12/23/2021 3:00 PM</td>
</tr>
<tr>
<td>473</td>
<td>Do research through google, etc</td>
<td>12/23/2021 3:00 PM</td>
</tr>
<tr>
<td>474</td>
<td>I go on my computer for research</td>
<td>12/23/2021 2:58 PM</td>
</tr>
<tr>
<td>475</td>
<td>I asked a clerk to help me &amp; they gave me a sheet with instructions instead of wanting to sign me up in person</td>
<td>12/23/2021 2:57 PM</td>
</tr>
<tr>
<td>476</td>
<td>no need have home computer</td>
<td>12/23/2021 2:57 PM</td>
</tr>
<tr>
<td>477</td>
<td>I use Goggle &amp; no extra time. But will try it.</td>
<td>12/23/2021 2:56 PM</td>
</tr>
<tr>
<td>478</td>
<td>I've moved out of state</td>
<td>12/23/2021 2:55 PM</td>
</tr>
<tr>
<td>479</td>
<td>Just want to borrow ebooks and audiobooks</td>
<td>12/23/2021 2:54 PM</td>
</tr>
<tr>
<td>480</td>
<td>not since covid....don't agree with any of this bullshit</td>
<td>12/23/2021 2:54 PM</td>
</tr>
<tr>
<td>481</td>
<td>Just had no occasion to use them</td>
<td>12/23/2021 2:53 PM</td>
</tr>
<tr>
<td>482</td>
<td>I have access to online research databases c/o UH. If and when I don't, however, this would be very useful to have access via HSPLS.</td>
<td>12/23/2021 2:53 PM</td>
</tr>
<tr>
<td>483</td>
<td>I don't currently have a need to use them, but may in the future</td>
<td>12/23/2021 2:52 PM</td>
</tr>
<tr>
<td>484</td>
<td>I use on site resources</td>
<td>12/23/2021 2:51 PM</td>
</tr>
<tr>
<td>485</td>
<td>I have access to university library databases which are what I need for my research</td>
<td>12/23/2021 2:51 PM</td>
</tr>
<tr>
<td>486</td>
<td>Won't download on my old Ipad</td>
<td>12/23/2021 2:51 PM</td>
</tr>
<tr>
<td>487</td>
<td>It's not clear they exist. Easy instructions and tutorial videos would be helpful</td>
<td>12/23/2021 2:50 PM</td>
</tr>
<tr>
<td>488</td>
<td>Haven't had time to check the online research databases</td>
<td>12/23/2021 2:48 PM</td>
</tr>
<tr>
<td>489</td>
<td>I know they exist, but not part of my routine bro to use them, so I in essence forget they are a resource.</td>
<td>12/23/2021 2:44 PM</td>
</tr>
<tr>
<td>490</td>
<td>Don't have any need to use at the moment. I'm busy working and have resources at work.</td>
<td>12/23/2021 2:44 PM</td>
</tr>
<tr>
<td>491</td>
<td>I was attending Palamanui Community College and used the search engines provided by the college.</td>
<td>12/23/2021 2:43 PM</td>
</tr>
<tr>
<td>492</td>
<td>I didn't take the time</td>
<td>12/23/2021 2:42 PM</td>
</tr>
<tr>
<td>493</td>
<td>I enjoy face-to-face interactions with staff people</td>
<td>12/23/2021 2:42 PM</td>
</tr>
<tr>
<td>494</td>
<td>I would rather go inside the library</td>
<td>12/23/2021 2:41 PM</td>
</tr>
<tr>
<td>495</td>
<td>I used to when I needed to find articles, but not anymore</td>
<td>12/23/2021 2:39 PM</td>
</tr>
<tr>
<td>496</td>
<td>I need to renew my library card for access</td>
<td>12/23/2021 2:39 PM</td>
</tr>
<tr>
<td>497</td>
<td>Our family enjoys going into the library, but we now cannot.</td>
<td>12/23/2021 2:39 PM</td>
</tr>
<tr>
<td>498</td>
<td>Current world health situation</td>
<td>12/23/2021 2:39 PM</td>
</tr>
<tr>
<td>499</td>
<td>I stopped for a while. Then it like a foreign language when i started again. I was planning to go</td>
<td>12/23/2021 2:37 PM</td>
</tr>
<tr>
<td>ID</td>
<td>Comment</td>
<td>Date/Time</td>
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<td>------</td>
<td>-------------------------------------------------------------------------</td>
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</tr>
<tr>
<td>500</td>
<td>As staff at UH Hilo I ordinarily use their online databases</td>
<td>12/23/2021 2:35 PM</td>
</tr>
<tr>
<td>501</td>
<td>I use UHMCs databases</td>
<td>12/23/2021 2:35 PM</td>
</tr>
<tr>
<td>502</td>
<td>Prefer going to library</td>
<td>12/23/2021 2:35 PM</td>
</tr>
<tr>
<td>503</td>
<td>I believe the library offered free family tree searches (ancestry.com ?) last year, but I had not researched any other online databases. The free ancestry.com access was wonderful, and appreciated--thank you.</td>
<td>12/23/2021 2:34 PM</td>
</tr>
<tr>
<td>504</td>
<td>I currently go to a school which already provides online research databases.</td>
<td>12/23/2021 2:34 PM</td>
</tr>
<tr>
<td>505</td>
<td>I think I have used them through help from librarians</td>
<td>12/23/2021 2:32 PM</td>
</tr>
<tr>
<td>506</td>
<td>I use google scholar</td>
<td>12/23/2021 2:31 PM</td>
</tr>
<tr>
<td>507</td>
<td>I have recently been dealing with health issues that has preoccupied my time.</td>
<td>12/23/2021 2:31 PM</td>
</tr>
<tr>
<td>508</td>
<td>If they include Morningstar, I found the information to be formatted weirdly and hard to parse.</td>
<td>12/23/2021 2:31 PM</td>
</tr>
<tr>
<td>509</td>
<td>Haven't needed or used yet - but I will</td>
<td>12/23/2021 2:30 PM</td>
</tr>
<tr>
<td>510</td>
<td>Rather select my books at the library</td>
<td>12/23/2021 2:30 PM</td>
</tr>
<tr>
<td>511</td>
<td>I refuse to use or support the library with the vaccine mandate you have in place.</td>
<td>12/23/2021 2:29 PM</td>
</tr>
<tr>
<td>512</td>
<td>use other online sources as they are more availsbke</td>
<td>12/23/2021 2:28 PM</td>
</tr>
<tr>
<td>513</td>
<td>Vaccine passport</td>
<td>12/23/2021 2:28 PM</td>
</tr>
<tr>
<td>514</td>
<td>I'd like to use the online research databases but have not explored how to use them.</td>
<td>12/23/2021 2:28 PM</td>
</tr>
<tr>
<td>515</td>
<td>I use these databases through the university</td>
<td>12/23/2021 2:27 PM</td>
</tr>
<tr>
<td>516</td>
<td>I only put in requests for books that I want to read.</td>
<td>12/23/2021 2:26 PM</td>
</tr>
<tr>
<td>517</td>
<td>Don't want to</td>
<td>12/23/2021 2:25 PM</td>
</tr>
<tr>
<td>518</td>
<td>I don't like going to the library with the vax passport in place.</td>
<td>12/23/2021 2:24 PM</td>
</tr>
<tr>
<td>519</td>
<td>apparently my password is wrong &amp; don't know how to correct it</td>
<td>12/23/2021 2:24 PM</td>
</tr>
<tr>
<td>520</td>
<td>System is slow, dragging and staff not really know what is going on their internet connection, ie WiFi.</td>
<td>12/23/2021 2:24 PM</td>
</tr>
<tr>
<td>521</td>
<td>No computer</td>
<td>12/23/2021 2:23 PM</td>
</tr>
<tr>
<td>522</td>
<td>I am appalled I need my medical health records to enter the public library that my taxes are subsidizing. Nazi anyone?</td>
<td>12/23/2021 2:23 PM</td>
</tr>
<tr>
<td>523</td>
<td>I have the UH Hilo Library Databases</td>
<td>12/23/2021 2:23 PM</td>
</tr>
<tr>
<td>524</td>
<td>I'm not vaccinated</td>
<td>12/23/2021 2:22 PM</td>
</tr>
<tr>
<td>525</td>
<td>Interest in genealogy websites</td>
<td>12/23/2021 2:20 PM</td>
</tr>
<tr>
<td>526</td>
<td>I've looked for specific articles and the content wasn't available. Specifically articles or journals for vocational rehabilitation counseling.</td>
<td>12/23/2021 2:19 PM</td>
</tr>
<tr>
<td>527</td>
<td>i'm not vaccinated, so i can't go into the library, am i correct?</td>
<td>12/23/2021 2:19 PM</td>
</tr>
<tr>
<td>528</td>
<td>I do research online via sources not associated with library system</td>
<td>12/23/2021 2:17 PM</td>
</tr>
<tr>
<td>529</td>
<td>Because pandemic I have not visited the library</td>
<td>12/23/2021 2:17 PM</td>
</tr>
<tr>
<td>530</td>
<td>you have a lot of useless &quot;resources&quot; &amp; books</td>
<td>12/23/2021 2:16 PM</td>
</tr>
<tr>
<td>531</td>
<td>Not sure exactly what you are talking about</td>
<td>12/23/2021 2:16 PM</td>
</tr>
<tr>
<td>532</td>
<td>I can access UH Library's database</td>
<td>12/23/2021 2:16 PM</td>
</tr>
<tr>
<td>533</td>
<td>I have access through my job</td>
<td>12/23/2021 2:15 PM</td>
</tr>
<tr>
<td>ID</td>
<td>Comment</td>
<td>Date</td>
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<td>---------------------------------------------------------------------------------------------------</td>
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</tr>
<tr>
<td>534</td>
<td>Screw the Library and their vaccine mandates.</td>
<td>12/23/2021 2:15 PM</td>
</tr>
<tr>
<td>535</td>
<td>I’m not vaccinated</td>
<td>12/23/2021 2:15 PM</td>
</tr>
<tr>
<td>536</td>
<td>Married to a librarian. You know how that goes.</td>
<td>12/23/2021 2:15 PM</td>
</tr>
<tr>
<td>537</td>
<td>I usually use resources at UHM</td>
<td>12/23/2021 2:14 PM</td>
</tr>
<tr>
<td>538</td>
<td>I could never get my online link to work</td>
<td>12/23/2021 2:14 PM</td>
</tr>
<tr>
<td>539</td>
<td>I do not live on Maui so usually use my own local library system. HOWEVER, I very much want to</td>
<td>12/23/2021 2:14 PM</td>
</tr>
<tr>
<td></td>
<td>support you good people so if it will make a difference in your grant eligibility, just way the</td>
<td></td>
</tr>
<tr>
<td></td>
<td>word and I will utilize your system first!</td>
<td></td>
</tr>
<tr>
<td>540</td>
<td>Will not use any library services due to the vaccine passport</td>
<td>12/23/2021 2:14 PM</td>
</tr>
<tr>
<td>541</td>
<td>Out of state but we utilize the library during our visits .</td>
<td>12/23/2021 2:12 PM</td>
</tr>
<tr>
<td>542</td>
<td>Out of state resident</td>
<td>12/23/2021 2:11 PM</td>
</tr>
<tr>
<td>543</td>
<td>Internet searches provide enough info. Although I am open to trying the databases again.</td>
<td>12/23/2021 2:11 PM</td>
</tr>
<tr>
<td>544</td>
<td>U let in only vaccinated! Discrimination!</td>
<td>12/23/2021 2:10 PM</td>
</tr>
<tr>
<td>545</td>
<td>Like to go to the library in person</td>
<td>12/23/2021 2:10 PM</td>
</tr>
<tr>
<td>546</td>
<td>My internet is not good</td>
<td>12/23/2021 2:10 PM</td>
</tr>
<tr>
<td>547</td>
<td>I don't know anything about it. No one told me about this.</td>
<td>12/23/2021 2:10 PM</td>
</tr>
<tr>
<td>548</td>
<td>I have a home pc.</td>
<td>12/23/2021 2:09 PM</td>
</tr>
<tr>
<td>549</td>
<td>Never thought about it</td>
<td>12/23/2021 2:09 PM</td>
</tr>
<tr>
<td>550</td>
<td>i need to renew my library card, but i can't find it / don't live in hawaii</td>
<td>12/23/2021 2:08 PM</td>
</tr>
<tr>
<td>551</td>
<td>Our local library has been closed</td>
<td>12/23/2021 2:08 PM</td>
</tr>
<tr>
<td>552</td>
<td>Don't know what info might be available, where the info comes from or how reliable it might be.</td>
<td>12/23/2021 2:08 PM</td>
</tr>
<tr>
<td></td>
<td>Not interested unless reliable &amp; verifiable.</td>
<td></td>
</tr>
<tr>
<td>553</td>
<td>I cannot use the public library because</td>
<td>12/23/2021 2:07 PM</td>
</tr>
<tr>
<td>554</td>
<td>Have similar resources through UH</td>
<td>12/23/2021 2:06 PM</td>
</tr>
<tr>
<td>555</td>
<td>I'm not allowed into the library because of discrimination.</td>
<td>12/23/2021 2:05 PM</td>
</tr>
<tr>
<td>556</td>
<td>I am a professor and use the UH library</td>
<td>12/23/2021 2:04 PM</td>
</tr>
<tr>
<td>557</td>
<td>You would not extend my Digital Card after I lost my printed member card.</td>
<td>12/23/2021 2:04 PM</td>
</tr>
<tr>
<td>558</td>
<td>Need to print most times and now band from library for being not vax/jabbed.</td>
<td>12/23/2021 2:04 PM</td>
</tr>
<tr>
<td>559</td>
<td>I also have access to the UH libraries and use them for my research.</td>
<td>12/23/2021 2:03 PM</td>
</tr>
<tr>
<td>560</td>
<td>I refuse to support the library after they no longer allow my unvaccinated children in anymore.</td>
<td>12/23/2021 2:03 PM</td>
</tr>
<tr>
<td>561</td>
<td>The information I needed were from other data sources.</td>
<td>12/23/2021 2:03 PM</td>
</tr>
<tr>
<td>562</td>
<td>I’m Always working</td>
<td>12/23/2021 2:03 PM</td>
</tr>
<tr>
<td>563</td>
<td>Have access to many via my employer</td>
<td>12/23/2021 2:02 PM</td>
</tr>
<tr>
<td>564</td>
<td>I liked when I could take my children into the library</td>
<td>12/23/2021 2:02 PM</td>
</tr>
<tr>
<td>565</td>
<td>can't get them to work</td>
<td>12/23/2021 2:02 PM</td>
</tr>
<tr>
<td>566</td>
<td>NOt doing much research with data bases. Find enough info. on Google</td>
<td>12/23/2021 2:02 PM</td>
</tr>
<tr>
<td>567</td>
<td>Not allowed into the library due to COVID restrictions.</td>
<td>12/23/2021 2:02 PM</td>
</tr>
<tr>
<td>568</td>
<td>I no longer live in Maui, Hawaii.</td>
<td>12/23/2021 2:01 PM</td>
</tr>
<tr>
<td>569</td>
<td>I am a UH student and use their research databases.</td>
<td>12/23/2021 2:00 PM</td>
</tr>
<tr>
<td>570</td>
<td>I have sometimes had access to University of Hawaii system online research databases and</td>
<td>12/23/2021 1:58 PM</td>
</tr>
<tr>
<td>ID</td>
<td>Comment</td>
<td>Date/Time</td>
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</tr>
<tr>
<td>571</td>
<td>I haven't been to the library recently.</td>
<td>12/23/2021 1:58 PM</td>
</tr>
<tr>
<td>572</td>
<td>I have very limited use of a computer. I have a computer at work but, not one of my own.</td>
<td>12/23/2021 1:57 PM</td>
</tr>
<tr>
<td>573</td>
<td>I live in California and use my local library for online research.</td>
<td>12/23/2021 1:56 PM</td>
</tr>
<tr>
<td>574</td>
<td>haven't checked them out yet</td>
<td>12/23/2021 1:56 PM</td>
</tr>
<tr>
<td>575</td>
<td>Your app doesn't work</td>
<td>12/23/2021 1:56 PM</td>
</tr>
<tr>
<td>576</td>
<td>I am computer illiterate</td>
<td>12/23/2021 1:55 PM</td>
</tr>
<tr>
<td>577</td>
<td>I didn't know that they were available.</td>
<td>12/23/2021 1:55 PM</td>
</tr>
<tr>
<td>578</td>
<td>The first four of the above</td>
<td>12/23/2021 1:54 PM</td>
</tr>
<tr>
<td>579</td>
<td>I'd like to use the Library in person</td>
<td>12/23/2021 1:54 PM</td>
</tr>
<tr>
<td>580</td>
<td>Access through university library</td>
<td>12/23/2021 1:53 PM</td>
</tr>
<tr>
<td>581</td>
<td>At this time we only use the online library system to search for books to borrow</td>
<td>12/23/2021 1:53 PM</td>
</tr>
<tr>
<td>582</td>
<td>I'm retired now and Google has sufficed.</td>
<td>12/23/2021 1:53 PM</td>
</tr>
<tr>
<td>583</td>
<td>I have access to those databases through other means</td>
<td>12/23/2021 1:52 PM</td>
</tr>
<tr>
<td>584</td>
<td>Computers were not available</td>
<td>12/23/2021 1:52 PM</td>
</tr>
<tr>
<td>585</td>
<td>You've denied access to tax paying citizens because of their “vaccine” staus. Shame</td>
<td>12/23/2021 1:51 PM</td>
</tr>
<tr>
<td>586</td>
<td>Not a student</td>
<td>12/23/2021 1:51 PM</td>
</tr>
<tr>
<td>587</td>
<td>I use Google</td>
<td>12/23/2021 1:50 PM</td>
</tr>
<tr>
<td>588</td>
<td>I think one has to be a researcher to use them effectively. Do some Ytube videos on how to use them.</td>
<td>12/23/2021 1:50 PM</td>
</tr>
<tr>
<td>589</td>
<td>Still trying to set up your app</td>
<td>12/23/2021 1:49 PM</td>
</tr>
<tr>
<td>590</td>
<td>I will when I help my granddaughter do research</td>
<td>12/23/2021 1:49 PM</td>
</tr>
<tr>
<td>591</td>
<td>I use the UH databases</td>
<td>12/23/2021 1:48 PM</td>
</tr>
<tr>
<td>592</td>
<td>I just didn't have time to do so</td>
<td>12/23/2021 1:48 PM</td>
</tr>
<tr>
<td>593</td>
<td>Retired...no need for research</td>
<td>12/23/2021 1:48 PM</td>
</tr>
<tr>
<td>594</td>
<td>I'm a visitor so I'm not using this service.</td>
<td>12/23/2021 1:47 PM</td>
</tr>
<tr>
<td>595</td>
<td>I'm an annual visitor &amp; have not been able to get a library card.</td>
<td>12/23/2021 1:47 PM</td>
</tr>
<tr>
<td>596</td>
<td>I work in a school with access to its own databases</td>
<td>12/23/2021 1:46 PM</td>
</tr>
<tr>
<td>597</td>
<td>Not currently needed, but in the future</td>
<td>12/23/2021 1:45 PM</td>
</tr>
<tr>
<td>598</td>
<td>My children LOVE to come into the library. BUT now that they have to be vaccinated (and actually are immune compromised and can NOT be vaccinated they no longer get to go into the library. They have been crushed. Thanks a lot.</td>
<td>12/23/2021 1:45 PM</td>
</tr>
<tr>
<td>599</td>
<td>I rarely visit library anymore</td>
<td>12/23/2021 1:45 PM</td>
</tr>
<tr>
<td>600</td>
<td>I use google chrome for searches</td>
<td>12/23/2021 1:45 PM</td>
</tr>
<tr>
<td>601</td>
<td>We are unvaccinated and wouldn't be able to pick the books up.</td>
<td>12/23/2021 1:44 PM</td>
</tr>
<tr>
<td>602</td>
<td>Have a Home Computer</td>
<td>12/23/2021 1:44 PM</td>
</tr>
<tr>
<td>603</td>
<td>Moved to Las Vegas.</td>
<td>12/23/2021 1:44 PM</td>
</tr>
<tr>
<td>604</td>
<td>When will Moiliili open after these two plus years of temporary repairs.</td>
<td>12/23/2021 1:44 PM</td>
</tr>
<tr>
<td>605</td>
<td>Library hours are so limited I don't bother anymore</td>
<td>12/23/2021 1:42 PM</td>
</tr>
<tr>
<td>606</td>
<td>I know they are there, just haven't had any need to use them in recent years. Plus I think</td>
<td>12/23/2021 1:42 PM</td>
</tr>
<tr>
<td>ID</td>
<td>Response</td>
<td>Date/Time</td>
</tr>
<tr>
<td>-----</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>------------------</td>
</tr>
<tr>
<td>607</td>
<td>Also work for a university that provides access to academic journals and databases.</td>
<td>12/23/2021 1:42 PM</td>
</tr>
<tr>
<td>608</td>
<td>I didn't know where to access them. I thought you had to do it in the library.</td>
<td>12/23/2021 1:42 PM</td>
</tr>
<tr>
<td>609</td>
<td>I've never thought about online. I've been going in person to use the facility. The facility is not open on Wednesday. Staff do not walk around to check on you and also let you know this benefit.</td>
<td>12/23/2021 1:42 PM</td>
</tr>
<tr>
<td>610</td>
<td>Don't do reasearch except on my phone</td>
<td>12/23/2021 1:41 PM</td>
</tr>
<tr>
<td>611</td>
<td>I will not participate with vac passport false narrative</td>
<td>12/23/2021 1:41 PM</td>
</tr>
<tr>
<td>612</td>
<td>The password I set up doesn't work and is hard to change.</td>
<td>12/23/2021 1:41 PM</td>
</tr>
<tr>
<td>613</td>
<td>Your ridiculous Vax Mandates against Mt in person use of the library are discrimination!</td>
<td>12/23/2021 1:41 PM</td>
</tr>
<tr>
<td>614</td>
<td>N</td>
<td>12/23/2021 1:40 PM</td>
</tr>
<tr>
<td>615</td>
<td>Don't live in Hawaii</td>
<td>12/23/2021 1:39 PM</td>
</tr>
<tr>
<td>616</td>
<td>Did not have time to use it yet</td>
<td>12/23/2021 1:39 PM</td>
</tr>
<tr>
<td>617</td>
<td>more convenient for me to go visit the library and ask the staff for any assistance I require.</td>
<td>12/23/2021 1:39 PM</td>
</tr>
<tr>
<td>618</td>
<td>I usually do that at home</td>
<td>12/23/2021 1:38 PM</td>
</tr>
<tr>
<td>619</td>
<td>I have access to databases through my job</td>
<td>12/23/2021 1:37 PM</td>
</tr>
<tr>
<td>620</td>
<td>I haven't used the Hawaii Library system since 2018.</td>
<td>12/23/2021 1:37 PM</td>
</tr>
<tr>
<td>621</td>
<td>I need instruction.</td>
<td>12/23/2021 1:37 PM</td>
</tr>
<tr>
<td>622</td>
<td>I am currently in Europe</td>
<td>12/23/2021 1:36 PM</td>
</tr>
<tr>
<td>623</td>
<td>I didn't find any use for it at this moment</td>
<td>12/23/2021 1:36 PM</td>
</tr>
<tr>
<td>624</td>
<td>No need for online services at this time, maybe in the future.</td>
<td>12/23/2021 1:36 PM</td>
</tr>
<tr>
<td>625</td>
<td>Just borrow books</td>
<td>12/23/2021 1:36 PM</td>
</tr>
<tr>
<td>626</td>
<td>I have access to needed databases through my employer.</td>
<td>12/23/2021 1:36 PM</td>
</tr>
<tr>
<td>627</td>
<td><a href="https://www.change.org/Petition_for_legal_suicide_in_America">https://www.change.org/Petition_for_legal_suicide_in_America</a></td>
<td>12/23/2021 1:35 PM</td>
</tr>
<tr>
<td>628</td>
<td>We use the web Ω 21 .12 .23</td>
<td>12/23/2021 1:34 PM</td>
</tr>
<tr>
<td>629</td>
<td>I have access to a university database</td>
<td>12/23/2021 1:34 PM</td>
</tr>
<tr>
<td>630</td>
<td>I'm usually looking for academic databases in the humanities that I can get through UH, but if there are more available through HSPLS, I'd be interested. The UH doesn't subscribe to everything I need.</td>
<td>12/23/2021 1:34 PM</td>
</tr>
<tr>
<td>631</td>
<td>You did not allow me to renew my library card!</td>
<td>12/23/2021 1:33 PM</td>
</tr>
<tr>
<td>632</td>
<td>I am only inTO for 2 months each year so I just read your books while I am there. No research! I'll research at home.</td>
<td>12/23/2021 1:33 PM</td>
</tr>
<tr>
<td>633</td>
<td>Visitor</td>
<td>12/23/2021 1:32 PM</td>
</tr>
<tr>
<td>634</td>
<td>I haven't needed to use them, but may in future.</td>
<td>12/23/2021 1:31 PM</td>
</tr>
<tr>
<td>635</td>
<td>I am not fully vaccinated and the library will not serve me.</td>
<td>12/23/2021 1:31 PM</td>
</tr>
<tr>
<td>636</td>
<td>I am aware of such databases available in the university library systems.</td>
<td>12/23/2021 1:31 PM</td>
</tr>
<tr>
<td>637</td>
<td>N</td>
<td>12/23/2021 1:31 PM</td>
</tr>
<tr>
<td>638</td>
<td>Not able to visit</td>
<td>12/23/2021 1:30 PM</td>
</tr>
<tr>
<td>639</td>
<td>Go for assistance at the library</td>
<td>12/23/2021 1:30 PM</td>
</tr>
<tr>
<td>640</td>
<td>use them through UH</td>
<td>12/23/2021 1:30 PM</td>
</tr>
<tr>
<td>641</td>
<td>Or if I do have a need, I'm not aware of it.</td>
<td>12/23/2021 1:30 PM</td>
</tr>
<tr>
<td>ID</td>
<td>Response</td>
<td>Date/Time</td>
</tr>
<tr>
<td>-----</td>
<td>----------------------------------------------------------------------------------------------------------------</td>
<td>-------------------</td>
</tr>
<tr>
<td>642</td>
<td>I work at UH and am more familiar with these databases</td>
<td>12/23/2021 1:30 PM</td>
</tr>
<tr>
<td>643</td>
<td>I don't have wi-fi in my Van/RV home.</td>
<td>12/23/2021 1:30 PM</td>
</tr>
<tr>
<td>644</td>
<td>Technologically ignorant</td>
<td>12/23/2021 1:30 PM</td>
</tr>
<tr>
<td>645</td>
<td>I want to do a search at a specific library and that search was difficult.</td>
<td>12/23/2021 1:30 PM</td>
</tr>
<tr>
<td>646</td>
<td>Does this include using the Hawaiian Library Card with the overdrive app?</td>
<td>12/23/2021 1:30 PM</td>
</tr>
<tr>
<td>647</td>
<td>I prefer in person/physical resources</td>
<td>12/23/2021 1:30 PM</td>
</tr>
<tr>
<td>648</td>
<td>Not needed at this time</td>
<td>12/23/2021 1:28 PM</td>
</tr>
<tr>
<td>649</td>
<td>Not doing research currently</td>
<td>12/23/2021 1:28 PM</td>
</tr>
<tr>
<td>650</td>
<td>You guys are segregating the unvaccinated and not letting them in!!!!! So it’s not even a “public” library anymore</td>
<td>12/23/2021 1:28 PM</td>
</tr>
<tr>
<td>651</td>
<td>For what purpose?</td>
<td>12/23/2021 1:26 PM</td>
</tr>
<tr>
<td>652</td>
<td>I refuse to patronize the library because of the vaccine mandates.</td>
<td>12/23/2021 1:24 PM</td>
</tr>
<tr>
<td>653</td>
<td>I am not allowed to go to the library as I am being discriminated against for my health choices</td>
<td>12/23/2021 1:26 PM</td>
</tr>
<tr>
<td>654</td>
<td>Library is so embedded in the public school system and doesn't really offer adults a welcoming setting or platform.</td>
<td>12/23/2021 1:25 PM</td>
</tr>
<tr>
<td>655</td>
<td>Will try later</td>
<td>12/23/2021 1:24 PM</td>
</tr>
<tr>
<td>656</td>
<td>I use Google</td>
<td>12/23/2021 1:24 PM</td>
</tr>
<tr>
<td>657</td>
<td>I stopped using the public library when they started discrimination practices.</td>
<td>12/23/2021 1:23 PM</td>
</tr>
<tr>
<td>658</td>
<td>I now live in my hometown in Pennsylvania and use the local library resources</td>
<td>12/23/2021 1:23 PM</td>
</tr>
<tr>
<td>659</td>
<td>I use my own computer for research</td>
<td>12/23/2021 1:22 PM</td>
</tr>
<tr>
<td>660</td>
<td>I use the UH ones but theirs are not great so if yours have extra ones I would now try yours too</td>
<td>12/23/2021 1:23 PM</td>
</tr>
<tr>
<td>661</td>
<td>I'm not allowed in the library because of discrimination</td>
<td>12/23/2021 1:23 PM</td>
</tr>
<tr>
<td>662</td>
<td>I'm an avid book reader</td>
<td>12/23/2021 1:23 PM</td>
</tr>
<tr>
<td>663</td>
<td>I have moved from Hawaii.</td>
<td>12/23/2021 1:22 PM</td>
</tr>
<tr>
<td>664</td>
<td>I have moved from Hawaii.</td>
<td>12/23/2021 1:22 PM</td>
</tr>
<tr>
<td>665</td>
<td>The mandates!</td>
<td>12/23/2021 1:22 PM</td>
</tr>
<tr>
<td>666</td>
<td>Library is so embedded in the public school system and doesn't really offer adults a welcoming setting or platform.</td>
<td>12/23/2021 1:25 PM</td>
</tr>
<tr>
<td>667</td>
<td>Have access through UH</td>
<td>12/23/2021 1:22 PM</td>
</tr>
<tr>
<td>668</td>
<td>Have access through UH</td>
<td>12/23/2021 1:22 PM</td>
</tr>
<tr>
<td>669</td>
<td>Retired but avid book reader</td>
<td>12/23/2021 1:23 PM</td>
</tr>
<tr>
<td>670</td>
<td>I stopped using the public library when they started discrimination practices.</td>
<td>12/23/2021 1:23 PM</td>
</tr>
<tr>
<td>671</td>
<td>I use my own computer for research</td>
<td>12/23/2021 1:22 PM</td>
</tr>
<tr>
<td>672</td>
<td>You need to use this service at the moment</td>
<td>12/17/2021 4:35 PM</td>
</tr>
</tbody>
</table>
Q3 I used online research databases to find information on: (Select all that apply).

Answered: 3,402  Skipped: 10,949

- College or career planning
- Current events
- Finding a job/writing...
- Genealogy
- Health or medical topics
- History
- Homework
- Hobbies (e.g. gardening,...)
- Parenting
- Personal or family...
- Recreational reading...
- Starting or improving my...
- Other (please specify)
<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>College or career planning</td>
<td>12.55%</td>
</tr>
<tr>
<td>Current events</td>
<td>22.52%</td>
</tr>
<tr>
<td>Finding a job/writing a resume or cover letter</td>
<td>8.14%</td>
</tr>
<tr>
<td>Genealogy</td>
<td>17.20%</td>
</tr>
<tr>
<td>Health or medical topics</td>
<td>25.34%</td>
</tr>
<tr>
<td>History</td>
<td>24.19%</td>
</tr>
<tr>
<td>Homework</td>
<td>15.08%</td>
</tr>
<tr>
<td>Hobbies (e.g. gardening, sewing, photography)</td>
<td>35.27%</td>
</tr>
<tr>
<td>Parenting</td>
<td>6.00%</td>
</tr>
<tr>
<td>Personal or family finances/budgeting</td>
<td>10.96%</td>
</tr>
<tr>
<td>Recreational reading suggestions</td>
<td>42.21%</td>
</tr>
<tr>
<td>Starting or improving my business</td>
<td>7.14%</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>16.70%</td>
</tr>
<tr>
<td>Total Respondents: 3,402</td>
<td></td>
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</table>

<table>
<thead>
<tr>
<th>#</th>
<th>OTHER (PLEASE SPECIFY)</th>
<th>DATE</th>
</tr>
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<tbody>
<tr>
<td>1</td>
<td>consumer reports mag for best buying reports</td>
<td>1/1/2022 8:41 PM</td>
</tr>
<tr>
<td>2</td>
<td>I might have used more if there had been more publicity</td>
<td>1/1/2022 7:51 PM</td>
</tr>
<tr>
<td>3</td>
<td>books to read</td>
<td>1/1/2022 11:04 AM</td>
</tr>
<tr>
<td>4</td>
<td>reviews of household goods</td>
<td>12/31/2021 8:56 PM</td>
</tr>
<tr>
<td>5</td>
<td>Book suggestions</td>
<td>12/30/2021 7:07 PM</td>
</tr>
<tr>
<td>6</td>
<td>book searches</td>
<td>12/30/2021 3:35 PM</td>
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<tr>
<td>7</td>
<td>Audio books</td>
<td>12/30/2021 2:30 PM</td>
</tr>
<tr>
<td>8</td>
<td>Travel documents requirements</td>
<td>12/30/2021 2:14 PM</td>
</tr>
<tr>
<td>9</td>
<td>Indigenous data</td>
<td>12/29/2021 7:03 PM</td>
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<tr>
<td>10</td>
<td>finding books on specific topics</td>
<td>12/29/2021 2:44 PM</td>
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<tr>
<td>11</td>
<td>Activism</td>
<td>12/29/2021 12:58 PM</td>
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<tr>
<td>12</td>
<td>Professional development</td>
<td>12/29/2021 11:38 AM</td>
</tr>
<tr>
<td>13</td>
<td>Computer network and security system; mixed martial arts; muay thai</td>
<td>12/29/2021 5:38 AM</td>
</tr>
<tr>
<td>14</td>
<td>Legal templates, such as for a single-member LLC</td>
<td>12/29/2021 4:27 AM</td>
</tr>
<tr>
<td>15</td>
<td>Finding materials</td>
<td>12/29/2021 1:00 AM</td>
</tr>
<tr>
<td>16</td>
<td>Showing students how to access &amp; use them</td>
<td>12/29/2021 12:53 AM</td>
</tr>
<tr>
<td>17</td>
<td>oops misunderstood this question</td>
<td>12/29/2021 12:26 AM</td>
</tr>
<tr>
<td>18</td>
<td>Dept of Labor purposes</td>
<td>12/28/2021 11:04 PM</td>
</tr>
<tr>
<td>19</td>
<td>Book reviews &amp; biographies for book clubs</td>
<td>12/28/2021 10:19 PM</td>
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<tr>
<td>20</td>
<td>lesson plan ideas</td>
<td>12/28/2021 7:55 PM</td>
</tr>
<tr>
<td>Number</td>
<td>Request</td>
<td>Date/Time</td>
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<tr>
<td>--------</td>
<td>-------------------------------------------------------------------------</td>
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<tr>
<td>21</td>
<td>ordering audio books and dvds</td>
<td>12/28/2021 7:20 PM</td>
</tr>
<tr>
<td>22</td>
<td>Classes</td>
<td>12/28/2021 6:32 PM</td>
</tr>
<tr>
<td>23</td>
<td>Morningstar for finance; Jstor to read scientific articles</td>
<td>12/28/2021 5:09 PM</td>
</tr>
<tr>
<td>24</td>
<td>Music</td>
<td>12/28/2021 5:07 PM</td>
</tr>
<tr>
<td>25</td>
<td>Looking for current Best sellers</td>
<td>12/28/2021 4:37 PM</td>
</tr>
<tr>
<td>26</td>
<td>Work tasks (research)</td>
<td>12/28/2021 3:26 PM</td>
</tr>
<tr>
<td>27</td>
<td>Classics in hard cover</td>
<td>12/28/2021 2:52 PM</td>
</tr>
<tr>
<td>28</td>
<td>Book reviews</td>
<td>12/28/2021 1:58 PM</td>
</tr>
<tr>
<td>29</td>
<td>Auto Repair</td>
<td>12/28/2021 1:01 PM</td>
</tr>
<tr>
<td>30</td>
<td>Specific books</td>
<td>12/28/2021 12:59 PM</td>
</tr>
<tr>
<td>31</td>
<td>Recipes</td>
<td>12/28/2021 12:50 PM</td>
</tr>
<tr>
<td>32</td>
<td>Sorry, I have not used database</td>
<td>12/28/2021 12:49 PM</td>
</tr>
<tr>
<td>33</td>
<td>education resources for teaching</td>
<td>12/28/2021 12:47 PM</td>
</tr>
<tr>
<td>34</td>
<td>Best sellers</td>
<td>12/28/2021 12:34 PM</td>
</tr>
<tr>
<td>35</td>
<td>Research for college</td>
<td>12/28/2021 9:41 AM</td>
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<tr>
<td>36</td>
<td>Skills practice</td>
<td>12/28/2021 8:00 AM</td>
</tr>
<tr>
<td>37</td>
<td>egoic consciousness</td>
<td>12/28/2021 6:25 AM</td>
</tr>
<tr>
<td>38</td>
<td>words-def, translation, music lookup oldies,classicals</td>
<td>12/28/2021 4:06 AM</td>
</tr>
<tr>
<td>39</td>
<td>law library/info, auto repair</td>
<td>12/28/2021 3:09 AM</td>
</tr>
<tr>
<td>40</td>
<td>books</td>
<td>12/28/2021 2:38 AM</td>
</tr>
<tr>
<td>41</td>
<td>Mistake. I should have said no to #1</td>
<td>12/28/2021 2:34 AM</td>
</tr>
<tr>
<td>42</td>
<td>Scientific papers</td>
<td>12/28/2021 1:55 AM</td>
</tr>
<tr>
<td>43</td>
<td>Hawaiian</td>
<td>12/28/2021 1:30 AM</td>
</tr>
<tr>
<td>44</td>
<td>Professional evidence-based practice</td>
<td>12/28/2021 12:39 AM</td>
</tr>
<tr>
<td>45</td>
<td>travel and cooking</td>
<td>12/28/2021 12:38 AM</td>
</tr>
<tr>
<td>46</td>
<td>investment research</td>
<td>12/27/2021 11:30 PM</td>
</tr>
<tr>
<td>47</td>
<td>Japanese book</td>
<td>12/27/2021 11:14 PM</td>
</tr>
<tr>
<td>48</td>
<td>find a book</td>
<td>12/27/2021 10:40 PM</td>
</tr>
<tr>
<td>49</td>
<td>Background research for my fiction writing</td>
<td>12/27/2021 10:11 PM</td>
</tr>
<tr>
<td>50</td>
<td>Looking for online classes</td>
<td>12/27/2021 10:09 PM</td>
</tr>
<tr>
<td>51</td>
<td>films</td>
<td>12/27/2021 9:15 PM</td>
</tr>
<tr>
<td>52</td>
<td>Science and Nature</td>
<td>12/27/2021 9:14 PM</td>
</tr>
<tr>
<td>53</td>
<td>How to save my eternal soul from capitalist insanity.</td>
<td>12/27/2021 9:11 PM</td>
</tr>
<tr>
<td>54</td>
<td>Car repair</td>
<td>12/27/2021 8:29 PM</td>
</tr>
<tr>
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138 Consumer Reports 12/25/2021 11:42 AM
139 Personal development 12/25/2021 8:02 AM
140 Which HI Library had the books I was interested in checking out to read. 12/25/2021 5:06 AM
141 Comparing prices and quality for large ticket items 12/25/2021 4:08 AM
142 Books on elevating people 12/25/2021 3:30 AM
143 Information on e-books and fiction books by authors 12/25/2021 1:39 AM
144 DVD 12/24/2021 11:02 PM
145 Libby audio books 12/24/2021 9:50 PM
146 Magazines, music 12/24/2021 9:43 PM
147 DVD abd CD 12/24/2021 9:32 PM
148 Immigration 12/24/2021 8:35 PM
149 songs and books 12/24/2021 8:22 PM
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152 Travel 12/24/2021 7:41 PM
153 Book search 12/24/2021 7:37 PM
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155 Children books 12/24/2021 6:56 PM
156 technological improvements in product solutions 12/24/2021 6:40 PM
157 when iso difficult information to find on many topics 12/24/2021 5:34 PM
158 Book research 12/24/2021 5:15 PM
159 research 12/24/2021 4:51 PM
160 just to find books to read 12/24/2021 4:43 PM
161 For pleasure reading and listening! ❤ 12/24/2021 4:33 PM
162 Cooking 12/24/2021 4:28 PM
163 travel guidebooks 12/24/2021 4:08 PM
164 To renew books 12/24/2021 3:43 PM
165 Cook books for better health, Animal rescue 12/24/2021 3:13 PM
166 Children books 12/24/2021 3:02 PM
167 Free magazine reading 12/24/2021 2:29 PM
168 Music CD's and DVD's 12/24/2021 2:21 PM
169 Real estate statistics 12/24/2021 1:36 PM
170 British mystery novels 12/24/2021 1:34 PM
171 Can't remember. It's been over 2 years since in Kihei. I am a holiday visitor who always uses the library when I'm there. 12/24/2021 1:23 PM
172 Travel destinations 12/24/2021 1:08 PM
173 tutoring / SAT ACT 12/24/2021 1:03 PM
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<td>12/23/2021 4:08 PM</td>
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<td>researching what books you offer on specific subjects or by specific authors</td>
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365 Libraries
366 locating a book
367 Writing a book
368 Just checking email.
369 Interior Decoration
370 Kids books
371 Asvab info
372 Traveling books
373 Investing / Morningstar
374 scientific research articles
375 Children's books during lockdown
376 Music
377 Mental illness, spiritual, computer
378 Languages
379 Chilton manual for auto repair
380 Search for books
381 researching for DVD
382 Learn a new language
383 current issues; natural history; language reference
384 non fiction and fiction books
385 Author searches
386 O
387 G
388 Finding books
389 Ordering books, dvd
390 Wardrobe, Fashion, and Beauty
391 Curriculum planning
392 books to read
393 women's biography
394 Books
395 Bbb
396 To aid in academic research and reporting
397 Self help
398 learning
399 Mechanical
400 Science
401 library catalog
402 Find books to rent
403 Stock Trading
404  Music & videos
405  Books and DVDs
406  finding books
407  Topics to share with my students
408  card catalog research on books
409  Library
410  Travel location ideas - things to visit
411  Oops I didn't use database
412  Gale Education
413  Research for teaching
414  Language help
415  I used it most when I was in college doing research. I use it now, every now and then, to try to find resources for my students.
416  Language
417  As a teacher, preparing for classes
418  audiobooks
419  Science topics
420  research
421  Reading books, all sorts. Because, I can!
422  dvd's
423  Dissertation research
424  Looking for children books
425  Teaching
426  Oh thought you meant online catalog oops. I've not used these online services
427  Availability of items at a specific library branch before I visit in person.
428  Audio books by author
429  Searching for a specific book or Author
430  writing research
431  For work
432  news
433  Inquiring if specific reading material is available
434  Borrowing E-Books
435  Books
436  Library books
437  Finding resources for my job as a teacher.
438  Reading for pleasure
439  Reserving books from the library
440  Videos
441  Travel
Topics that relate to curriculum I use in the classroom.

To check available books for my book group

Learning

Miscellaneous stuff

general reading and movies

Traveling

Too complicated

no

Loving Kanopy Thank you!

Don't remember

Books about topics I'm teaching

books

Work

Search for library books in database

Art

Research

Learning music

Education

Audio books

Library inventory search

Books

Business

Childrens

Yes

Reserving books

research

Use for preparation of tutoring lessons

Book searches to use w/ students that I work with at a public school

Woman health books

Hawaii things to do: concerts, entertainment

Read but your library books so limited selection

need more access to investment databases like value line

Ordering book from another library.

Books for grandchildren

Legal

USE LIBBY FOR BOOKS

documents/applications
Hawaii State Public Library System Patron Survey (11/29/21-1/2/22)

SurveyMonkey

480 Hawaiian Music
481 Community resources
482 audiobook availability
483 Old school like to read
484 legal research
485 Work and employment
486 reference
487 none
488 Best books to read
489 Hawaiian culture
490 Music cds
491 For my classroom as a teacher
492 Bios & books of people
493 research
494 Assist students with business-related information
495 As a teacher
496 research for a paper
497 Global warming & emerging social & economic impacts
498 Finding books and reserving them
499 Social media
500 purchasing products
501 Can't remember
502 shopping for medical device
503 foreign language
504 computer programs
505 Work for HART
506 Pacing hold on books
507 Children's books
508 books im interested in reading
509 Travel
510 ordering library books
511 Automotive
512 I don't use it
513 Search books
514 Research. Historical
515 Libby
516 Buddhist studies
517 Reviews of books
518 recipes
519 As an author
520 Music scores
521 Academic research
522 Overdue books
523 Japanese art
524 Kids books
525 DOWNLOAD E-BOOK TO READ
526 Developing an “Aloha welcome to Kauai Itinerary” for our daughters, family, friends and guests with great places to visit and activities in Kauai
527 Histriical sites
528 Research major purchases
529 Kids Reading
530 Scientific research
531 Sorry-error- I use Google for information
532 I thought you meant looking up books
533 Whatever I felt like reading
534 Study about different places and also the universe
535 Psychology
536 Research for writing
537 finding and reserving books
538 children's books
539 Stop with the vaccine mandates
540 auto repair
541 google
542 History
543 Consumer reviews for purchasing appliances
544 CDs and Books
545 check out books
546 Books
547 General inquiry & research into a range of subjects & mixed media content.
548 automotive repair
549 Music cds
550 Auto repair
551 I lived in poverty and the library helped me escape from my problems and learn about the modern world.
552 Languages
553 ASVAB
554 research for class content
555 arts and crafts
Borrow books and DVDs

general information

Religion

look for the book

Email

Academic research

assisting patrons in finding what they want

Chilton's car database

Repair manuals to fix my car.

Used National Geographic and Nat Geo Kids for entertainment for my family.

psychology and philosophy

Book suggestions

car repair
Q4 Please indicate your level of agreement with the following statements about our online research databases:

Answered: 3,356   Skipped: 10,995
<table>
<thead>
<tr>
<th>COMMENT</th>
<th>DATE</th>
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<tbody>
<tr>
<td>1</td>
<td>But the correct databases are not easy to access. In fact, I was unsuccessful with trying to access eMagazines.</td>
</tr>
<tr>
<td>2</td>
<td>I love that I can search for and request a book online..and then get a notice that it is ready to pick up at my library!</td>
</tr>
<tr>
<td>3</td>
<td>I love our hawaii state public library</td>
</tr>
<tr>
<td>4</td>
<td>search functions are difficult to use.</td>
</tr>
<tr>
<td>5</td>
<td>A librarian helped me find a review article from the annual Consumer Reports buying guide and even she had a little trouble navigating to find it. It may have nothing to do with HSPL, but some of the databases are not easy to use, especially for someone using one for the first time.</td>
</tr>
<tr>
<td>6</td>
<td>Wishing for more &amp; expanded licensing</td>
</tr>
<tr>
<td>7</td>
<td>Having free access to that dna genealogy website was nice and to be able to watch free movies.</td>
</tr>
<tr>
<td>8</td>
<td>It's been a number of years since I used it - perhaps in has improved.</td>
</tr>
<tr>
<td>9</td>
<td>The public library is an important resource for senior citizens, like me, who don't own a computer. The library staff is a great help to us.</td>
</tr>
<tr>
<td>10</td>
<td>Searching a database is difficult at times due to lack of knowing key words.</td>
</tr>
<tr>
<td>11</td>
<td>Had a hard time searching for things, but it was my first time so I don't really know what I was doing.</td>
</tr>
<tr>
<td>12</td>
<td>Appreciate access to Ancestry.com.</td>
</tr>
<tr>
<td>13</td>
<td>Would prefer more digitized books</td>
</tr>
<tr>
<td>14</td>
<td>You guys are appreciated! Keep up the good work.</td>
</tr>
<tr>
<td>15</td>
<td>Online information provide you the quickest search time and convenience. It allows you to dedicate more time to studying and writing. It saves time while in the library searching for</td>
</tr>
</tbody>
</table>
books.

It depends on the database. Some of them are easier to use than others, but it's more because of their own platforms rather than anything the library could control. I wish I had access to more current academic research because my alma mater does not provide an option for me to access the updated research. I wish the digital collection we had were more robust and up-to-date on current knowledge for the digital world.

The library website it's hard to find book and don't have to much choice or variety. It's better to go personality to the library but this library like other community center and business are violating human rights by not letting people get in without vaccine. But if all staff have the vaccine, what they are preventing. Why they are scare to get infected. That's mean the vaccine isn't working and They still getting sick and violating human rights. This is not right.

Thank you for service

Please stop discrimination against those that don't vaccinate! Medical Freedom!

I feel that sometimes the website is difficult to navigate

Questions are too vague. Not sure if specific databases or in general.

Very helpful! Thank you for giving us access.

I found the research difficult. It works if you know what you're looking for when you begin. But, if you're looking to browse and be inspired by something, it was very disappointing.

It does help with a variety of item that I research.

Need more audio books

The library needs more current non-fiction books in science.

Some are more intuitive and easy to use than others.

Sometimes the search engines in databases are confusing i.e. citation results (why are these things even in the results?) and delayed issues for publications ... maybe just add a "full text, available now" in criteria section.

If I recall correctly, it was difficult to locate the e-magazines.

Getting in is the tricky part.

I take free classes at the university as a senior citizen, but do not have access to the university library's databases to do homework, so I use the public library databases to write my research papers.

Retired and plenty of time to go online...learning is fun. Digging for info everyday.

Get a strange unsecure website notification, wish portal was secure.

Would rather be able to come in to browse as before restrictions.

I have found that access to certain databases can only be achieved through roundabout methods. A guide to how to access the respective available databases from different providers would be helpful

I would like to know more about what is available. I should probably make greater use of this resource than I have.

It is ,such more complicated and frustrating than it used to be

Only use book title searches

About a month ago I visited and had to show proof of my vaccination card. This is remnant of darker days in our past. It really pushes me away from going to the library all together. Very sad about this new policy. Consider removing this for good.

Please keep us in the 21st century, and moving forward!

databases are great, finding them not so much

Having Ancestry available from home has been wonderful. PLEASE keep that as a permanent
I found the database difficult to navigate, needlessly comprehensive (lists literally ALL books catalogued) which slowed down the search narrow down process, and once the books were selected, the step to check them out was not intuitive. It took multiple attempts over multiple days—because it took that long to figure out the database. Consider a filter feature where, for instance, if I click only newspaper, just show newspapers (no, yours doesn't do that).

Background info; Use of broader information from various sources

A tutorial on using the scientific and clinical studies publications would be helpful the first time around.

I wish you had the Value Line Survey in your database. I miss the paper copies, which was the most important use of the library for me.

I truly appreciate having access to Scholastic Teachables.

Order books on line since I am not allowed inside! Do appreciate the posting of new books since that is the only way I can see them.

Pls extend Ancestry

Ancestry.com should be available from home like during Covid instead of only at the library.

One book title appears several times when searching and only one of them can lead to the detail page.

It's hard to use. Wasn't helpful and now I'm considered an outcast from the library system even though my tax dollars still have to fund it.

I have found that the organization of many of the online public databases for libraries and their search algorithms can be difficult for first-time users to use. They have useful information, but are not easy to start using

Waipahu library has great staff

I love the Ancestry site! Thanks for providing it to us!!!

I appreciate obtaining information from sources that are reputable and obtainable without leaving my home especially during the Covid-19 epidemic.

Great job - keep it up.

Would be good to have something explaining the various sources

Once I found what I was looking for, didn't know how to access it for further information or use.

Ever since school I've always found the online databases a little confusing to use but that might just be a "me" problem ya know?

Library at Molokai: beautiful, professional, kind, cool and wonderful crew! Please open new wing!! Please bring back New York times! Please subscribe to The Art Newspaper! Both great! More computer time! Happy holidays! Mahalo!

When looking for books, I can't just back up to a previous page. The computer allows too short a time for me to read a summary and return to a previous page. Instead, I have to search again for the author's name and click through 4 steps to return to the previous page.

I appreciate the genealogy information I have from your online ancestry subscription.

I used them when I was in school but not more recently. I'd have to be reminded or taught how to use them now and how they would benefit me now.

In person Hrs need to be more varied, for people that work during the day.

N/A

I basically use the author or title searches when I read about something in the news.

Vaccine status and negative results are tyrannical standards robbing people of online
databases they may not be able to obtain elsewhere.

70 Need more audiobooks  
71 Can't go to the library as an unvaccinated person so online info is useless to me  
72 I am grateful for this resource -- it has been very helpful.  
73 Thank you for making the databases available from home during the pandemic. It's very convenient.  
74 I was able to find my half sister draft care her father had filled out.  
75 Right at one's fingertips- current, relevant and often times accurate information.  
76 I find the library to be a wonderful lifeline for me  
77 Thank you for providing free access to Ancestry.com thru Library online search. I appreciate it so much.  
78 When searching books, the process is relatively easy but the format to scan the books once identified is challenging. Having to read thru all of the description to determine if the item is book, video, etc. takes time. A user-friendly format would work better.  
79 The only problem is illegal mask and vaccine madates  
80 Search engine is terrible  
81 would be nice to show search results with most recent publications at top, and oldest at bottom.  
82 I have to usually try different things before I can find specific Korean drama DVDs i want. It would be nice if i could type in the drama's title in the search feature as soon as i get on the website and the DVD pops up immediately. It often says "no results" until i change categories or manipulate things and after a few minutes, i'll get the dvd i want.  
83 Loved the access to Ancestry.com!  
84 So much easier to use internet (altho maybe not as reliable). Humbug to sign in  
85 More databases please. Also would like to know about all the kinds of databases you have available. but maybe I don't check the site enough.  
86 When I make a choices s such as ebook, thrillers, English etc. -the data that arises does not match my choices.  
87 As an avid patron renewing my LibrariesHi Card recently. The online mode is appropriately impressive for me. With your assistance I found using this privilege more enjoyable than in my past.  
88 When searching for items and after selecting an item from the results there seems to be no way of returning back to the results. I need to start my search over again. It would be nice to have a back button to click to return back to results.  
89 Access to online databases is the most important to me.  
90 Effectiveness limited by liberal bias  
91 It used to work on my iPad but lately it doesn't b  
92 Not easy to navigate to the various resources.  
93 Without the help of the human staffing the telephone help line, I would not have been able to find what I needed in a reasonable amount of time.  
94 Online Searches are limited and in person isn't an option.  
95 I am somewhat computer literate but found the sites very specific and if you are not use to your system it can be very frustrating  
96 Many magazine publications are abbreviated or condensed...in particular Guitar World.  
97 there is a learning curve on how to use it
98. I unly use the library to find audio books.  
99. I love the library. Its such a wonderful resource for our community. mahalo for all your good work.  
100. I ask my librarian to *search my DB interests.  
101. databases are being replaced by smart GUI (AI) and Neural networks (NN). The future needs of databases is being replaced by a common Knowledge-base accessible to a Neural net... this is now. Not much later, the database will just be a somewhat lost memory in the history books of the times before.  
102. The extended access to Ancestry.com *from home* has been absolutely wonderful, and I strongly hope it will continue.  
103. Ancestry website was in library use only until Covid, when it was open to users remotely. Please keep it accessible remotely.  
104. Value Line access from home?  
105. Although not tech savvy, the Staff members @ Wailuku Public Library are extremely helpful with guidance as I access these services. Very helpful in 'keeping me connected', especially since the 2019 Covid Years. As a former employee with DOE, these services are important, needed, and appreciated. Mahalo  
106. The librarians who helped me use the databases were the best!  
107. Sometimes the log-in is hard to follow. Also, I don't load other browsers--they should all be Google accessible.  
108. It's been a couple years since I last used them, so have forgotten my experience. But I'm glad you provide them.  
109. To find the release date of the book you are searching requires clicks to the 3rd page. I wish it would show this in the initial search display. For example search: lonely planet italy and it displays many books but you cannot tell which is the most current edition until you click on one and then click on details. That means you have to click on every book just to see this info. Since guidebooks come out annually, I wish you could just have the entire series displayed by year of publication such as all rick steves published in 2019, etc. this way there is no missing titles. mahalo  
110. I have a difficult time using the internet because I don't have a computer or any type of technical devises and cannot use them effectively. I just wish I could go into the library as before and check out books, but because of mandates forcing me to do what I am against, my rights have been stripped.  
111. Glad we can reserve books online! I wish there was a way to request new books that aren't listed in the online database.  
112. Database should always be available to the public  
113. I asked for the Pacific Business News top 100 business list and no one contacted me via email or phone that it arrived at Wailuku Maui Library at High Street. That was prior to Thanksgiving 2021. Now it's 12/24/2021 and I have successfully moved to the mainland. You are either understaffed and your personnel needs to undergo customer service excellence training .  
114. I was confused and unable to access the scientific articles that I needed. It would be great to get access through the library website, then be able to search with google scholar which seems to be the easiest and best engine for finding the research on looking for.  
115. The Ancestry search engine is amazing! I found my ancestor's draft registration card for the Civil War. There was his signature pressed in time. It would be the one data base I would recommend to everyone. Fascinating!  
116. The staff at the Mililani library are also very helpful and professional.  
117. I have it easier to use the "old catalog" approach  
118. I never can get the Friday New York Times--I don't know what happened-------
frustration

I appreciate the convenience of your website and the ease I have experienced in ordering books and videos.

Overall great job on the databases! I primarily enjoy reading Economist on Libby, NYTimes access codes. The legal forms were incredibly useful when I needed them too. Thank you!

Useful to have access to information especially during the height of pandemic but i have also continued use during easing of restrictions

More databases are always good to have!

Wasn't aware of online research databases. Plan to start using the data base.

i really didn't know this was available til now

Libraries are life-savers. Full. Stop

I'm old enough that online research is NEVER easy, but you do a good job of helping out

I have not used all that I intend to yet so basing this on using chilton's which is not as thorough as it used to be and another resource might be better

online services are a great tool to have because its like an online store or a brain that does the work for you only its the computer and online research

It would be helpful to offer classes or have a guide or online lesson on how to find things.

Excellent resources.

Sometimes my book renewal does not work on app but will work when i log on via computer. Although sometimes it will work via the app. This includes when it shows I am able to renew.

I haven't checked online for information recently, it has been many years ago that I searched for books. I go to the library in person to get my books.

With all this covid stuff and good online access…. the more material you have the better…if budgetary constraints….maybe start weighing it towards online access.

They are difficult to locate and use. I seek the assistance of a librarian to help me locate information. I couldn't do it without their help.

Should know this answer but don't; does HSPLS have access to databases that have a paywall, e.g. NY Times, Wall Street Journal?

It's been a long time since I used the computer at the library and when I had to it was very convenient.

Databases saves time and is very informational.

Thank for all you do in helping people like me with low-tech savvy skills have access to data that I need. Happy holidays. Mahalo

Thank you

I only enjoy limited databases.

hilo branch library computers are slow to respond. wi fi fails in dead spots of library when trying to remotely access via android phone/laptop comp

Just wish Ancestry Library Edition was available online all the time not just during the pandemic.

Thank you!

Not many people are aware of the different databases available

No more. Testing for Covid cost. Can't afford to go to the library anymore.

I have eclectic interests and informational needs. Your databases always find what I am seeking because the parameters are easy to input.

It is great to be able to search the online databases.
It helps me to save a lot of time & trips to the library!

I appreciate the library both on line and in person.

I have searched databases for a decades and frankly I do not like the discovery tool you use - too many false hits.

Many people in the communities on island have great need of research facilities and printing valuable pages from sites such as our libraries offer.

More audiobooks please.

Information easily attained, for all subjects.

They save time & money.

would like ancestry online as a regular database

I truly appreciate having access to peer reviewed journal articles for my medical inquiries and for every other thing I'm curious about in this world. It helps to have a reliable source of information easily accessible to me.

Helped me do genealogy research on line due to pandemic.

I rarely use digital data bases as google is more convenient.

Wishing to access more local information handy.

Instructions on how to use databases are not clear. More information on what the database contains, how to use search to hone in on articles with most info, some databases give titles of articles and NOT the articles themselves.

Used it while preparing a History Day paper and for genealogy research.

n/a

I’m renewed my library card. Online is an excellent access pivoting lifestyle!

There is a bit of a wait usually do to high volume as many dont have home internet

When I am looking for access to a specific paper, it is hard to figure out what database it might be in, and then surprisingly hard to find it by searching within the database it's in (they often seem to return a lot of really irrelevant results at the top).

Thank You for being an institution that serves the public well

Difficult because there does not seem to be a way to get my kindle version of overdrive to limit search to audiobooks. So I have to weed through the results & it takes a lot of time bc most of the selections are ebooks. There doesn't seem to be a search category of biography or one of travel writing. If you search on travel, it is dominated by guidebooks.

I haven't used them in several years so I'm sure they've improved since then

I would've appreciated more instruction VS signs on the table top so I could get started on my own. It was inconvenient to wait for a computer to become available. It wasn't obvious to me at first how to access the information I needed.

I may not understand what this is. I have researched for books and topics I want to read about

Research online from home is the best option these days.

Try to bring back the 'rental laptops'

I haven't used them in 3 years because they seemed cumbersome.

The public library is one of the best community service sources left in vulture capitalist America.

We would much rather have in person access to books, however, our religious beliefs with vaccinations has prevented us to be able to participate in what we used to have as a 1x a week of extended library time. This is shameful to take away this resource for the children and community.
Great service and easy to use.  
I'm an occasional visitor from the mainland and only a couple times used the computer to find books at the Kihei branch when I was there  
I only do recreational reading  
SOMETIMES I CANNOT FIND INFORMATION ON THE NUMBER OF COPIES AVAILABLE FOR PARTICULAR TITLES  
Online access is helpful because you can access it at your convenience.  
You all do a wonderful. I find all your online resources useful whenever I use them...  
I listen to a book constantly and love having the quick access to many selections  
Ulukau is extremely valuable  
COVID IS THE COLD, vaccines are bad!  
Mahalo  
The loss of our papers of record access to past articles makes the library’s microfiche and other copies of papers VERY needed.  
“e-card catalog” system needs a major update. system is very dated; filters are not user-friendly. template/layout needs to be modernized, similar to other entities functional webportal pages.  
The library has great resources  
I especially love JSTOR!  
I asked the computer for an author and title, and it showed me virtually everything with that title and author in book, audio book, DVD, showing how many copies were in the entire state library system, and no (NO) way of selecting just one. When I arrived to collect the book, the librarian was very confused asked me to wait a while until she could find what I wanted. I got it, but it was maddening. I wondered if someone's 12 year old had put the system together.  
Have not used data bases yet only catalogue  
Children's book sections are hard to navigate to find age appropriate books. Also the description of the book theme or author message is not well written or helpful for parents who might want to avoid some topics. There are so many picture books in system, maybe to organize award winning books in a separate category, plus under the author and/or theme categories too. Books for very young readers would be another helpful category. ETC., since online descriptions and a variety of categories are needed at this time for parents who can not take their children into the library. Maybe parent hasn't been vaccinated or uncomfortable to take children to a higher exposure level, etc.--- Very few children using library these days and this is going to have negative impacts for children's educational development!!!  
I don't really use them...not sure what's available  
Stay on course and keep improving  
Never have any problems accessing the Library. Keel up the good work!  
This is such a valuable service you are providing. Access to this information is important for the building of community and local economies.  
sometimes I miss the card catalog  
My interests are eclectic, so having a wide variety is valuable to the generalist and the specialist.  
I'm a retired college librarian ... and databases aren't so easy to use for the untrained!  
Please KEEP the Foundation Center Online database of founders. It is the ONLY one in Hawaii!  
Not always easy to determine best database to search on a particular topic  
Too biased
204 I also belong to the Pierce county library so in most cases one of the two libraries will have the recreational reading audiobook that I seek.

205 The database was no where as complete at the NYPL or the Los Angeles Public Library!

206 I would miss the resources if they discontinued and have appreciated the access

207 Some of the search tools are really meant for professionals, but I appreciate the ability to use them.

208 I haven’t used the research databases for a long while, so it is possible they are better than when I tried to use them.

209 Mahalo

210 All our contact has been for e-books or checking on regular books from the library

211 I find them a bit cumbersome and click-heavy, but I’m happy to guide my students through best practices in research.

212 Need to bring back the other automotive database instead of the current one. The current one isn’t as detailed as the old one.

213 I appreciate having these online resources available to me. Especially during the pandemic. I found it crucial in helping me keep a sense of normalcy.

214 Once you learn how to navigate site, it’s easy to use

215 I would like to know about the availability of library services. I have been in the dark about this since Covid arrived.

216 Not friendly or ease to navigate. Seems like a lot of clicks to find results. Not intuitive.

217 Need tutorial.

218 Question: do I have to be vaccinated to now use this library?

219 None

220 Having access to research data bases is essential to conduct independent research. This is valuable for the public interest and to develop independent thought.

221 Thanks for your service to the public. Hawaii Library service is one of the best!

222 Since pandemic, I have used online services very frequently and have found it very helpful. Indicating which library the book is located in helps me measure how soon a book will be available.

223 I could not figure out any more which library has the book. Who has the book used to be with the specific book when you look at it and you would get the info from where it was transferred if you put a hold on it I am not sure where this info is now. I did not find it. I did remember though if I wanted to get a book to put a hold on it which I find funny wording

224 Possible biased response, since I am a retired librarian!

225 The data base should allow searches by subject. This would enable general browsing. Searches by author or title limits the reader to specific books.

226 Thank you for providing access to these invaluable sources of information. They have always been very useful, but the pandemic has made them even more essential.

227 Miss the story times that I use to take my children to during the week. They looked forward to them too.

228 The database is a great feature but the HSPLS is very difficult to navigate through, search options are limited and there’s no way to scroll through titles by category like “family” or “picture books” or “easy reading” from my experience you have to have a specific title or subject in order to get a options.

229 I really appreciate the full-text academic articles available in Ebsco—they are helpful when doing college papers.

230 Love Hawaii library system!
231 The chilton manual doesn't pull up info like it used to. The search function is off
232 it was a long time ago and i don't remember too many details
233 If the databases were separated into topics covered (i.e. medicine, legal, etc,) or grade level appropriateness, the decision to use which database would be easier.
234 I love the fact that the databases are free to use, especially since I help many students find information
235 Nice resource to use
236 The databases could be more user friendly. When the online services are updated, sometimes it gets a little confusing on where everything is.
237 Limited database and cumbersome to use. Google and Amazon are faster and very intuitive, needing very little information to find what you want to know.
238 Appreciate what's available. Would love to see more access.
239 Would it be reasonable/affordable to obtain subscriptions and archived articles from the New Yorker, the Atlantic and other magazines?
240 Good info without going in to library
241 It always ends up being easier to do a google search. But I appreciate having the option.
242 Thank you for providing these services during this pandemic
243 Make services obvious and have explanations about services provided
244 I especially like the ancestry.com and would like to have access to newspapers.com.
245 I would like access to more peer-reviewed articles.
246 Kind of difficult to answer. Sometimes the info in the db is hard to follow. Example, lookup Anthony Bourdain. Found: “Anthony Bourdain” and “Anthony Bourdain.” I won’t say a lot of situations like this, but this is not unusual.
247 I love the online databases, but I’ve got to be honest. I really want to be able to go to the library and sit at a table to get my work done again.
248 Good way to obtain data.
249 I have had issues trying to log in and access the database
250 Online database is extremely helpful and convenient.
251 difficult to know which catalog to use
252 don't use often but are helpful when I do love the library. And the librarians
253 The search function can be a little tricky to get used to, but the filter system is good.
254 sometimes they want payment to subscribe - not sure if I should or if the articles are available via the library or not
255 It would help to have the cover photos of the books. The system just seems a little old. I've ordered books before of the same title but wrong author. I appreciate having access to the website though.
256 Mahalo for your services
257 I am unable and or unfamiliar with the process of setting up my IPad with the Hawaii State Library System to borrow E-Books.
258 Great service! I love it!
259 The Hawaii state library slogan is literally “where you belong” yet my children have to stand outside to collect their library books from a security guard while other children go into the library and pick out their own. My 3 year old cried as she watched another mother and daughter happily go in while she had to wait outside. It’s absolutely discriminatory, you are violating our health privacy, and our US constitutional rights when we are the ones FUNDING THE
I'm disappointed that Ebsco et al are gone. Because I don't have access to UH online scholarly materials, I depended on the state library to make these available.

I'm 75 and not good manipulating computers at all. Take my responses w that grain of salt.

Want to see all Hawaii based newspaper publications available online especially dailies like The Honolulu Advertiser, Honolulu Star Bulletin, the Maui News, etc.

I use the old system database search. The newer system is difficult to use the results are confusing.

N/A

Learn to write in Unix

I've just used the Morningstar database

So much discovery and learning

Having the library in our life is one of the few benefits we cherish. We not only use the website but also love to visit. The staff is always pleasant and helpful.

Hard to know what's available

Databases are accessible to people who have gone to university or graduate schools and learned how to access and use them. The general population likely doesn't know about or have access let alone know how to read, process and understand scientific articles.

Availability of physical brick and mortar libraries are crucial as not everyone has constant access to online only resources

Being able to access online databases helps me and my family do genealogy and historical research that enriches our understanding not only of where we come from but of our whole community. It makes us stronger and wiser.

I didn't know it was available until recently and was thrilled to find it (recommended to try by my sister) I should spend time seeing what else HST as available

Difficult to use so I dont use it now

Thank you for providing reliable accurate information.

Awesome research

Thank you for having this option!

More access please

Online is important as we've become a 2 tiered society going back towards the dark ages of Hawaii history. (remember how for 100 years we dragged people from their homes, declared them dead, confiscated their belongings and dumped them on an island with no resources? Only to find out Hansen's Disease is barely contagious?) not being allowed into the library unless we share our private medical status is disgusting!!! So disappointed that the library would go along with this witch hunt madness! You are on the wrong side of history.

I find the databases daunting and hard to figure out

Your database selection of books is to limited. Super ethnocentric selection. Need more diverse selection about all world ethnicities it will free the mind of becoming like the leader of the proud boys who's mom is Japanese and he spent maybe to much time in Ethnocentric Hawaii!

need more access to investment databases like value line

ONLY USE LIBBY FOR RECREATION READING OR NON-FICTION BOOKS

I cannot always access the JSTOR items I need

Not deaf friendly. Not able find which aisle
Hawaii State Public Library System Patron Survey (11/29/21-1/2/22)

286 Very good we'll done on working with library equipment and right access To your computer's.is well done.

287 could be more user friendly

288 appreciate the Morningstar database access

289 Some of the books and music have been lost or damaged these items should be removed from the online catalog. If they are or when they are replaced then I would suggest updating the catalog to current status.

290 It doesn't load properly.

291 They are only as useful as the advice one gets from the staff. I have not visited the library or checked out a book because of all the Covid/vaccine social distancing requirements which I find ridiculous given one can shop at Walmart and Target each week and run into many more people than at the Waikiki Library. The problem stems from allowing the unclean, the homeless, the beggars' in to waste the resources, play games, and stink up the place! Hopefully, this policy will be changed or I will just buy the books I want to read from Amazon, Walmart, Target or the many on-line bookstores. I will read less and find quality, clean books! I now have a laptop at home so I don't have to suffer the smell at the computer banks.

292 Infrequent use so not expert in access/use of them

293 Sure navigation to find the stat base is challenging.

294 I definitely feel that data sources are much needed for myself and all.

295 Sorry. Pressed the wrong button. I've never used online data base research

296 I can't always find all the books in a series as an ebook, and that's a little frustrating.

297 masterfile which includes consumer repts magazine is not easily accessible nor is its existence made known

298 It is difficult to search for items as the searches are extremely narrow - the spelling must be correct to the letter; this is too restrictive and inefficient.

299 It has been since 2017 system that I used the online databases—so take that into account on my survey

300 searching by author is confusing...last name first? Takes too long to select book and find content on book

301 Mahalo Nui Loa!

302 Awesome!

303 Some of the prgrms require too manysteps which gets confusing to the non techies. (paths, etc.)

304 Don't know how to use magazines or newspaper resources. Tried so many times. No access

305 Website is difficult to maneuver through.

306 Thankful for the use of Ancestry.com during the year to help friends find their relatives/ancestors.

307 Many things I do would not be possible without online teseach

308 Navigation and sometimes finding which library has what books is a bit tricky

309 THANK YOU FOR ALLOWING ME TO DOWNLOAD BOOKS TO READ. GIL MATTOS

310 Very nice

311 The databases are comprehensive, and valued by this user. They assist greatly in understanding the complexity of island living. Having the database saves me a lot to time with "browsing".

312 NEED HIGH-SPEED INTERNET CONNECTION

313 wish that Ancestry would keep remote access in place until libraries are open more.
During Covid and staying at home online data bases were very helpful and USED

It is good initial start to searching for a research topic

I don't know anything about them

I have a broken leg. I can't get to the library at all, I can't leave my house. I don't really have an opinion.

Although I found books of interest in the database searches, the process to reserve and pickup was not easy, convenient or successful.

Easier to access information online vs going physically to library for research and library is closed or it’s holidays

The EBSCO NovList is AMAZING and my absolute favorite. I've found so many wonderful books through it.

Requiring vaccine for entry to the library is discriminatory. I am pissed off and now refuse to use your services

auto repair resources are near useless due to being out of date, not applicable to new vehicles

Access to Ancestry.com is WONDERFUL

How do I search all the available databases?

Kupuna like me are lower tech than 30 somethings

Key words are limited in researching topics.

I love that there are so many accessible resources that are included with our library cards.

DO NOT HAVE MANDATED poison ☠️ shots to enter Library 😞 I have Doctor letters, legitimate Vaccine exemption!!

Sometimes it's very slow and drops out.

Initially, needed help from a librarian to navigate to the site.

Thank you for providing them

access to databases were more than helpful and better than most ive used in the past.. and ive used a ton throughout my bachelors and masters..

I love the convenience of using the system 24hrs. I do my research in the wee hours of the mornings. Mahalo

Awesome and easy

I am not using different databases on the public library internet page. Actually I would appreciate more information on Libby/ or the online database, to see what books I can access specifically online. But I have not searched for it too much. I normally look for books and if they are available online fine. I do appreciate the actual books.

Don't like the vaccine mandates because i refuse to take that poison

If you are not a current student a college or university and need access to scholarly information, you are, largely, out of luck. I am hopeful HSPLS will increase the number of databases that include access to scholarly information.

Sometimes the databases are really good (like the automotive repair manuals) but others (like Ancestry) leave a little more to be desired. I've used the Gale courses and found them to be excellent.

HSPLS needs a one-search option as many libraries have for their databases. Searching all of the databases at one time will lessen the current need to switch databases.

Posting a tutorial or more instructions in the "tips and tricks" area would be helpful for learning to navigate some of the more challenging and academic feeling databases.

Too many databases and not enough info on what is in each one
Q5 Have you used any of our eMagazine or eNewspaper digital collections?

Answered: 13,317  Skipped: 1,034

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>14.18% 1,889</td>
</tr>
<tr>
<td>No</td>
<td>85.82% 11,428</td>
</tr>
</tbody>
</table>

TOTAL 13,317
Q6 Which of the following reasons best describes why you have not used our eMagazine or eNewspaper digital collections? (Select all that apply.)

Answered: 11,304    Skipped: 3,047

**ANSWER CHOICES**

I didn’t know the library offered eMagazine and eNewspaper digital collections.

I don’t have any need to use them.

I don’t know how to use them.

I don’t know enough about what is in them.

They are too difficult to use.

I don’t have a device (e.g. tablet, laptop, computer) to access the digital collections.

I prefer paper.

Other (please specify)

**RESPONSES**

<table>
<thead>
<tr>
<th>Reason</th>
<th>Percentage</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>I didn’t know the library offered eMagazine and eNewspaper digital collections.</td>
<td>52.99%</td>
<td>5,990</td>
</tr>
<tr>
<td>I don’t have any need to use them.</td>
<td>31.40%</td>
<td>3,549</td>
</tr>
<tr>
<td>I don’t know how to use them.</td>
<td>13.62%</td>
<td>1,540</td>
</tr>
<tr>
<td>I don’t know enough about what is in them.</td>
<td>9.17%</td>
<td>1,037</td>
</tr>
<tr>
<td>They are too difficult to use.</td>
<td>1.11%</td>
<td>126</td>
</tr>
<tr>
<td>I don’t have a device (e.g. tablet, laptop, computer) to access the digital collections.</td>
<td>1.15%</td>
<td>130</td>
</tr>
<tr>
<td>I prefer paper.</td>
<td>14.07%</td>
<td>1,591</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>6.23%</td>
<td>704</td>
</tr>
</tbody>
</table>

Total Respondents: 11,304

# OTHER (PLEASE SPECIFY)

1. No servicable link provided (no easy way to get to correct emagazine database in EbscoHost); inefficient way to access by subject rather than familiar title; emagazines listed are not what I want. It is cumbersome to get to the Star-Advertiser through ProQuest but it’s doable, however incomplete. Congratulations on getting the NYT.
<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>I plan to read eNewspapers in 2022.</td>
<td>1/1/2022 12:49 AM</td>
</tr>
<tr>
<td>3</td>
<td>I already access a variety of online news sources via my internet connection.</td>
<td>12/31/2021 7:42 PM</td>
</tr>
<tr>
<td>4</td>
<td>Your closed to the unvaccinated</td>
<td>12/31/2021 5:49 PM</td>
</tr>
<tr>
<td>5</td>
<td>I haven’t gotten to the eMag or eNews yet, planning to</td>
<td>12/31/2021 4:02 PM</td>
</tr>
<tr>
<td>6</td>
<td>will do so later</td>
<td>12/31/2021 3:38 PM</td>
</tr>
<tr>
<td>7</td>
<td>I have vision problems so can only read what I can put on my Kindle.</td>
<td>12/31/2021 12:55 PM</td>
</tr>
<tr>
<td>8</td>
<td>I can’t access the library's resources since my pin no longer works</td>
<td>12/31/2021 12:45 PM</td>
</tr>
<tr>
<td>9</td>
<td>Never think about looking at magazines</td>
<td>12/31/2021 12:24 PM</td>
</tr>
<tr>
<td>10</td>
<td>New to me. Still exploring tamblind</td>
<td>12/31/2021 12:01 PM</td>
</tr>
<tr>
<td>11</td>
<td>Not st present time</td>
<td>12/31/2021 9:52 AM</td>
</tr>
<tr>
<td>12</td>
<td>i'm too busy to read them and I prefer to read fiction books.</td>
<td>12/31/2021 2:59 AM</td>
</tr>
<tr>
<td>13</td>
<td>Busy with work, etc</td>
<td>12/30/2021 10:52 PM</td>
</tr>
<tr>
<td>14</td>
<td>haven't been in Hawaii since 2020 because of covid so haven't taken advantage of the offer. Sounds good!</td>
<td>12/30/2021 8:44 PM</td>
</tr>
<tr>
<td>15</td>
<td>I have my own.</td>
<td>12/30/2021 8:33 PM</td>
</tr>
<tr>
<td>16</td>
<td>No computer or skills.</td>
<td>12/30/2021 4:35 PM</td>
</tr>
<tr>
<td>17</td>
<td>I subscribe to the local newspaper</td>
<td>12/30/2021 4:11 PM</td>
</tr>
<tr>
<td>18</td>
<td>Haven't used it yet as it's not a key media I use, but I'm aware and open to using it.</td>
<td>12/30/2021 3:44 PM</td>
</tr>
<tr>
<td>19</td>
<td>We get the local paper</td>
<td>12/30/2021 3:30 PM</td>
</tr>
<tr>
<td>20</td>
<td>No time</td>
<td>12/30/2021 3:01 PM</td>
</tr>
<tr>
<td>21</td>
<td>I don't live in Hawaii currently</td>
<td>12/30/2021 2:38 PM</td>
</tr>
<tr>
<td>22</td>
<td>Convenience of home delivery.</td>
<td>12/30/2021 2:16 PM</td>
</tr>
<tr>
<td>23</td>
<td>never thought about it</td>
<td>12/30/2021 1:13 PM</td>
</tr>
<tr>
<td>24</td>
<td>I have subscriptions to e-news and e-mags that I read regularly</td>
<td>12/30/2021 11:48 AM</td>
</tr>
<tr>
<td>25</td>
<td>am out of the area for a year</td>
<td>12/30/2021 9:07 AM</td>
</tr>
<tr>
<td>26</td>
<td>I never thought to use them here.</td>
<td>12/30/2021 3:26 AM</td>
</tr>
<tr>
<td>27</td>
<td>didnt have time</td>
<td>12/30/2021 2:51 AM</td>
</tr>
<tr>
<td>28</td>
<td>Internet is not accessible at my address</td>
<td>12/30/2021 1:58 AM</td>
</tr>
<tr>
<td>29</td>
<td>we have my times subscription. need to try library copy. will consider trying library's stuff.</td>
<td>12/30/2021 1:23 AM</td>
</tr>
<tr>
<td>30</td>
<td>dont have time</td>
<td>12/30/2021 1:17 AM</td>
</tr>
<tr>
<td>31</td>
<td>Hours of use are difficult. Need more hours to use library.</td>
<td>12/30/2021 12:32 AM</td>
</tr>
<tr>
<td>32</td>
<td>I cannot renew my library card online</td>
<td>12/29/2021 10:41 PM</td>
</tr>
<tr>
<td>33</td>
<td>I have not been able to be on the island very much.</td>
<td>12/29/2021 8:26 PM</td>
</tr>
<tr>
<td>34</td>
<td>moved</td>
<td>12/29/2021 7:49 PM</td>
</tr>
<tr>
<td>35</td>
<td>I subscribe to many...</td>
<td>12/29/2021 6:16 PM</td>
</tr>
<tr>
<td>36</td>
<td>I only use the audio section, I have impaired vision.</td>
<td>12/29/2021 1:49 PM</td>
</tr>
<tr>
<td>37</td>
<td>Is this Libby?</td>
<td>12/29/2021 11:50 AM</td>
</tr>
<tr>
<td>38</td>
<td>Been utilizing online media</td>
<td>12/29/2021 11:40 AM</td>
</tr>
<tr>
<td>39</td>
<td>Could not select this feature.</td>
<td>12/29/2021 4:03 AM</td>
</tr>
</tbody>
</table>
I can't use library unless vaccinated. So I won't be coming back

41

No time to read magazines. Small kids at home.

42

Maui News

43

Don't have internet service at home

44

I live in Oregon

45

Covid

46

haven't made the time to investigate

47

i was told i need to renew my library card and so i don't understand why i am getting this survey

48

Prefer reading "paper in hand" than "screen in face" :-)

49

I used other means via my laptop

50

Rather use audiobooks

51

When I see the hard copies in the library they are usually outdated and I have sought other sources for current issues

52

I use my own devices at home for news & magazine reading.

53

I have access to a computer and do online searches

54

Haven't gotten around to looking for eMagazines or eNewspapers

55

Would like to know what is available

56

I didn't know they were available so I subscribed to nyt, wp, wsj.

57

Never got around to it

58

Haven't had time

59

I have access via personal subscriptions.

60

We don't live on Oahu anymore

61

I have access to the NY Times through UH

62

I have access to what I need via personal subscriptions

63

I will use them

64

We are usually on the go when we get to our condo from Albuquerque and are there mainly for relaxation

65

I tried an eMag, but it was not too user friendly.

66

No interest

67

we live in Chicago

68

I just haven't gotten into the habit

69

I don't currently live in Hawaii

70

Just haven't gotten around to it yet

71

I read online new

72

My library card is expired and I need to renew it.

73

I don't have enough time to enjoy it since I have 2 young children to take care of.

74

Vax passport is discrimination

75

I was visiting, and I didn't know about them

76

Not a magazine reader, but might give it a try.
I have personal subscription to online newspapers such as the Hawaii Tribune Herald for local news and The Washington Post for national and world news. I'm also an Amazon Prime member and I have access to eMagazines.

I prefer books and in library resources and publications.

Mainstream news sources are largely unreliable. Their news is biased, usually in favor of left-wing policies.

I don't read newspapers or magazines

Segregation contributes hate.

I'll try.

Should be on app, not website

lack of time

I use my home computer to read enewspapers

I use my computer

I think any kind of subscription system may work better for members.

No need to use them

I get the NYTimes and a few magazines to keep up with things

Only interested in ebooks

I do read main stream stuff

already subscribe to the NYT online but the others would be great!

forgot they are available

I have digital magazines through Apple.

Not needed for me at this time

I have had no need for any research online

I have enough to read

Also access magazines/articles through iphone

I REALLY really do prefer paper - don't even use the kindle my son sent me a few years back - I'm book and newspaper and magazine person, not so much an electron person when it comes to reading

Haven't had need, but appreciate having these resources available in case I need them.

COVID bogus rules say no to mandates

I have my own private subscriptions to the news and magazines I use.

My library card does not connect to the library’s online system.

I go online to access them

Just found out about them will be using in the future

The database is prohibitive. By the time I attempted to narrow down the selections, I didn't have any appetite to read.

I haven't yet had a reason to use them. That is different from 'I don't have a reason to use them.'

Next

I have a subscription to National newspapers

moved out of state
111 I always intend to read the Economist and others, but I'm too lazy
112 fg sdfg
113 After work evening hrs. & life tasks take precedence. At times, there is no wifi or laptop availability.
114 I'd rather come in the library and read. You know a library that doesn't ask for your papers to enter
115 Haven't been to to library
116 I get my news on tv
117 I use my iphone
118 Live on the mainland
119 not easy to read
120 Same reason as above - I live in Oregon most of the year.
121 I have my own computer and can search on my own
122 We access newspapers/magazines at our home-residence
123 I was not aware of the availability of these.
124 I read what's available online
125 I have access with personal devices
126 I can't use the library without a Passport proving I've had the Jab. This is unconstitutional.
127 Discrimination against unvaccinated
128 Moved out of Hawaii
129 I didn't think of it. I will now.
130 I am only there 2x a year with my family.
131 I live in CA and only visit HI.
132 Look boring
133 I don't have time to read magazines and newspapers at this point in my life.
134 I have zero trust for big media, NYTimes, local news. All are worldly, anti God, anti traditional family, anti-conservative
135 Is it in the library phone app?
136 haven't had an opportunity to try them
137 It is inhumane that you do not let people come to the library that have not been vaccinated. That is incredible and mean
138 most are propaganda not news
139 Already have access through work. I work at a school.
140 See Qn #2 answer.
141 Signed up on a holiday
142 I don't have wifi only cellular iPad
143 same as previous comment
144 Plan on using them Just too busy now
145 No interest to me.
146 Mainstream press is all propaganda
147. I have a New York Times subscription of my own.

148. I haven't taken the time to learn about them

149. Usually Google things I want to look up. I should remember that you have magazines available online.

150. I will start to use since I now know

151. stop requiring vaccine

152. Please subscribe to the Art Newspaper

153. I am an occasional visitor to the islands, I use the e-resources of my home library

154. I get it on Libby using my card

155. Difficult to use services if unvaccinated or untested

156. I subscribe to one magazine that I read and don't have time for more

157. I'm assuming the collections are not of current issues. I'd be curious how far back the archives go.

158. Lift the mandates!! Medical segregation is wrong!!

159. Just read them on line.

160. We get the local news paper.

161. Don't have the need to use it at the moment but now that I know it's available I will try to access it

162. Not interested in that media

163. Between NPR and Newyorker I am good

164. I already have a different digital source.

165. I frequent the local news websites.

166. Magazines are a waste of paper

167. too busy reading books

168. I have not had the time. I'd like to use the New York Times one day.

169. I have my own online access for what interests me.

170. Other library used

171. I have my own subscription

172. never looked for them- will try to access

173. not interested

174. Havent used as resource

175. not a current resident

176. I have not had the chance to use them.

177. Still waiting on library card

178. I some tutored me I would love to explore

179. Just a little too busy to read any news right now.

180. Subscribe to specific ones personally

181. Probably need reminders

182. We spend limited time in Hawaii (4-6 weeks per year)

183. Visually impaired
184  I have a newspaper paper subscription 12/26/2021 4:01 PM
185  I've been using free available online sources for news and physical newspapers (when I can get my hands on those) 12/26/2021 3:01 PM
186  I'd like to make use of them, but find I don't have extra time to use them in addition to my regular reading 12/26/2021 2:48 PM
187  I have not taken the time to use them. 12/26/2021 2:24 PM
188  Could not access system 12/26/2021 12:40 PM
189  we take the paper 12/26/2021 9:54 AM
190  Not enough time of use on the computer it 12/26/2021 6:36 AM
191  Notime 12/26/2021 2:06 AM
192  No time to physically go to library 12/26/2021 1:59 AM
193  I need more time to scrool thru this option 12/26/2021 1:05 AM
194  not interested in reading them 12/25/2021 11:17 PM
195  I have been banned from the library as though I am a leper. 12/25/2021 9:58 PM
196  I subscribe to digital NYT, Japan Times already 12/25/2021 9:22 PM
197  Currently more of a time issue - please keep the service. 12/25/2021 8:28 PM
198  Not a resident of Hawaii, but do use these services from libraries where I reside. 12/25/2021 8:26 PM
199  I'm not sure if the types of newspapers I'm looking for are offered (archived early 20th century Hawaii) 12/25/2021 8:05 PM
200  I live in AS 12/25/2021 5:29 PM
201  useful but i have too much to read! 12/25/2021 5:16 PM
202  Rubbish information 12/25/2021 4:57 PM
203  I can access many of them directly from my iPad, however I will look for the local paper digital editions soon. 12/25/2021 4:44 PM
204  I hadn't thought to look into that 12/25/2021 3:12 PM
205  Current News is on the. Perhaps magazines that peak my interests later. 12/25/2021 3:01 PM
206  I live in Colorado and am on Maui 3 months of the year. 12/25/2021 2:53 PM
207  I don't read magazines or newspapers but if I were to, I'd like them in physical form. 12/25/2021 2:43 PM
208  .EDU email addresses already get free access to STAR Advertiser 12/25/2021 1:48 PM
209  Just haven't gotten around to using these digital collections yet. 12/25/2021 12:34 PM
210  Taxpayers should be able to use the public library without having to get a vaccine 12/25/2021 3:16 AM
211  I normally watch my news & read & listen to books vs magazines 12/25/2021 2:07 AM
212  I just haven't had the time to sit down and use them. 12/25/2021 1:49 AM
213  This is also a great service! 12/25/2021 12:46 AM
214  Besides preferring paper, just didn't have the time. 12/24/2021 10:36 PM
215  I live in Virginia 12/24/2021 10:29 PM
216  I can't even sit to enjoy the library...more like to get in print your needs and get out. 12/24/2021 10:16 PM
217  My card is not recognized. 12/24/2021 9:33 PM
218  I do not have a pin 12/24/2021 9:27 PM
219  Access Hawaii library while on vacation. 12/24/2021 8:11 PM
220 They need to advertise it more.
221 Not enough time
222 This is something that I want to do soon.
223 I get the Stat Advertiser print replica online and other publications
224 use at home
225 the internet is off, when the library is closed, this is wrong, it should e available 24/7
226 I have my own subscription to newspapers.com
227 I forget about the opportunity.
228 No time to utilize.
229 I would welcome knowing how to access NYT.
230 Living on the mainland I don't have reason to use it.
231 I subscribe online to the magazines and papers I read
232 I get it through Kindle Unlimited. However, I'm going to look into it now!
233 rarely look at them
234 I already have newspapers.com
235 All those examples are TOTALLY FAKE NEWS.
236 I have tried to use them from home, but failed.
237 Live out of state. Only a visitor.
238 I am a teacher and have access via my school library.
239 I may use it.
240 I subscribe to the paper when I am there. I like a newspaper in my hands!
241 I haven't yet had a need to use them, however am thankful they are available.
242 I subscribe to the daily newspaper. I have several magazines that I subscribe.
243 Recently got library card
244 I have the New York Times, Forbes, and the Economist online
245 Harvard Business Review is not offered.
246 I have a subscription for most of them on my tablet
247 I do not like magazines or newspapers
248 Restrictions on entering library
249 I subscribe directly with the news publications.
250 I'm not sure how to log on
251 I will use them one day. Just not right now.
252 I don't read magazines
253 I thought you had to have an active library card
254 no need
255 Not thinking about newspapers but books online. Maybe now I will also use newspapers
256 not a resident
257 other sources
258 Maintain my own subscriptions
269. You have been closed so long and then protocol to use library

270. I subscribe to several magazines & journals & neighbors & friends give me copies of some magazines & newspapers to read when they are finished with them.

271. Forgot about it

272. I don't have time

273. I'd like to use Consumer Reports online but it the library doesn't have it

274. I prefer books for reading material

275. No time to use them

276. I wanted to access The NY Times online via Hawaii library, but I had difficulty accessing it. I received some error messages while logging in and felt it was too much trouble to pursue a solution.

277. I have a phone app for this that I use

278. I don't have any time

279. I haven't had time to explore the service.

280. I boycott the library because it has become a homeless shelter

281. I have star advertiser delivery

282. I didn't feel the need. I've used other systems' (Florida) data.

283. Not interested right now.

284. I directly access the web sites for their news.

285. have not had time to explore emags and enewspapers

286. See previous answers.

287. I prefer to read things on paper

288. During the pandemic from 2019 to current I think the library has been closed.

289. COVID access

290. I already subscribe the NYT

291. I try to keep locally present

292. Have several subscriptions. Paper is easier on the eyes. Will likely use digital collection in future.

293. The only time I wanted to use it, I learned that you don't carry the WSJ.

294. Have not been to library since covid
I don't have time to use them

I don't have time to read at the library I take magazines home and read them when I do

Same response as previous

I like going to the library

Already on tilt / info overload

I left Hawaii 3 years ago.

Have subscriptions

No time

I tend to read books rather than articles.

I don't know enough about how to access them remotely.

I'm typically behind in my reading so do not tend to check out magazines or newspapers

I have amy own subscription to the New Yorker and to NY Times

We subscribe to several magazines that we like. No need to use the library.

but I will have to explore b/c I want to use it

Wiling to work on it

Nothing of interest for me

That's interesting! I had not considered this option.

get the local paper digitally

I don't support fascism, so I don't want to support library programs that don't support the ENTIRE public.

I have personal subscriptions delivered.

I prefer going into the library

I have subscribed to the magazines I wish to read. You don't offer the periodicals I wish to read.

Have not gone online in quite awhile to know what the library offers

Too much 24 hour news repetition.

I think those who publish in paper are more responsible. I think digital should be an accessory to paper.

See previous response.

Not much of a magazine or newspaper reader.

wasn't paying attention to the availability

Same reason

I prefer reading paper editions. I also have my own iphone and laptop to access eMagazine and eNewspaper

Time

I don't have no time to look emagazine

Just busy

I have digital subscription to most magazines and newspapers

I'm visually impaired. I prefer audio. Also I have difficulty being sedatary!

It's been on my bucket list but too overwhelmed by current subscriptions and work
I subscribe digitally to papers and magazines I want.

I'm pretty facile using Kindle and other e-reader apps, but again I have not made use of the library's resources. Again, my bad!

I don't read many magazines or newspapers

I prefer to do this at home where I have all the time I need to read and digest the information

My wi-fi went down

I have an e-magazine subscription already

I'm not sure whether these do, but most eMagazines prevent me from saving articles from them, so are of no use to me.

I subscribe to the newspapers and magazines that I read.

Just haven't gotten around to use it yet

I am no longer a resident of Hawaii

Not on island

Haven't traveled to Hana lately

I don't read magazines anymore and I get all the news I can handle from tv or my phone/tablet.

Just use the internet

I subscribe to 4+ paper magazine and have access to some digital ones as well

We receive local newspaper digitally

I don't have time, working

Membership only 1 month 2 years ago. Would use New York Times online.

You are not public any more you are private and only open to the vaccinated

At this point in my life, my preference is to hold the periodical in my hands and read it in leisure. Thank you for asking the question. I lament the loss of the feel and touch of the hard-copy Magazine or Newspaper.

H

I enjoy reading inside the library when I was allowed to go. Now I am not.

Same as previous reason. Only 2 computers were available.

I subscribe to local newspaper (both print/online).

I just haven't tried or explored this.

I read what I have at home.

I'm not a magazine reader & I get local news via a Garden Island email

Just haven't used it

Too busy now but would like to read news when I'm free.

Don't have enough free time to explore use

Didn't need for information needed

Would access it probably if there is a video tutorial available.

I subscribe to it on my own

I've tried to figure out how to access them and searched the HSPLS website for a how to but no luck. Downloaded Presseeadee app and still couldn't figure it out.

Just didn't think about but will now.

I already have two newspaper subscriptions and multiple magazines
I have my own.

Mobile device more convenient, than logging into HSPL system.

Don't read the paper or magazines

We get a newspaper and I have an e-service which includes magazines

newspaper is delivered to my home also magazines

I look online

covid

The print is too small for me to comfortably read.

Just not that interested

Okay

No longer Hawaii residents.

I would be happy to read the Garden Island daily and Sunday Honolulu papers on line if I knew how to access them.

Are they chronicled/ searchable

Too little time

I'm pretty much information overloaded.

I haven't got around to it. But I will.

Don't have internet service at home

I use my own devises to read them

I generally prefer paper but May check them out when not overbombarded with reading what I have!

Didn't get around to it.

Have subscriptions to those magazines I like to read

I have subscriptions to magazines and newspapers now

I no longer live in Hawaii

I use my home computer for this

You won't let anyone apply to renew a library card online in a pandemic so I can't use any library services unless I expose myself

I don't read magazines

Buy use of library when in hawaii

As a Working Class person - blessed to live in Hawai'i Nei for near fifty (50) years - Working two jobs - I don't have time to reade-newspapers or e-magazines

For some reason I can't see them on my IPhone. Tried several times.

Prefer to use my "read time" on other material.

I don't have enough time to read them

I don't wish to support organizations that implement tyrannical, authoritarian, evil dictator policies

In

I get over internet

We get the daily newspaper and several print magazines.
402 Just not yet gotten around to it...and I do love paper
403 Access info online from news feeds
404 Haven't had time
405 I haven't had time to read both books and magazines, but as soon as I finish my to be read stack, I'll check these out too!
406 no time to read digital magazines
407 Can't get into the library because of discriminatory practices
408 already get NYT online
409 I haven't figured out how to get a library card.
410 I don't care
411 No longer in Hawaii
412 Haven't tried yet. New.
413 I get my news my home laptop
414 would love to, need to find the time
415 I looked for Consumer Reports but you didn't have it.
416 Just returned to HI
417 I would rather read the hard copy!
418 Probably will now
419 I have subscriptions to what I'm interested in.
420 Might use in the future, have not yet used them
421 Simply never thought about them. I will in the future.
422 I would gladly use them if I was made aware of this ability and how to use it!
423 have subscriptions
424 I would love to access them, but not all foreign language newspapers are accessible. Would be nice if we at least had access to newspapers that the US is closely connected to or deals with.
425 I have other means of access
426 have not been to your beautiful island since 2020 because of covid
427 Don't have time or trust the news media.
428 see previous reply
429 Only an iPhone
430 Due to Covid restrictions I haven't been to our local Library's
431 I subscribe to AppleNews plus and Amazon Prime.
432 i already subscribe to emags and enews i am interested in
433 I have my own subscriptions
434 I utilize resources through UH (also allows access to NYT)
435 I haven't been to library since Covid restrictions started
436 Haven't had the time
437 i use google or duckduckgo
438 I subscribe to NY Times digital
<table>
<thead>
<tr>
<th>ID</th>
<th>Text</th>
<th>Date and Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>439</td>
<td>requiring a vaccination to have access to a PUBLIC library is disgusting and you should be ashamed.</td>
<td>12/23/2021 4:15 PM</td>
</tr>
<tr>
<td>440</td>
<td>At our age we do not have interest in using anything digital. We are in our 80's.</td>
<td>12/23/2021 4:15 PM</td>
</tr>
<tr>
<td>441</td>
<td>right now, no time to read magazines! Thank you for offering them</td>
<td>12/23/2021 4:15 PM</td>
</tr>
<tr>
<td>442</td>
<td>covid</td>
<td>12/23/2021 4:13 PM</td>
</tr>
<tr>
<td>443</td>
<td>Have many journals I have access to</td>
<td>12/23/2021 4:12 PM</td>
</tr>
<tr>
<td>444</td>
<td>I like books</td>
<td>12/23/2021 4:09 PM</td>
</tr>
<tr>
<td>445</td>
<td>I have very little time to read something other than what I already have but hope to use in the future.</td>
<td>12/23/2021 4:09 PM</td>
</tr>
<tr>
<td>446</td>
<td>Never got around to enrolling to access these data bases</td>
<td>12/23/2021 4:09 PM</td>
</tr>
<tr>
<td>447</td>
<td>This is the first info I've ever recieved about services or the library. Used library a long time ago but someone was always at the computers when searching Ancestry.com. No one to help me with how to maneuver.</td>
<td>12/23/2021 4:04 PM</td>
</tr>
<tr>
<td>448</td>
<td>No time to read magazines</td>
<td>12/23/2021 4:04 PM</td>
</tr>
<tr>
<td>449</td>
<td>I just haven't thought about using them there, but good to be reminded since North Kohala has no newspaper delivery currently.</td>
<td>12/23/2021 3:57 PM</td>
</tr>
<tr>
<td>450</td>
<td>Later</td>
<td>12/23/2021 3:57 PM</td>
</tr>
<tr>
<td>451</td>
<td>i get my news online</td>
<td>12/23/2021 3:56 PM</td>
</tr>
<tr>
<td>452</td>
<td>I receive quite a few paper magazines.</td>
<td>12/23/2021 3:54 PM</td>
</tr>
<tr>
<td>453</td>
<td>I only use Epic Times &amp; CBN for all my news media</td>
<td>12/23/2021 3:53 PM</td>
</tr>
<tr>
<td>454</td>
<td>Just open all the libraries on oahu. I would much rather come into a nearby library! I dont want to use the library online.</td>
<td>12/23/2021 3:52 PM</td>
</tr>
<tr>
<td>455</td>
<td>i want to &amp; plan to utilize eMagazines</td>
<td>12/23/2021 3:50 PM</td>
</tr>
<tr>
<td>456</td>
<td>I have a lot to read currently. I could seem me using them if there was something specific I was interested in finding.</td>
<td>12/23/2021 3:47 PM</td>
</tr>
<tr>
<td>457</td>
<td>I will use them now that I know they exist and will learn how to use them.</td>
<td>12/23/2021 3:47 PM</td>
</tr>
<tr>
<td>458</td>
<td>lost card</td>
<td>12/23/2021 3:46 PM</td>
</tr>
<tr>
<td>459</td>
<td>The New York Times portal is very troublesome to use.</td>
<td>12/23/2021 3:46 PM</td>
</tr>
<tr>
<td>460</td>
<td>I already digitally subscribe to the New York Times and the Washington Post. If I new that that Hawaii Librar had the New Yorker Magazine, the Atlanci, Harper's and the National Geographic, available free I would use it.</td>
<td>12/23/2021 3:46 PM</td>
</tr>
<tr>
<td>461</td>
<td>I just never thought about. It but would if I had.</td>
<td>12/23/2021 3:44 PM</td>
</tr>
<tr>
<td>462</td>
<td>I use my device</td>
<td>12/23/2021 3:42 PM</td>
</tr>
<tr>
<td>463</td>
<td>Prefer apps over the pdf / zooming of emag apps</td>
<td>12/23/2021 3:41 PM</td>
</tr>
<tr>
<td>464</td>
<td>Have personal online magazines and paper</td>
<td>12/23/2021 3:40 PM</td>
</tr>
<tr>
<td>465</td>
<td>I can find them online.</td>
<td>12/23/2021 3:37 PM</td>
</tr>
<tr>
<td>466</td>
<td>not interested</td>
<td>12/23/2021 3:37 PM</td>
</tr>
<tr>
<td>467</td>
<td>I use other media</td>
<td>12/23/2021 3:36 PM</td>
</tr>
<tr>
<td>468</td>
<td>I just moved to Lahaina in September. I'm a new neighbor.</td>
<td>12/23/2021 3:34 PM</td>
</tr>
<tr>
<td>469</td>
<td>I would love to access the NY Times or Wash Post, if available!</td>
<td>12/23/2021 3:33 PM</td>
</tr>
<tr>
<td>470</td>
<td>I subscribe to 3 online newspapers.</td>
<td>12/23/2021 3:33 PM</td>
</tr>
<tr>
<td>471</td>
<td>Liberal and leftist bias</td>
<td>12/23/2021 3:32 PM</td>
</tr>
</tbody>
</table>
I subscribe to several magazines for both news and entertainment.

Only have a data phone connection at this time.

I was a short term visitor to Hawaii and had online subscriptions to my 'home' newspapers

All news/info I get on line

Did not have what I was look for

I have a lot of subscriptions

I am glad to know about about emagazine and enewspaper digital collections and would like to learn how to access these valuable assets.

Subscribe to periodicals which interest us.

I don't have time to read my 3 on-line eNewspapers & one paper-&-online one.

Moved to mainland

I do everything on my iPhone.

Magazines I’d like to read aren't offered

Had access to all research databases thru UH Manoa as faculty.

I already have personal subscriptions to online newspapers.

In the past, I have been using Google

I plan to use the magazines, but just haven't yet.

I have too many paper mags right now and can't keep up.

just not that interested in online magazine reading

Just never check them out.

Because of your unlawful decision to discriminate against a citizens right to make a decision about their personal health choices

I forgot

Haven't used library resources in years

I don't read magazines

I used school resources

dumb vaccine mandate - stay away from utilizing the library now...

haven't looked at a magazine in any form in years

Have not needed to use them

We have a personal subscription to several newspapers on our own computers at home.

I'm more of a book person

get information via google and online resources

Not enough time, and rather read physical edition when time permits
I've moved out of state

I'm a mainland and only use the library system when on vacation in Lihue.

I don't keep up with the news or anything else. I am a hermit.

none of the subscriptions interest me

I use digital subscriptions to read newspapers and magazines

won't download on my old Ipad

No interest

Haven't had time to check them out

I have paid subscriptions and I like to support media

Most online articles and books are time dependent. I don't read that fast.

Don't have time.

last time I tried to use the digital magazine they were not readable, too awkward to read/use

low priority reading

The Hawaii library is my away from home library. I use my local library

I already subscribe to many of them

Was a bit lazy to try it as I subscribe NYT

I have not been able to renew my library card access

Not interested, we enjoy going in.

I cannot read anything on a screen. At work i print it all out then i read it.

Didn't know I had access. Will have to try - are other than local newspapers offered?

Can I access them from home, or do I have to come to the library to use them?

I already subscribe to all the online newspapers and magazines that I need

My needs are fully met by Apple News and my subscription to NYTIMES online.

I don't have time for magazines

I looked briefly at the NYTimes one and wasn't sure how easy it would be to use it on laptop and via an RSS reader and plan to explore later. (I am a current NYTimes subscriber.)

i have access at work

I have subscriptions myself

I refuse to use or support the library with the vaccine mandate you have in place.

I have enough access for new currently.

e-magazine pdfs are unwieldy to use. zooming to get readable print size also results in diculty navigating the entire page. haven't tried e-newspapers.

Vaccine passport

I didn't know you offered this service and would love to learn how to use it!

I have a computer and just google for info I need. But sometimes there's a newspaper article I'd like to read, so it would be good to know how to use the library's service.

First of all, the connection is.not swift. As mentioned before the connection is sloooowwww.

Hawaii State Public Library System Patron Survey (11/29/21-1/2/22)
It takes forever to use internet. I used to go to the library for internet and it is a drag and time consuming.

546 Not interested in the magazines offered
12/23/2021 2:26 PM

547 I read fiction ebooks
12/23/2021 2:25 PM

548 I haven't taken the time to look at what is available.
12/23/2021 2:25 PM

549 what I thought was my password you dont accept and wont let me correct or change
12/23/2021 2:25 PM

550 Not enough time to even read the magazines I currently subscribe to.
12/23/2021 2:25 PM

551 Too much fake news, lies and distortions.
12/23/2021 2:24 PM

552 i can't rent a dvd, because i'm not vaccinated, am i correct?
12/23/2021 2:20 PM

553 No time to read.
12/23/2021 2:19 PM

554 I was too busy as a caregiver to even think about taking the time
12/23/2021 2:18 PM

555 I prefer paper, as I spend a lot of time in front of a screen
12/23/2021 2:18 PM

556 I've had access to newspapers, magazines I'm particularly interested in, but will consider Library in future.
12/23/2021 2:18 PM

557 I don't read Oprah or new age baloney
12/23/2021 2:17 PM

558 My iPad reads Unix not windows
12/23/2021 2:17 PM

559 Screw the library and their tyrannical vaccine mandates.
12/23/2021 2:16 PM

560 Remember, I married a librarian.
12/23/2021 2:16 PM

561 I have my own e-newspaper subscriptions
12/23/2021 2:15 PM

562 Again, see previous answer. But now that you have me thinking about this, I will 100% be exploring your offerings ASAP!
12/23/2021 2:15 PM

563 You are promoting segregation
12/23/2021 2:15 PM

564 I use my home computer to read a daily periodical
12/23/2021 2:13 PM

565 You don't have the crafting and food type ones I want to read.
12/23/2021 2:13 PM

566 HAVE NOT A NEED AT THIS TIME
12/23/2021 2:12 PM

567 Papers & Magazines are liberal bullcrap
12/23/2021 2:11 PM

568 Too much trouble.. better going in person to library
12/23/2021 2:11 PM

569 I subscribe to a few magazines and often don't finish them
12/23/2021 2:11 PM

570 No Information about Library services during the pandemic.
12/23/2021 2:11 PM

571 I don't know how to access them.
12/23/2021 2:11 PM

572 Not good internet
12/23/2021 2:10 PM

573 Never thought about it
12/23/2021 2:10 PM

574 Would be interested if unrestricted local paper.
12/23/2021 2:10 PM

575 My tablet loses internet connection before I finished reading.
12/23/2021 2:09 PM

576 I will look now that I know they are available.
12/23/2021 2:08 PM

577 I have my own online subscriptions to several papers and magazines
12/23/2021 2:07 PM

578 I don't regularly read magazines, and get my news from company websites or tv
12/23/2021 2:07 PM

579 I'm not allowed in because of your discriminating policies.
12/23/2021 2:06 PM

580 I did not have a need to use them in 2021, but strongly believe it is a useful resource to have if I ever need to utilize it
12/23/2021 2:06 PM
<table>
<thead>
<tr>
<th>ID</th>
<th>Comment</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>581</td>
<td>Will use when needed</td>
<td>12/23/2021 2:05 PM</td>
</tr>
<tr>
<td>582</td>
<td>Mainstream Media is CONTROLLED by the NEW WORLD ORDER</td>
<td>12/23/2021 2:04 PM</td>
</tr>
<tr>
<td>583</td>
<td>NPR, CNN</td>
<td>12/23/2021 2:04 PM</td>
</tr>
<tr>
<td>584</td>
<td>I use UH library</td>
<td>12/23/2021 2:04 PM</td>
</tr>
<tr>
<td>585</td>
<td>I don't support the library after they announced not allowing my unvaccinated children in there to use the resources I pay taxes for</td>
<td>12/23/2021 2:04 PM</td>
</tr>
<tr>
<td>586</td>
<td>I'm always working</td>
<td>12/23/2021 2:04 PM</td>
</tr>
<tr>
<td>587</td>
<td>I read professional journals</td>
<td>12/23/2021 2:02 PM</td>
</tr>
<tr>
<td>588</td>
<td>Not allowed into the library due to COVID restrictions</td>
<td>12/23/2021 2:02 PM</td>
</tr>
<tr>
<td>589</td>
<td>I no longer live in Maui, Hawaii</td>
<td>12/23/2021 2:01 PM</td>
</tr>
<tr>
<td>590</td>
<td>Will use as needed</td>
<td>12/23/2021 2:01 PM</td>
</tr>
<tr>
<td>591</td>
<td>Only need occasionally</td>
<td>12/23/2021 2:00 PM</td>
</tr>
<tr>
<td>592</td>
<td>The prompt only moved forward if I checked I didn't know the library had mag available-but I did</td>
<td>12/23/2021 2:00 PM</td>
</tr>
<tr>
<td>593</td>
<td>Accessibility via website is cumbersome</td>
<td>12/23/2021 1:59 PM</td>
</tr>
<tr>
<td>594</td>
<td>If this involves using the computers, its difficult due to limited number of people allowed in the library</td>
<td>12/23/2021 1:58 PM</td>
</tr>
<tr>
<td>595</td>
<td>I think I tried in the past and couldn't get it to work</td>
<td>12/23/2021 1:57 PM</td>
</tr>
<tr>
<td>596</td>
<td>Your app doesn't work</td>
<td>12/23/2021 1:57 PM</td>
</tr>
<tr>
<td>597</td>
<td>haven't checked them out yet</td>
<td>12/23/2021 1:56 PM</td>
</tr>
<tr>
<td>598</td>
<td>They are valuable but I haven't started using them yet...I will use them in the future</td>
<td>12/23/2021 1:55 PM</td>
</tr>
<tr>
<td>599</td>
<td>I don't have the time</td>
<td>12/23/2021 1:54 PM</td>
</tr>
<tr>
<td>600</td>
<td>Just haven't taken the time to explore.</td>
<td>12/23/2021 1:53 PM</td>
</tr>
<tr>
<td>601</td>
<td>Never did use this material</td>
<td>12/23/2021 1:53 PM</td>
</tr>
<tr>
<td>602</td>
<td>I can access various info resources elsewhere online.</td>
<td>12/23/2021 1:53 PM</td>
</tr>
<tr>
<td>603</td>
<td>I refuse to use any part of your system till equity is restored by not persecuting citizens based on their willingness to submit to an experimental &quot;vaccine&quot;</td>
<td>12/23/2021 1:52 PM</td>
</tr>
<tr>
<td>604</td>
<td>Focused on other activities for now</td>
<td>12/23/2021 1:50 PM</td>
</tr>
<tr>
<td>605</td>
<td>busy with childcare but am Very interested in using it</td>
<td>12/23/2021 1:50 PM</td>
</tr>
<tr>
<td>606</td>
<td>I visit for 3 weeks each year &amp; would like to have access to this.</td>
<td>12/23/2021 1:49 PM</td>
</tr>
<tr>
<td>607</td>
<td>It didn't occur to me, but I will now</td>
<td>12/23/2021 1:48 PM</td>
</tr>
<tr>
<td>608</td>
<td>No staff walks around to check on things and or advise of things. They only come around to tell you not to do this or that. Omg!</td>
<td>12/23/2021 1:48 PM</td>
</tr>
<tr>
<td>609</td>
<td>use of other library</td>
<td>12/23/2021 1:48 PM</td>
</tr>
<tr>
<td>610</td>
<td>I don't read magazines very often. We have the local paper delivered. I also subscribe to the Wash Post online.</td>
<td>12/23/2021 1:48 PM</td>
</tr>
<tr>
<td>611</td>
<td>I would definitely use the online collection if I had information on how to access it.</td>
<td>12/23/2021 1:47 PM</td>
</tr>
<tr>
<td>612</td>
<td>Not interested at this time.</td>
<td>12/23/2021 1:46 PM</td>
</tr>
<tr>
<td>613</td>
<td>I am signed up for it but don't have time since I have many online subscriptions like WAPO etc.</td>
<td>12/23/2021 1:46 PM</td>
</tr>
<tr>
<td>614</td>
<td>The magazine brand I don't care for.</td>
<td>12/23/2021 1:44 PM</td>
</tr>
</tbody>
</table>
Moved to las Vegas

can not read on my kindle

I have other resources for these.

I will use them now. The Times would be nice.

Not enough time to read everything I’d like to read.

I haven’t found that the library access to current books, so assumed their emagazine or newspaper wouldn’t be as current or easily accessible

your support of untruth - the vac does not work

Didn’t have a chance to research and use it yet

No time

No time for magazines at the moment

Your ridiculous Vax Mandates against Mt in person use of the library are discrimination!

I tried using the NY Times, but found it too cumbersome and limited.

Didn’t think of using

Dont live in Hawaii

I receive two eNewspapers and several eMagazines. Maxed out

The font for the magazines remain too small to read. I am not able to enlarge it.

i have enough to read with just books! :)

not enough time

I have magazine and news subscriptions online

I have online subscriptions.

I prefer books

not sure why I haven’t

https://www.change.org/Petition_for_legal_suicide_in_America

I mostly need specialized academic journals you don’t have. But your survey question reminds me that you probably have local and national newspapers, which I could find useful, and so may use them more in the future.

I don’t read periodicals

We subscribe to magazines and newspapers and pay the fee 😎

Lots to read

Why do you have the sixth option, “I don’t have a device...”. How can you even take this survey without a device?

I USUALLY DOWNLOAD E-BOOKS

I have access to Emagazines through Apple+

You did not allow me to renew my library card!

I’m on vacation while in HI each year.

Dovetailing from “I prefer paper”, I like tangible items to hold, physical book material for research and leisure.

very limited internet

Visitor
subscribe to several newspapers online
I subscribe to magazines online.
covid
Use my home computer or mobile phone news subsy
I subscribe to newspapers and magazines online.
No wi-fi at home
i goofed up my access code
Stop with the vaccine mandates
I didn't have the time to check it out.
I don't have the time to figure it out.
I've been reading ebooks instead
use them on my own devices
I access in other ways, e.g. subscriptions
I have enough online subscriptions.
NOT INTERESTED
Honestly, many of us do not believe the mainstream, vax-pushing news in eNewspapers or eMagazines. No need for this service, when more accurate news and truthful data is searched on the Internet.
I have my own online subscriptions to enewspapers.
I read online NY Times at home
STOP the segregation
I have access to internet at home.
I only use physical media
Prefer paper
Didn't have the mag that I wanted
Have my own subscriptions to emags and epapers
I just haven't taken the time to get started with them
Since the library is participating in discrimination I am not allowed to go.
already have access myself
We are winter visitors and haven't been back since covid
I don't read magazines or newspapers
I get enough on line magazines
I am selective about what sources of news and media I read
Will try later next year
I prefer apps on my phone
I forget they are available
I will notice them more and make use of them now that it is brought to my attention.
I prefer audio books because I do to much visual stuff on comp already
Rarely read magazines
688 na
689 N
690 No time to take advantage of this service.
691 use at home
692 We subscribe to the newspaper and I seldom read magazines.
693 I refuse to patronize the library because of the vaccine mandates.
694 Even if I knew these were offered, I don't read magazines or newspapers and would not use
695 I'm not allowed in the library because of discrimination
696 H
697 I live in Pennsylvania now
698 I don't support government services that discriminate
699 I am on the mainland now.
700 I use Kindle Unlimited for periodicals
701 Mandates!
702 I have no interest in eMags or eNews.
703 Too busy to read magazines and get news by email and text. However, I would use it to get local news.
704 I don't think there are any emagazines on anime or video gaming being offered.
Q7 I used eMagazine or eNewspaper digital collections to find information on: (Select all that apply).

Answered: 1,839  Skipped: 12,512
Hawaii State Public Library System Patron Survey (11/29/21-1/2/22)

ANSWER CHOICES

1. Magazines to browse through.
2. Articles highlighted
3. Reading suggestions
4. Entertainment reading
5. Word puzzles and Sudoku
6. New technologies
7. Reading in other languages. It's amazing what's available!
8. Culture
9. Reviews and biographies for book clubs
10. Self help
11. Just to see what it was like
12. Home improvement
13. Entertaining
14. Sharia Law
15. Possibly Consumer Reports
16. General interest reading
17. Internet and fiber optics
18. Research
19. Relaxing topics like fashion, make up, etc.
20. Travel

RESPONSES

- Current events: 65.80% (1,210)
- Finding a job/writing a resume or cover letter: 3.32% (61)
- Genealogy: 7.12% (131)
- Health or medical topics: 26.10% (480)
- History: 20.55% (378)
- Homework: 6.74% (124)
- Hobbies (e.g. gardening, sewing, photography): 49.21% (905)
- Parenting: 5.49% (101)
- Personal or family finances/budgeting: 13.32% (245)
- Starting or improving my business: 4.30% (79)
- Other (please specify): 11.69% (215)

Total Respondents: 1,839

# OTHER (PLEASE SPECIFY) DATE
1. Magazines to browse through. 12/31/2021 12:20 PM
2. Articles highlighted 12/30/2021 10:55 PM
3. Reading suggestions 12/30/2021 4:18 PM
4. Entertainment reading 12/29/2021 11:09 PM
5. Word puzzles and Sudoku 12/29/2021 9:56 PM
6. New technologies 12/29/2021 7:05 PM
7. Reading in other languages. It's amazing what's available! 12/29/2021 4:36 AM
8. Culture 12/29/2021 4:29 AM
10. Self help 12/29/2021 4:50 PM
11. Just to see what it was like 12/28/2021 3:42 PM
12. Home improvement 12/28/2021 2:41 PM
15. Possibly Consumer Reports 12/28/2021 10:31 AM
17. Internet and fiber optics 12/28/2021 1:51 AM
18. Research 12/28/2021 12:52 AM
19. Relaxing topics like fashion, make up, etc. 12/27/2021 10:35 PM
20. Travel 12/27/2021 8:06 PM
21. Other (please specify) 12/27/2021 7:18 PM
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<tr>
<th>ID</th>
<th>Content</th>
<th>Date and Time</th>
</tr>
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<tbody>
<tr>
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<td>Entertaining or informative articles</td>
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<tr>
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<td>politics/government</td>
<td>12/27/2021 6:35 PM</td>
</tr>
<tr>
<td>28</td>
<td>Engineering and Construction Articles</td>
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<td>29</td>
<td>I used Consumer Reports to find info on the quality of items I purchased.</td>
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<td>30</td>
<td>car reviews</td>
<td>12/27/2021 4:18 PM</td>
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<td>31</td>
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<tr>
<td>32</td>
<td>Movie, television, and art reviews</td>
<td>12/27/2021 3:21 PM</td>
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<tr>
<td>33</td>
<td>General Knowledge</td>
<td>12/27/2021 3:14 PM</td>
</tr>
<tr>
<td>34</td>
<td>Recreational reading</td>
<td>12/27/2021 3:10 PM</td>
</tr>
<tr>
<td>35</td>
<td>I use the Libby app to access eMagazines</td>
<td>12/27/2021 3:02 PM</td>
</tr>
<tr>
<td>36</td>
<td>Just to read magazines</td>
<td>12/27/2021 2:46 PM</td>
</tr>
<tr>
<td>37</td>
<td>Just for reading fun</td>
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<td>40</td>
<td>Curiosity</td>
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<td>41</td>
<td>Cultural info</td>
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<tr>
<td>43</td>
<td>general interests</td>
<td>12/25/2021 11:17 PM</td>
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<td>44</td>
<td>just reading</td>
<td>12/25/2021 9:57 PM</td>
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<tr>
<td>45</td>
<td>Reader's Digest, Guideposts and National Geographic</td>
<td>12/25/2021 9:31 PM</td>
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<tr>
<td>46</td>
<td>I have not utilized these sources</td>
<td>12/25/2021 12:55 PM</td>
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<tr>
<td>50</td>
<td>Travel, business</td>
<td>12/25/2021 2:14 AM</td>
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<tr>
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<td>the garden island newspaper</td>
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<td>Music instrument and entertainment industry news.</td>
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<td>53</td>
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<td>12/24/2021 9:14 PM</td>
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<td>Just skimmed various articles for pleasure</td>
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<tr>
<td>55</td>
<td>Cooking</td>
<td>12/24/2021 7:16 PM</td>
</tr>
<tr>
<td>56</td>
<td>News (NYTimes)</td>
<td>12/24/2021 6:12 PM</td>
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<td>57</td>
<td>Enjoyment</td>
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<td>research topics</td>
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<td>59</td>
<td>Consumer reports</td>
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<td>60</td>
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<td>61</td>
<td>Readers Digest</td>
<td>12/24/2021 3:14 PM</td>
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62  Recreational reading
63  Utilize for multiple purpose
64  Look deeper into a topic of interest
65  Browsing
66  Arts news events
67  Purchasing decisions
68  i haven't used this as i didn't know it was available
69  Entertainment
70  Learning about the big, wide world.
71  Recipes
72  Leisure reading
73  Research
74  cooking
75  Entertainment
76  Literature
77  Anything and Everything
78  travel & investment information
79  Entertainment
80  COOKING
81  Hi
82  general interest
83  Entertainment
84  No more access
85  Business research
86  General interest--CO River $ Afghanistan
87  Cooking
88  Obituary
89  An article I want to read
90  Current news
91  Looking for old, local news articles
92  College thesis
93  Saw it on friends posts
94  Diversion from the problems of the world
95  Science
96  General reading
97  cooking
98  Kids
99  Knitting, quilting

12/24/2021 3:09 PM
12/24/2021 2:54 PM
12/24/2021 2:38 PM
12/24/2021 1:56 PM
12/24/2021 12:00 PM
12/24/2021 11:25 AM
12/24/2021 10:58 AM
12/24/2021 10:50 AM
12/24/2021 10:50 AM
12/24/2021 8:23 AM
12/24/2021 6:47 AM
12/24/2021 6:17 AM
12/24/2021 5:33 AM
12/24/2021 5:26 AM
12/24/2021 5:09 AM
12/24/2021 4:08 AM
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12/23/2021 10:00 PM
12/23/2021 9:56 PM
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12/23/2021 9:43 PM
12/23/2021 9:36 PM
12/23/2021 9:16 PM
12/23/2021 8:27 PM
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<td>Home decorating</td>
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<td>Particular news stories in other regions of the country</td>
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<td>12/23/2021 8:04 PM</td>
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<td>102</td>
<td>best appliances to purchase</td>
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<td>12/23/2021 7:45 PM</td>
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<tr>
<td>103</td>
<td>get local info for travel</td>
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<td>12/23/2021 7:35 PM</td>
</tr>
<tr>
<td>104</td>
<td>Fashion</td>
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<td>12/23/2021 7:22 PM</td>
</tr>
<tr>
<td>105</td>
<td>food recipes</td>
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<td>12/23/2021 7:18 PM</td>
</tr>
<tr>
<td>106</td>
<td>Science and Tech info</td>
<td></td>
<td>12/23/2021 7:16 PM</td>
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<tr>
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<td>12/23/2021 7:07 PM</td>
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<td>108</td>
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<td>109</td>
<td>Just realized they were available, will probably use them more</td>
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<td>12/23/2021 6:47 PM</td>
</tr>
<tr>
<td>110</td>
<td>Cooking</td>
<td></td>
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</tr>
<tr>
<td>111</td>
<td>construction</td>
<td></td>
<td>12/23/2021 6:41 PM</td>
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<td>112</td>
<td>Science</td>
<td></td>
<td>12/23/2021 6:27 PM</td>
</tr>
<tr>
<td>113</td>
<td>Arts News</td>
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<td>12/23/2021 6:13 PM</td>
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<tr>
<td>116</td>
<td>Cooking</td>
<td></td>
<td>12/23/2021 5:44 PM</td>
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<tr>
<td>117</td>
<td>Cars</td>
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<tr>
<td>118</td>
<td>Keeping informed on global, national, cultural processes.</td>
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<td>12/23/2021 5:24 PM</td>
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<tr>
<td>119</td>
<td>Cooking and crafts</td>
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<td>12/23/2021 5:21 PM</td>
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<tr>
<td>120</td>
<td>I could never log on, so didnt read any mags.</td>
<td></td>
<td>12/23/2021 5:17 PM</td>
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<tr>
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<td>lots</td>
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<td>12/23/2021 5:16 PM</td>
</tr>
<tr>
<td>122</td>
<td>stories and article of interest</td>
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<td>12/23/2021 5:07 PM</td>
</tr>
<tr>
<td>123</td>
<td>Improving knowledge and skills (technology magazines)</td>
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<td>12/23/2021 5:07 PM</td>
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<tr>
<td>124</td>
<td>leisure reading</td>
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<td>12/23/2021 5:03 PM</td>
</tr>
<tr>
<td>125</td>
<td>Current new literature in magazines. Art news</td>
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<td>12/23/2021 5:01 PM</td>
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<td>just read a few magazines--crappy w/browser(difficult)</td>
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<td>12/23/2021 4:59 PM</td>
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<tr>
<td>127</td>
<td>Recipes</td>
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<td>12/23/2021 4:52 PM</td>
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<td>128</td>
<td>Health research</td>
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<tr>
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<td>12/23/2021 4:38 PM</td>
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<td>Reference Section</td>
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</tr>
<tr>
<td>133</td>
<td>Specialized topics (science, medicine, biology)</td>
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<td>12/23/2021 4:23 PM</td>
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<tr>
<td>134</td>
<td>Nonfiction technical</td>
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<td>Personal interest</td>
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<td>12/23/2021 4:12 PM</td>
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<tr>
<td>136</td>
<td>pleasure reading and practicing French language</td>
<td></td>
<td>12/23/2021 4:10 PM</td>
</tr>
<tr>
<td>137</td>
<td>technology how too</td>
<td></td>
<td>12/23/2021 4:04 PM</td>
</tr>
<tr>
<td>138</td>
<td>Investing</td>
<td></td>
<td>12/23/2021 4:04 PM</td>
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139 recipes
140 Language- French learning
141 ADA accessible home, aging in place
142 Professional research
143 NYT
144 book reviews
145 Academic research
146 daily news
147 Generally
148 Entertainment (celebrity magazines)
149 for news publications which charge to use.
150 Japanese magazines
151 Consumer report issue on suv
152 learn
153 science
154 general info
155 Professional journals and trends
156 Just for pleasure
157 family handyman
158 Smithsonian magazine
159 Entertainment
160 research
161 Just reading
162 recreational
163 Recreation/lifestyle
164 Prior publication
165 Kids
166 Entertainment
167 Recipes
168 Favorite newspapers or magazines, articles by favorite writers
169 recreational reading
170 Work
171 Sports
172 Past friends and classmates
173 Public Service Announcements
174 enjoy searching and reading
175 We
176 General information
177 OOPS, WONT GO BACK: ONLY USE DIGITAL TO READ. 12/23/2021 1:59 PM
178 investment 12/23/2021 1:58 PM
179 Recipes 12/23/2021 1:57 PM
180 Enjoyment while flying. 12/23/2021 1:57 PM
181 Editorial 12/23/2021 1:56 PM
182 general information: Smithsonian, Vanity Fair, New Yorker etc 12/23/2021 1:55 PM
183 Architecture, travel, fashion 12/23/2021 1:55 PM
184 Travel information 12/23/2021 1:55 PM
185 General interest 12/23/2021 1:53 PM
186 Tips to learn 12/23/2021 1:53 PM
187 I use the free subscription periodically to the NY Times. 12/23/2021 1:51 PM
188 topics of interest 12/23/2021 1:51 PM
189 Book, art, movie reviews 12/23/2021 1:49 PM
190 Leisure reading 12/23/2021 1:47 PM
191 I haven't accessed these in a while because my card is expired. Ugh!!!! I hate expirations. I thought the cards were forever. I am forever. 12/23/2021 1:44 PM
192 architecture, innovation, design, engineering 12/23/2021 1:41 PM
193 Current events 12/23/2021 1:41 PM
194 Research for HART 12/23/2021 1:40 PM
195 Entertainment 12/23/2021 1:40 PM
196 Travel 12/23/2021 1:39 PM
197 Opinion pieces 12/23/2021 1:38 PM
198 Food 12/23/2021 1:38 PM
199 Book research 12/23/2021 1:35 PM
200 General interest 12/23/2021 1:34 PM
201 Pleasure reading 12/23/2021 1:33 PM
202 Entertainment 12/23/2021 1:31 PM
203 Books 12/23/2021 1:30 PM
204 evaluation of products, nature 12/23/2021 1:29 PM
205 Same answer as previously stated. 12/23/2021 1:28 PM
206 CDs and books 12/23/2021 1:28 PM
207 browsing and enjoyment 12/23/2021 1:25 PM
208 Enjoying it 12/21/2021 4:26 PM
209 assisting patrons in the library 12/20/2021 4:31 PM
210 pop culture 12/14/2021 4:10 PM
211 I access magazines in Italian to keep up my language skills. 12/14/2021 3:24 PM
212 cooking recipes 12/13/2021 2:22 PM
213 Style and women's magazines 12/12/2021 3:27 PM
214 women's lifestyle, fashion, makeup, health; technology 12/12/2021 1:29 PM
Helping customers
Q8 Please indicate your level of agreement with the following statements about our eMagazine or eNewspaper digital collections:

Answered: 1,827  Skipped: 12,524
The eMagazines and eNewspapers provided are easy to use.

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<th>DISAGREE</th>
<th>NEITHER AGREE OR DISAGREE</th>
<th>AGREE</th>
<th>STRONGLY AGREE</th>
<th>TOTAL</th>
<th>WEIGHTED AVERAGE</th>
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<td>4.30%</td>
<td>15.21%</td>
<td>51.87%</td>
<td>25.85%</td>
<td>1,814</td>
<td>3.94</td>
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<td>50</td>
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<td>276</td>
<td>941</td>
<td>469</td>
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The eMagazines and eNewspapers provided are convenient to use.

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<th>NEITHER AGREE OR DISAGREE</th>
<th>AGREE</th>
<th>STRONGLY AGREE</th>
<th>TOTAL</th>
<th>WEIGHTED AVERAGE</th>
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<td>13.80%</td>
<td>50.94%</td>
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<td>1,812</td>
<td>3.96</td>
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<td>250</td>
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The eMagazines and eNewspapers have the information I need.

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<th>DISAGREE</th>
<th>NEITHER AGREE OR DISAGREE</th>
<th>AGREE</th>
<th>STRONGLY AGREE</th>
<th>TOTAL</th>
<th>WEIGHTED AVERAGE</th>
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<td>1.83%</td>
<td>2.00%</td>
<td>15.87%</td>
<td>54.66%</td>
<td>25.64%</td>
<td>1,802</td>
<td>4.00</td>
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<td>36</td>
<td>286</td>
<td>985</td>
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I value having access to The eMagazines and eNewspapers.

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<th>NEITHER AGREE OR DISAGREE</th>
<th>AGREE</th>
<th>STRONGLY AGREE</th>
<th>TOTAL</th>
<th>WEIGHTED AVERAGE</th>
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<td>0.94%</td>
<td>6.28%</td>
<td>37.32%</td>
<td>53.86%</td>
<td>1,814</td>
<td>4.41</td>
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<td>677</td>
<td>977</td>
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</table>

# COMMENTS

1. I enjoy eMagazines because you do not have anything left, that you throw away, after reading them. We have enough trash to deal with.

2. Access to the NYTimes is much appreciated, but the process for logging in at each renewal is not straightforward. Some magazines are available in the UK version, but not the U.S. one. Don't get me wrong--I love foreign publications, too. But some products shown in foreign magazines are often not conveniently available domestically, which is disappointing.

3. Need to expand licensing for additional titles. Pitiful selection compared to other library systems.

4. The size of the text in magazine articles is to small to comfortably read on my tablet. After trying a several times to take advantage of access to eMagazines, I now ignore them.

5. Sometimes it is nice to see a different newspaper or magazine.

6. Didn't know where to report - about 2 months ago - twice in one day - I opened Libby app & got sent to a porn site. I shut it down right away both times, completely closed the app, and it hasn't repeated.

7. The magazine site is hard to navigate. It should be more user-friendly so you can see a complete list of magazines offered.

8. Often have difficulty accessing the New York Times through the HSPLS website. I am unable to log in to NYT.

9. Tried it a long time ago but can't remember why I gave it up; willing to check it out again.

10. The sign-in was hard to figure out at first. After I figured out that I have to refresh my sign-in every time, it was easy.

11. the local paper does not provide the section I was looking for in its digital copies. (Not your fault!)

12. Please add the Washington Post
Access to more types would be great.

It is difficult to get to the emagazines/newspapers through Libby. Libby is not that user friendly.

This is the way many publications are going, the organizations can not afford to print and mail.

Need more online Japanese language newspapers and magazines

Being stuck at home because of the pandemic has let/made me use these more often than I did before covid.

It's been awhile, but I think it took me a bit of time to find the eMagazine database

Kindle transfer would be great.

again, haven't used it in a while but I do enjoy doing so!

I haven't used this service recently because the previous magazine app had a tendency to crash and I got out of the habit of browsing. No experience with the current incarnation, but thanks for the reminder that this is available!

This is a fabulous resource.

The New York Times is the eNewspaper I value. I usually have to login more than once before I have access to the whole paper.

pressreader, NYT, overdrive - great and easy to use. Honolulu newspapers - aggravating/impossible to search

Wish there was at-home access for even more things.

I have read some of the magazines through Libby.

should have more scientific magazine, such as Scientific America, and certain common professional scientific magazine, such as Nature or Science, or Harvard Health Letters, etc.

It's been a while but I think I used the service to access the NY ... (?) Times (?) but it seems to me it I had re verify too often. It was not convenient. Also maybe had to install software - maybe Overdrive - I don't want to have to install software, want to access strictly through the website.

I wish you could see past issues of the magazines

The pressreader lacks a selection of local business magazines and the Star Advertiser. As libraries provide this in the stacks, local news access should be online too.

Thanks for providing access to magazines!

Great resource

Sometimes the print is so small it is challenging to read.

Mahalo for offering SO many choices!

Love PressReader!

The eMagazines and eNewspapers are easier to use than the general research databases

I haven't used these resources much partly because I don't know what is in them or the best way to use them.

Couldn't read the info because it was too small

These collections are a treasure trove of info. I no longer need to continue my various subscriptions. I really appreciate this resource. Thank you

Great resource to substantiate an argument- excellent cite material

used frequently through libby

I haven't taken much time yet to explore the opportunities, but I really appreciate them being there for when I find time to look at them.

I've never been able to find some of the information. This was so useful.
44 I like the New York Times, but have had issues logging in through my Library account. 12/25/2021 4:09 PM
45 Difficult to navigate the site to the resources. 12/25/2021 11:44 AM
46 It was a hassle to sign up for the New York Times. 12/25/2021 2:14 AM
47 I miss having access to MacWorld Magazine, which apparently was recently dropped as a subscription. 12/25/2021 1:23 AM
48 Would like access to less obscure options. 12/24/2021 11:15 PM
49 Many publications are abbreviated and/or incomplete. 12/24/2021 9:46 PM
50 Please continue to keep open the portals of info to the world via these services. 12/24/2021 5:37 PM
51 same comment as in previous section 12/24/2021 4:12 PM
52 I don't use them….only rarely for specific info I need. I might see if you have some magazines I could use. 12/24/2021 3:43 PM
53 In this digital age, we need to apprise the public of the NEW development. But still make available the OLD for them to compare & realize the ease of the NEW. 12/24/2021 3:24 PM
54 Washington Post would be useful addition. 12/24/2021 2:55 PM
55 The Libby app would be improved by listing magazines by alpha order. 12/24/2021 2:43 PM
56 Not realizing Libby is available.thanks for the assistance by one of your new associates 12/24/2021 2:30 PM
57 It would be really great in the future if you obtained a subscription to Financial Times newspaper! 12/24/2021 12:34 PM
58 Sometimes the nytimes login via the Hawaii public library link does not work (right now it does). Pls. fix the bugs. 12/24/2021 11:13 AM
59 not intuitive. nyt is challenging to get access and seems very limited 12/24/2021 11:12 AM
60 i will definitely use this service starting today thank you! 12/24/2021 10:58 AM
61 Great resource/library feature… 12/24/2021 10:26 AM
62 magazines and newspapers are only good for a quick peruse. 12/24/2021 9:37 AM
63 Already responded to this survey. 12/24/2021 7:31 AM
64 It would be very useful to have access to more major news publications for current events 12/24/2021 5:09 AM
65 been a while since used 12/24/2021 5:02 AM
66 Always good to have 12/24/2021 4:08 AM
67 Having access to the New York Times has helped me so much when I need reputable sources for class papers. Paywalls really obstruct both journalists and readers. 12/24/2021 4:04 AM
68 I love the feature. More subjects would be awesome, then I will need more time to read them. 12/24/2021 3:39 AM
69 I like having access to them, but it's just a little awkward to navigate the magazines but it's just because I'm used to paper ones. 12/24/2021 1:56 AM
70 I remember I had to research something that was in the West Hawaii Today newspaper and it was helpful to have had access at the library 12/24/2021 1:27 AM
71 Thank you 12/24/2021 1:15 AM
72 magazine/newspaper fonts are too small and difficult to adjust without pop ups and annoying ads 12/24/2021 12:48 AM
73 Thank You! 12/24/2021 12:11 AM
74 No more access 12/24/2021 12:07 AM
75 The print is so small I have difficulty reading it and there doesn't seem any way to enlarge it (The New Yorker magazine). 12/23/2021 11:57 PM
I have accessed The New York Times.

I value the newspapers as a source for researching history and genealogy.

same as above

Magazines, are current and of a wide variety of subjects

I would love to have online access to the microfilm collection of old, local newspaper articles. A lot of the time I’m looking for articles that were printed in the 1990’s, but sometimes as far back at 1940’s.

These services have been on occasion helpful to me.

sometimes can't get the exact article to scientific or research journals.

I don't know how to use the newspapers. I'd like to learn how.

Not easy or readily available to read. Too many hoops to jump through to access

Wish there was an even larger selection

n/a

I have attempted to use the NYT at online at home with my library card several times. Because I previously had a NYT subscription, I am bumped off by NYT and asked to pay even though I have gone through the library to use. Frustrating.

I have used the information here to serve my personal needs and for others

I use the NY Times online subscription. It doesn't always work in my browser (Google Chrome) and sometimes takes a few tries or I have to use a different browser. Maybe it is a known issue with Google Chrome?

We found the format extremely hard to read and navigate!

Please try to bring back the 'rental laptops'

I find they are not easy to use but I suspect it is because of the limitations on my device eg processor speed, size of screen, etc. I have not tried using another device to see if it is easier on another device.

I wish there were more magazine options!

The Friend, Polynesian and other historical newspapers are extremely valuable

I used the NYTimes and found it easy and great but after a while it wouldn't let me onto the site. Quite aggravating.

Love the online access to New York Times! If possible, access to the Star Advertiser and Wall Street Journal would be appreciated.

Please get The Atlantic magazine on eMagazines. IT is NOT there.

For example, you can improve this survey by giving members an opportunity to select several libraries, since I go to three libraries and all have similar issues previously mentioned.

has not used it enough to have an opinion

Used in a prior reading program (between 2016 and 2019)

21 days comes fast

Great resource

Hard to find the link to New York Times.

Please continue them.

I gave up on trying to use NYT.

I would like access to much older articles.

Hope to see more technical magazines such as for programming and electronics engineering
etc
appreciate free mags, just not worth fighting with font size, page layout etc. would hassle with it for consumer reports mag or others that would be considered important

I use eMagazines through Libby and the organizational pages and structure are a nightmare to browse and find things in.

There is a lag time when turning pages, it's frustrating.

The periodicals provided are skewed toward one mindedness with no contrasting opinions or information regarding health.

In general, not just HSPL, find navigating emagazines frustrating and often give up finishing an article

Found it difficult at first to figure out how to receive digitally through Libby. Eventually connected

The thing I miss about the eMagazines is previously, they did not expire so I could load them up on my tablet before I travel or keep ones of interest for reference, but now after 30 days they are deleted. Anyway of getting back the old version that did not expire?

entertainment and pleasure

The selection of emagazines is woeful!

The process is cumbersome and the format is sometimes difficult to read.

Mahalo for the Survey.

The State of Hawaii has the equivalent of the Library of Alexandria plus the Library of Congress and more, available to us, for free, 24/7/365, with extremely helpful trained librarians, if we need them.

Easy to use but personally, I prefer the magazine in my hand & reading it. I like seeing the entire page when reading.

I am so grateful for the HSPL digital periodicals- they have been a lifeline for me, especially during this 2 year COVID lockdown. Thank you!

No comment

I couldn’t figure out how to search for a particular magazine article

I actually use the eMagazines and eNewspapers even more than the regular databases. Please continue to provide access to them!

found it impossible to use NYT and gave up after several attempts

print of eMagazines are too small to read. I can only look at the pictures, but cannot read the print. Need to have a way to increase size of font/screen.

i think i’m technologically astute enough to use the library’s system. however, using the emagazine and newspaper collections was not easy.

It seemed that there are a lot of foreign edition magazines, very few US editions for my interests

Would be more helpful if we had access to Hawaii newspapers and magazines.

Only used once for emagazine. Have not used for enewspaper but plan to use in future.

I like hard copies, better, but this is very convenient!

I understand why licensing limits the number of users but not being able to access the material limits the value.

I would like to learn how to MAKE THE MOST of my searches and all the easy ways to access information.

I purchased Smithsonian magazine after using the on line service.

I would prefer to be able to return them after I read them instead of waiting for the 14 day time
I seem to have problems opening it up so I can see or read it larger

Would love to see this collection grow!

missing some popular newspapers, Wall Street Journal, Barons, Forbes, Fortune

I need brick and mortar libraries to do my homework. I can't get home to do my homework after school and I need a safe place with computers so that I don't have to wait for my mom to come home

Answers based on Overdrive usage

Not all articles in the NYT are compatible with all computers

Some eMagazines are out of date and need to be updated.

Our family budget doesn't permit us to subscribe to newspapers like the New York Times, and yet with eNewspapers we can access a wealth of knowledge about health innovations, scientific trends, economic trends, and information that will inform our consumer and medical choices.

NYT is invaluable- love it!

A good resource to have for public use.

I didn't know you have newspapers!! that is fantastic, do borrow magazines and have only discovered them in the last few months --again a wonderful resource!!

I enjoy the eMagazine I have found, but I found it by chance. Is there a way to search for ‘magazines’ or ‘newspapers’ as a genre?

it’s not convenient to always have to log in with my library card to access the nytimes

The format is not easy for me to use. In order to enlarge the font enough for me to read it, only a portion of each page is in the window.

NEVER KNEW YOU HAD THIS ACCESS THROUGH LIBRARY. ONLY USED LIBRARY TO DOWNLOAD BOOKS.

some financial emags didn't contain current, archive, or were not subscribed issues

I can't afford to subscribe to as many magazines as I enjoy perusing. I don't get to just hang out at the library when I'm in town.

I especially like downloading for reading on long flights. Wonderful.

The content of the magazines is not accessible and it is frustrating. The New Yorker also has limited content. I would like improvement in this -- full access, U.S. edition

Sometimes New York Times is hard to log in.

I am thankful that The New York Times is available for free to read using the library account but have not been successful with logging on.

I use my iPhone for reading. Found magazines are hard to read on this device. It’s not too bad on an iPad, but not convenient.

could be more user friendly

It’s nice to be able to read a magazine online and it’s very easy to use.

I don't use this much, but am glad it is available

would be useful to have Hilo Tribune Herald online

Tried free access New York Times via library website but instead it said I'd maxed my access to that site for the month - i.e., I did not get access.

see my previous comment. webpage promotes certain publications and hides others

Haven't used them in a while. Plus I do find other resources elsewhere online... Google, etc. Fox News.
165 I utilize design, innovation, engineering to teach homeschool
166 I have only used the emagazines
167 Aloha
168 I would like to see more newspaper archives available than Honolulu's
169 Would enjoy a larger selection
170 Access to New York Times is huge and saved me $200/plus annually.
171 I had a hard time using the service to access magazines and newspapers and was not sure which ones I had access to, it also seemed all the good ones were paid? It was hard to know.
172 Like the emagazines so I don't need to spend the money on these magazines.
173 As a senior citizen, I value being able to keep current with local issues in Hawaii. Having one place I can use without tedious browsing if valued. Thank you.
174 The New York Times is so hard to use on my phone. Maybe one out of ten times it works. Not exaggerating. I would like to read it every day, but I can only occasionally get logged in correctly. I have to save up the names of the articles I want to read, and grab them all whenever I can get the website to actually work. It will take my authentication from the library but then something happens and it doesn't actually log me in. It is very frustrating.
175 newspaper info is not current, searching by keywords is inefficient
176 Wish could get more news papers besides NYT--which I still like.
177 NEED HIGH-SPEED INTERNET CONNECTION
178 Read on my phone. E magazine size cannot be increased. Can't even read the magazine on a phone.
179 Like I said before anything online helps!!!
180 Thank you library!
181 We need magazines that include subjects that are of great interest to many such as the paranormal (the afterlife, reincarnation, ufo's and other topics not normally discussed openly). There is a great surge in interest in these areas as tv programming now includes some of them.
182 Awesome!!
183 NO VACCINE MANDATES!! Stop!! Some of us have legitimate vaccine exemption!! Recognize it!!
184 Too cumbersome to read
185 N/A
186 very helpful and easy to access
187 Wish it were easier
188 Press Reader is hard to use
189 The eMagazines and eNewspapers terminologies sound strange. I almost answered in the negative, but I have read newspapers and magazines via PressReader.
190 I didn't know I needed to set up an account on the website to access the full articles. That would have been good to know beforehand.
191 The emagazines are easy and convenient to find and access thru Libby. I am not a fan of Pressreader. I do not find the formatting or searching to be convenient.
192 I really enjoy downloading digital magazines to read offline, like when I travel. There are lots of titles to browse and explore.
193 Would be more helpful if Hawaii newspapers and magazines were included.
194 Why do I have to log in all the time?
Q9 Have you used any of our online learning tools?

Answered: 13,127   Skipped: 1,224

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>9.09%</td>
</tr>
<tr>
<td>No</td>
<td>90.91%</td>
</tr>
<tr>
<td>TOTAL</td>
<td>13,127</td>
</tr>
</tbody>
</table>
Q10 Which of the following reasons best describes why you have not used our online learning tools? (Select all that apply.)

Answered: 11,805   Skipped: 2,546

**ANSWER CHOICES**

- I didn't know the library offered online learning tools.
- I don't have any need to use them.
- I don't know how to use them.
- I don't know enough about what is in them.
- They are too difficult to use.
- The information I need to learn is not in the tools available.
- I don't have time to take a course.
- Other (please specify)

**RESPONSES**

<table>
<thead>
<tr>
<th>Reason</th>
<th>Percentage</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>I didn't know the library offered online learning tools.</td>
<td>56.65%</td>
<td>6,687</td>
</tr>
<tr>
<td>I don't have any need to use them.</td>
<td>32.00%</td>
<td>3,778</td>
</tr>
<tr>
<td>I don't know how to use them.</td>
<td>13.21%</td>
<td>1,560</td>
</tr>
<tr>
<td>I don't know enough about what is in them.</td>
<td>18.98%</td>
<td>2,240</td>
</tr>
<tr>
<td>They are too difficult to use.</td>
<td>0.86%</td>
<td>101</td>
</tr>
<tr>
<td>The information I need to learn is not in the tools available.</td>
<td>1.09%</td>
<td>129</td>
</tr>
<tr>
<td>I don't have time to take a course.</td>
<td>6.34%</td>
<td>748</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>4.39%</td>
<td>518</td>
</tr>
</tbody>
</table>

Total Respondents: 11,805

# OTHER (PLEASE SPECIFY)

1. I have looked at Mango and will explore it further in the future. I love this idea!
2. I forgot about them and now don’t remember how to use them.
3. Currently taking course at Kap Community College

**DATE**

1/1/2022 5:50 PM
12/31/2021 8:17 PM
12/31/2021 7:14 PM
Would love to use WiFi!

I've been away from Hawaii since 2020

I haven't needed them yet.

I'm an out-of-state user and didn't need this resource while in Hawaii.

no time

I currently don't reside in Hawaii but may again

I prefer verbal instructions, difficult to understand the terminology/computer language. Have no idea what they're referring to, etc. Not too smart!

would definitely use, but am out of area

Using another language tool

I have been unable to renew my library card online

Not needed at this time

no interest

moved

could not select this feature.

I'm discriminated against, not vaccinated

I plan on taking a language course.

For the 3rd X, I LIVE IN OREGON! Your survey should ask “are you a Hawaii resident”

Time

a newsletter with topics such as what is offered would be helpful so less engaged folks like myself might engage more

i was told i need to renew my library card and so I don't understand why I am getting this survey

Now I’m aware to include the Library as a key resource

I don't know where to find them.

This is a valuable resource I haven't explored yet, but plan to.

I'm not sure what an online learning tool is.

I haven't made time to use the tools

Haven't gotten around to using the tools

For learning or courses I would prefer paper, or in person

Would like more info on borrowing books to my tablet.

These things are not publicized enough to the general public!

Hate to keep answering no, but I just have not had time to add things like use of these resources to my days.

Limited WiFi access

I have access via personal subscriptions.
40 Didn't know there were services available online or what the address of the website is 12/28/2021 2:57 PM
41 I ordered a new library card from the website. I never received it! So, I wasn't able to subscribe to ANYTHING I wanted. 12/28/2021 2:53 PM
42 We don't live on Oahu anymore 12/28/2021 2:22 PM
43 But I would like to learn how to use these tools for learning a foreign language 12/28/2021 1:22 PM
44 I know they are available and can use them needed 12/28/2021 1:12 PM
45 I use Mango, but did not know I could access it through the library here! 12/28/2021 11:59 AM
46 we live in Chicago 12/28/2021 11:27 AM
47 I don't currently live in Hawaii 12/28/2021 8:16 AM
48 I would like information on possibly learning Hawaiian but I don't know how to used the computer to do so. 12/28/2021 6:44 AM
49 I come into the Library to use physical items 12/28/2021 6:27 AM
50 I haven't had the need to use 12/28/2021 4:32 AM
51 Have my own laptop. 12/28/2021 4:13 AM
52 Not interested 12/28/2021 3:46 AM
53 Learning for me is best done in person at the library with a book 12/28/2021 3:26 AM
54 My library card is expired and I need to renew it. I will do it this week 12/28/2021 2:49 AM
55 Because the government wants discrimination in hawaii even tho vax people can give covid too 12/28/2021 1:43 AM
56 I would take the time to learn there at the library with my kids. 12/28/2021 1:30 AM
57 The system doesn't always work 12/28/2021 1:28 AM
58 Again, I was visiting 12/28/2021 1:14 AM
59 Before Covid, we used the library for travel information in print form 12/28/2021 1:08 AM
60 I don't have a need for them at this time. 12/28/2021 12:52 AM
61 Skip 12/28/2021 12:47 AM
62 Haven't gone to the library yet:( 12/28/2021 12:47 AM
63 Again, this is not how I use the library. I prefer to use books and publications in the library in person. 12/28/2021 12:39 AM
64 Prefer face to face 12/28/2021 12:08 AM
65 I have a subscription for Coursera through my employer 12/27/2021 11:55 PM
66 Covid restrictions limits computer use times. 12/27/2021 11:31 PM
67 I google stuff 12/27/2021 11:17 PM
68 I'll look into what's offered. 12/27/2021 11:15 PM
69 i've been dying to enroll for a long time! 12/27/2021 11:12 PM
70 Use my own computer 12/27/2021 10:27 PM
71 Use other online browsers. 12/27/2021 9:57 PM
72 i should take the time to get into more of all this 12/27/2021 9:44 PM
73 Well when I find time I like to just come by n so.etimes t b e library not open on Wednesday 12/27/2021 9:42 PM
74 Covid restrictions 12/27/2021 9:38 PM
75 Retired and don't use those tools 12/27/2021 9:38 PM
76  Do not need
77  Not needed for me at this time
78  I really didn't know the library had this!
79  No Need at this time
80  I have my own device
81  absolutely no good reason!
82  Have not had time to explore; appreciate having them available
83  I am a visitor not a resident
84  not interested
85  at the moment I don't have the time to use them, though I may in the future
86  I use my school library
87  Aware of the offerings..just haven't taken advantage of the products.
88  Possibly interested but haven't looked into any of it yet.
89  adfadgf
90  have a Great Courses subscription
91  I use other resources
92  Have been busy so have not taken time as yet...
93  I do not live in Hawaii.
94  If there is one on how to use the laptop, chrome book etc. for low tech persons - I may be motivated to sign up for that course.
95  New library member who hasn't had a chance to try them out.
96  too old
97  I was a guest and had no need
98  Same reason as above - I live in Oregon most of the year.
99  I was not aware but now I can use them.
100  I attempted to use Mango but it was not working.
101  I am good
102  Would like to, just didn't have time
103  Once again, the Library is out of reach and taking a stand against the Public.
104  Discrimination against unvaccinated
105  Moved out of Hawaii
106  I was informed about them at a public event but forgot about them since COVID started
107  I have access to LinkedIn Learning
108  Been wanting to use Mango, but haven't had the time yet. Also don't really know some of the other online learning tools.
109  Library computers are usually full
110  None
111  On my list to explore
112  I liked to visit the beautiful library in Kapolei. Too much of everything is already online.
113 I am vaguely aware. They aren’t promoted by the library in any obvious way. Often I feel I am bothering some reference librarians when I ask about just about anything. 12/27/2021 4:12 PM

114 You are discriminating and not letting healthy people into the facility. It is proven that the vaccines do not keep you from getting Covid and they don’t keep you from spreading it. So why are you being discriminating. Are you getting money for this? There is absolutely no reason that makes any sense if you know the fax. 12/27/2021 3:58 PM

115 Already have access through work. 12/27/2021 3:52 PM

116 See Qn #2 answer. 12/27/2021 3:51 PM

117 not interested 12/27/2021 3:49 PM

118 tourist 12/27/2021 3:48 PM

119 Not interested 12/27/2021 3:42 PM

120 My one interaction regarding online learning was voicing an objection to the library’s complete buy-in to Microsoft-oriented certifications. No one seemed interested. MS technologies have a place, but not as the end-all to preparing new learners. 12/27/2021 3:41 PM

121 Have not had the time to try yet 12/27/2021 3:25 PM

122 not sure 12/27/2021 3:20 PM

123 Haven’t thought of it 12/27/2021 3:20 PM

124 We are on vacation and use this time to catch up on fiction 12/27/2021 3:18 PM

125 Have access to university data bases 12/27/2021 3:16 PM

126 haven’t utilized the hspls site for a while 12/27/2021 3:15 PM

127 I’m use to walking into a library and doing research or learning. 12/27/2021 3:15 PM

128 More classes for library computer benefits 12/27/2021 3:13 PM

129 stop requiring vaccine 12/27/2021 3:13 PM

130 I use You-tube 12/27/2021 3:12 PM

131 I am a visitor, I use my home library resources 12/27/2021 3:11 PM

132 Not why I use your wonderful library in Lahaina 12/27/2021 3:10 PM

133 chronic illnesses 12/27/2021 1:37 PM

134 I have not had the time in the past, but will consider it 12/27/2021 12:24 PM

135 I like going into the Library 12/27/2021 11:47 AM

136 I have other library resources 12/27/2021 8:43 AM

137 Because I’m not a child 12/27/2021 7:29 AM

138 Would like to know what’s available 12/27/2021 3:45 AM

139 How do I access the tools. 12/27/2021 3:21 AM

140 Didn’t think about using them 12/27/2021 3:12 AM

141 I am going to take the time to research this resource now that I am aware of it. 12/26/2021 9:57 PM

142 not a current resident 12/26/2021 9:09 PM

143 everything we need online we do from home 12/26/2021 5:08 PM

144 Visually impaired 12/26/2021 4:27 PM

145 My daughters used them 12/26/2021 3:22 PM

146 I didn’t have the time to use them 12/26/2021 2:28 PM

147 There only a one hour time limit on computer use. 12/26/2021 2:14 PM
I'm a dinosaur and enjoy holding and smelling books and other reading material.

Could not access the system

already take an online app course

I use Lynda.com with a membership to my old library in NY state. It's great for photography and other topics, wish HI had it.

Always interested in language-learning opportunities however!

I might be interested in the future

Not vaccinated

I don't know about these services because I am not allowed inside.

I was so busy with genealogy that I didn't even look at anything else.

I know of languages programs, I haven't made time for learning.

Only cell phone

I live in AS

I read/listen for entertainment.

Don't need at this time.

I passed on the info about ukulele check-out to 2 people!

I live in Colorado but am on Maui 3 months of the year.

time constraints

Working 6mts. of the year in another state.

up to now I have had no need, but I may have a need in the future and am glad they are available

Use the library for it's Overdrive Service

Now that I'm aware, I plan to try and use them.

I only own a cell phone; am a senior on limited resources.

This puts some kids at a disadvantage bc they cannot decide whether their parents are vaccinated or not. And the library is mot liable for injury should someone experience side effects.

I'm retired and probably die before I read all the books I own.

I'm very used to be a place where you can just walk in and ask the reference any question you want now it seems like you need an armed guard before he can even approach and so difficult I don't really want to somebody's I feel like a sheep-killing dog when I try and approach the library times are just getting too stressful I'm 72 and nervous about what used to be every day matter of fact Cullen Park walk-in and like I said but I've being looked at like a sheep-killing dog

I live in Virginia and use my local library

They don't allow to sit in... waste time trying to get to the library and to find out is not available

Prefer not to spend lengthy time periods on electronic devices.

I guess that my card it too old.

I do not have a pin

I just never thought of using them.

Haven't had the need yet

I forgot that you had Mango. This is one that I'd probably use.
181 Need to let unvaccinated people go back to the library.
182 I prefer to visit the Library in person.
183 Would be great if the library would give more info about how to use this service
184 I take the on-line courses freely available at the university
185 Access from home is always a plus
186 I like to learn in person
187 Live out of state. Only a visitor.
188 I am away
189 I am a professor spending hours on line as teacher.
190 If I need help in finding any information, the library employees are always very helpful at the Ewa Beach library!
191 Work in education
192 Hi
193 I really do not want to learn anymore
194 Restrictions on entering library
195 Never explored
196 I don't know how to log on
197 The online research tools at the library of the university where I teach are adequate.
198 I forget that it's available
199 I thought you had to have an active library card
200 I will be looking into them
201 A how-to course on using my new smartphone or more task-oriented software such as MS Excel would be good.
202 I haven't needed too yet
203 I just went n watshed youtube movies on my device
204 I'm not really tech savvy.
205 I forgot it was available
206 not a resident
207 i don't have any interest
208 Biased teaching material
209 More information please
210 no time
211 subscription has run out. No longer living on Molokai.
212 I need in person format
213 Already responded to this survey.
214 Card not active
215 Protocol to use the library
216 Never tried
217 I didn't have time to investigate the scholastic resources

SurveyMonkey
12/24/2021 8:03 PM
12/24/2021 7:06 PM
12/24/2021 6:54 PM
12/24/2021 6:43 PM
12/24/2021 6:40 PM
12/24/2021 4:18 PM
12/24/2021 3:56 PM
12/24/2021 3:28 PM
12/24/2021 3:28 PM
12/24/2021 3:00 PM
12/24/2021 2:55 PM
12/24/2021 1:33 PM
12/24/2021 1:14 PM
12/24/2021 1:13 PM
12/24/2021 12:57 PM
12/24/2021 12:46 PM
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12/24/2021 12:23 PM
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12/24/2021 11:57 AM
12/24/2021 11:53 AM
12/24/2021 11:49 AM
12/24/2021 11:33 AM
12/24/2021 11:30 AM
12/24/2021 11:16 AM
12/24/2021 11:00 AM
12/24/2021 10:59 AM
12/24/2021 10:48 AM
12/24/2021 10:19 AM
12/24/2021 9:38 AM
12/24/2021 8:45 AM
12/24/2021 7:31 AM
12/24/2021 7:11 AM
12/24/2021 6:37 AM
12/24/2021 5:56 AM
12/24/2021 5:51 AM
218. Not allowed if not vaccinated
219. have had interests in other areas
220. elderly
221. N
222. Too lazy
223. I forgot that they offered that!
224. I boycott the library because it has become a homeless shelter
225. Sounds interesting - depending on the course
226. I live out of country so I may try to use all the services now along with my own local services
227. Please see previous answer.
228. Not to good on the computer
229. I have my own home computer now and have access
230. May use in the future.
231. I wish to learn and please tell me where to go to.
232. No comment
233. I don't want to use the computer for reading. I have enough of the computer in my life already.
234. Just learning how to use Newer L/T today.
235. not sure if I need them
236. I just love reading my ebooks
237. Intend to but just haven't done it
238. Languages
239. I find online tools when I need them. I use the library to take home resources
240. I'll try
241. I can't figure out how to use Mango
242. I left Hawaii 3 years ago.
243. No time
244. Having the ability to brush up on my French language skills would be amazing. Is there a fee involved?
245. Don't know what they are.
246. now I know I need to explore usage
247. i use internet
248. Mostly I use books for my purposes but have had some occasions to look into your other resources, and expect to use them more in the future.
249. Busy
250. Was not aware they are available.
251. I forget they are available!
252. I don't support fascism, so I don't want to support library programs that don't support the ENTIRE public.
253. I think I'll news to take in person classes that tea h me how to use my laptop efficiently.
254. Not sure if the courses have any subject I would be interested in
255. I learn things online, but it never occurred to me to look for tools.
256. I'm retiring and will now have time to use other resources.
257. Age dulls need.
258. M
259. Sane
260. Rather go to library
261. I didn't use them while visiting but did use them back home
262. That is really cool service. Thanks for the survey
263. I would use them if needed
264. My wi-fi went down
265. I started but didn't like Mango
266. wasn't aware of them
267. Not interested
268. Don't need at this time.
269. I am 78 years old and have other interests besides learning!!
270. I no longer live in Hawaii
271. Haven't traveled to Hana lately
272. I will do research and see if there are art courses offered.
273. Because of lack of staffing our library is only opened on certain times and I am not sure when. It's not on a consistent schedule which is sad.
274. I prefer paper over online
275. When I try to sign up for them, the classes are full. You need need to offer offer more/larger classes
276. I usually use google for those things
277. I recently had a kiddo and may be interested in some of these services in the future.
278. Only 1 month membership 2 years ago.
279. Long wait list for Japanese
280. After graduating from UH.... many years ago, my first job offer included a physical relocation to the east coast of the United States. I spent a career there... some 40+ years. It was a wonderful and challenging times.
281. I have multiple devices & internet connection at home. Also, as a retiree, my needs are simple.
282. Have not needed to use
283. Too busy now.
284. Don't know enough what is being offered.
285. I didn't have time but I hope to this year
286. I WOULD LIKE, VERY MUCH, TO LEARN MORE ABOUT THIS.
287. Same reason given previously. Not in HI all the time
288. I want to be able to go into the library.
289. Your software is so outdated it takes so much time to actually obtain the specific item you need

SurveyMonkey

12/23/2021 9:53 PM
12/23/2021 9:53 PM
12/23/2021 9:51 PM
12/23/2021 9:44 PM
12/23/2021 9:42 PM
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12/23/2021 8:52 PM
12/23/2021 8:49 PM
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12/23/2021 8:27 PM
12/23/2021 8:25 PM
12/23/2021 8:20 PM
12/23/2021 8:14 PM
12/23/2021 8:10 PM
12/23/2021 8:04 PM
12/23/2021 8:04 PM
12/23/2021 7:54 PM
12/23/2021 7:53 PM
12/23/2021 7:50 PM
12/23/2021 7:48 PM
12/23/2021 7:48 PM
12/23/2021 7:33 PM
12/23/2021 7:19 PM
12/23/2021 7:15 PM
12/23/2021 7:09 PM
12/23/2021 6:56 PM
12/23/2021 6:53 PM
12/23/2021 6:51 PM
12/23/2021 6:40 PM
At age 89 I'm not looking for learning tools

I've been too lazy and I need to correct that!

I got kicked out of library because I am not Vaccinated

At 74 years old I have a very active outdoor life when at home and am pretty selective choosing leisure time reading material. During pre-covid post-retirement years I would typically be reading two or three books at a time, finishing two or three a week. We have a hefty supply of Great Courses on DVD we haven't found time for because our library book/used book selection has been so enjoyable we haven't wanted to sacrifice the time away.

not interested in on line learning

I found ut all cumbersome

Not interested

I will! Thanks!

Don't have internet service at home

I know how to get the information on my own but if I'm not available, its nice to know I can refer others to it.

Need to explore the tools

We are visitors to Hawaii and appreciate having access to the library resources when we come.

No longer in Hawaii

I already have a Ph.D.

You won't let anyone apply to renew a library card online in a pandemic so I can't use any library services unless I expose myself

Google offers information

Not there long enough in hawaii

To much, just more added stuff to lean

I haven't made the time to try Mango yet, but I plan to try it.

Prefer to learn in person.

Haven't taken the opportunity

I don't want to support organizations that discriminate

I'm a stand-alone retired prof;)

I didn't have a specific need.

old dog not willing to learn new tricks

Okay - I'll get around to it

But i will in the new year!

i would rather use my own computer

i knew in the back of my head these were available but i just never actively sought to use them, but i should ;)

Drop the vax check at the door

Haven't been to library since Pandemic

I

I just recently became available and want to use them.

I think if I had a need I would just search myself on my own laptop.
324. I may use this resource in the future. Good to know it is available.

325. I have not come across situations where I need to use it

326. No longer in Hawaii

327. I cannot sit for long lengths of time

328. I find any information I need or want online at home

329. I hope to use them one day, esp. language

330. I love Hawaii public state library’s. I have been a patron of the library all my life. Most library staff are very helpful. I am concerned That the library is favoring technology over reading and learning from books. I was very concerned that my reading time was limited to 30 minutes but anyone who is using the online services could sit in the library for two hours. I thought that was unfair and was an example of how the library is favoring online resources over just being able to sit inside the library and read, which I feel is the primary reason we have libraries. Although I love Library’s very much I feel The state of Hawaii has done a poor job and handling the Covid situation.Enclosing once again I want to thank Hawaii state library’s for all the good they do for the community and I implore them not to get away from the primary function which is for people to comfortably read and sit in a library.

331. Just returned to HI

332. What's with ALL this online stuff????????

333. I only took out a few books

334. If it’s not too difficult to get started/register, and the whole system is not too complicated, I would love to access online language learning tools!

335. I teach online for University of Hawaii Lifelong Learning, OLLI https://osher.socialsciences.hawaii.edu/current-catalog/

336. I don’t know what you mean by “learning tool.”

337. have not been to your beautiful island since 2020 due to covid

338. I don't have a computer. I only have tablets and mobile phone. I would like to take the courses though.

339. Internet

340. I appreciate the online tools! I plan to use them in the future. I have been too busy recently, especially during the pandemic and all the e yrs things that requires.

341. i have a computer that i know how to work. what you should be doing is opening the library to the public and stop hiding behind covid. knowledge is freedom have some courage and open up.

342. I have access to more specialized online learning tools through the University of Hawaii and other online learning sites.

343. how do you find out about these services?

344. retired and have not much use at this time

345. Waste of power

346. requiring a vaccination to have access to a PUBLIC library is disgusting and you should be ashamed.

347. Did not get assistance to be e to use this service

348. I don't use the tools because the time permitted is to short. I don't like to rush threw it.

349. I need instruction on how to find this so I can use this service

350. My experience with attempting to access digital books has been abysmal. NEVER available. Easier to just go buy one.

351. I dont want to use the library online!
I have used the tools.

Found information I needed from other sources

multimedia and computer section is always full of folks

I want to investigate the Scholastic online feature. how do I find it?

Using other online classes eg. Uh osher

I have not used them yet, but look forward to using them in the future.

I have had enough time typing using one finger.

I am handicapped 91 yo difficult

I use duolingo

I asked about them once, but the librarian didn't know about them and couldn't help me.

I'm new here in Lahaina.

Now that I know online courses exist at the library, I'll take a look.

Old computer then died. On phone too small to enjoy long time reading

no need

Again I have other professional resources on hand to help me with these things.

I am 79 years old, rarely visit the library but when I do I prefer researching/reading about Hawaiian history.

Limited data gigabite availability.

What are on line learning tools?

No need

I would love to learn how to use online learning tools which I never knew existed. I am excited about all this. I love learning!

not sure of the offerings

not interested

Purchase own relevant books for personal library.

Moved to mainland

Your breaking the law by discriminating against citizens who choose not to take a "vaccine" that is dangerous

I'm

do not comply to mandates taking freedom away

I would like to use in future

Recently retired, may use in the future

not able to do them been ill

No time or need at this time.

I have other resources that are more easily available

I moved out of state

Are language learning items available?

My kids have access to a good range of online learning tools c/o Hawaii Technology Academy, however it is good to know HSPLS has some too.
388 I don't CURRENTLY have a need, but may in the future
389 won't download on my old Ipad
390 Did not need too
391 Good selection with YouTube and online university courses
392 No time to check them put
393 Had planned to utilize them and appreciate greatly the courses offered. Thank you.
394 I have used some just u familiar with the last I e
395 I don't know what learning tools are available but I will check them out
396 same reason as given for prior question
397 Rather come in person
398 I prefer face-to-face
399 I could not log in
400 Not interested, we enjoy going in but are being forced by a mandate.
401 I prefer to evaluate and purchase online learning based on my interests, learning style and current subject matter knowledge.
402 Prefer going to library
403 Retired
404 I have O'Reilly (for tech and business) and LinkedIn Premium subscriptions, which seem to cover my needs right now.
405 I encourage others to use the resource. I am a great advocate of our Public Libray
406 I prefer paper
407 Without in-person guidance o this and many other issues (how to access other services, how to use digital media—audiobooks, Kindle etc.—I haven't been using the public library as much. Even trying to pick up materials esoecially online stumps next, so I won't be making holds except for actual books.) Gardner as you get older!
408 If the library offers in-person help, I'd love to try using them!
409 I refuse to use or support the library with the vaccine mandate you have in place.
410 Vaccine passport
411 do not have hawaiian language resources for learning
412 Don't want to
413 The only computer I have access to is my work computer.
414 Read fiction books
415 you refuse my password and will not let me correct or change
416 I looked into this but never set time aside to go through the course.
417 can't bring my computer in, i got 1 hour to spend in there, take all the tables and chairs out and close up already, am i correct?
418 I use Duolingo
419 I have been busy but I will access this info shortly
420 Only use Fiction Books (read and listen)
421 Have a lot of unread reading material at home
422 Prefer printed books and magazines, as I spend a lot of time online already.
I plan to use the language tools available thru Kanopy
Am already spending a LOT of time on computer. Need time to read the hard books I keep ordering from Library.
again, useless
Haven't had a need to use them, yet.
Rtd
#FJB
I use internet a lot.
I'm able to learn without the help of tyrannical government institutions
I usually ask my wife as she is very good with I T
Discrimination against unjabbed
Library provided no info. it was available Especially during the pandemic.
Love to use but not online like to b out snd in person
Not good internet
Never thought about it
Not interested
I did not know about them but now I do...
I won't participate in your discrimination.
no need to use now, but perhaps when needed
UH
I dont support the library after they announced not allowing my unvaccinated children in there to use the resources I pay taxes for
I no longer live in Maui, Hawaii
At 82 lucky to download anything -- LOL
Too old no desire
Your app doesn't work
I will use them in the future...just not yet thanks for asking
haven't checked them out yet
Not interested
I don't have the time to search your resources at this time. I'm glad it is available.
Not interested
Need more discipline to take a course now
I'd like to use the Library in person
I do Google searches for information and Ytube
No
Again, never been advised of these things. Need more friendly smiles and or greetings. They’re mostly mute...
I haven't felt the need to use them
Different focus for now
G
460 We’d rather come in.
461 If they don’t cost extra, I’ll look into that.
462 Haven’t taken time; poor surfer: impatient.
463 Moved to las Vegas
464 I will be checking this soon
465 I will not support your dystopian agenda
466 Have not tried it yet. Would like to start soon
467 I can’t access my account.
468 Other items had higher priority
469 Your ridiculous Vax Mandates against Mt in person use of the library are discrimination!
470 Don’t live in Hawaii
471 I want to use language learning tools but haven’t gotten to them yet
472 I use the audiobook versions at times.
473 I use your library when I come for vacation.
474 Just haven’t checked it out yet
475 Took Gale many yrs ago. Basic course.
476 Ø https://www.thegreatcourses.com/ or the web :)
477 https://www.change.org/Petition_for_legal_suicide_in_America
478 limited internet availability
479 I just use Google at home.
480 You did not allow me to renew my library card!
481 Visiting
482 There are a lot of online learning options that may be better than the library’s options. I use Coursea regularly,
483 have other areas for online learning
484 I prefer in person courses
485 I’m a visitor
486 I like walking into the library
487 I do want to take a course or two, but haven’t yet made time for it.
488 boycotting
489 Deplorable that you won’t service the unvaccinated
490 The subjects I am interested in are not covered.
491 I did not know the library had a website
492 I have my own internet and computers
493 I am a retired teacher. This would be a busman’s holiday.
494 Do not need them at this time
495 Very important for children and other learners
496 Enough is enough. Vaccinated are getting covid still. Leave the unvaccinated alone
497 I will only use a real book, a cd or vinyl record,
498. don't have the need to take any at this time

499. I found the library to be impersonal and unfriendly.

500. Funny that people who are vaxxed get and spread covid, yet I'm not allowed to go to the library... seems like division, intolerance, hate and discrimination to me

501. I'm a fiction nerd

502. Didn't have the software necessary to do the lessons

503. same

504. Hope to take some but haven't found the time yet

505. I am specific about what learning modules I use. I have what I need

506. I don't want online stuff

507. Na

508. Will try to learn later

509. I use LinkedIn e-learning instead

510. maybe will use in the future

511. I used to but now I'm not aloud in the library

512. The library is voluntarily enforcing non constitutional discriminatory mandates created illegally by the state government and so though my tax dollars pay for the library, I'm not allowed in

513. I would probably not use them for myself, but would probably require my students to use it if I knew more about the resources.

514. Shame on you for discriminating

515. I refuse to patronize the library because of the vaccine mandates.

516. don't need

517. Same reason - not there!!

518. I haven't taken the time to explore this opportunity.
Q11 I used online learning tools for: (Select all that apply).

Answered: 1,154  Skipped: 13,197

ANSWER CHOICES

College test preparation (e.g. SAT, ACT) 8.84% 102
Developing news skills for a new job/career 21.40% 247
Improving skills for my current job/career 25.48% 294
Job searching, including resume preparation 11.53% 133
Learning a language 53.90% 622
Learning more about my interest(s) 39.25% 453
Researching a new career 10.23% 118
School or college assignments 12.91% 149
Supplementing my child’s education during COVID 16.55% 191
Other (please specify) 6.33% 73

Total Respondents: 1,154
<table>
<thead>
<tr>
<th>#</th>
<th>OTHER (PLEASE SPECIFY)</th>
<th>DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Homeschool</td>
<td>1/1/2022 10:57 AM</td>
</tr>
<tr>
<td>2</td>
<td>Online course re genealogical research resources.</td>
<td>12/30/2021 9:56 PM</td>
</tr>
<tr>
<td>3</td>
<td>scholarships</td>
<td>12/29/2021 7:06 PM</td>
</tr>
<tr>
<td>4</td>
<td>refresh what I've learned</td>
<td>12/28/2021 1:04 PM</td>
</tr>
<tr>
<td>5</td>
<td>LAw</td>
<td>12/28/2021 12:02 PM</td>
</tr>
<tr>
<td>6</td>
<td>probate law info</td>
<td>12/28/2021 3:11 AM</td>
</tr>
<tr>
<td>7</td>
<td>Online trading</td>
<td>12/27/2021 10:09 PM</td>
</tr>
<tr>
<td>8</td>
<td>i did not use this service</td>
<td>12/27/2021 9:08 PM</td>
</tr>
<tr>
<td>9</td>
<td>Homeschooling</td>
<td>12/27/2021 5:12 PM</td>
</tr>
<tr>
<td>10</td>
<td>Help students compare fiction and nonfiction text</td>
<td>12/27/2021 3:33 PM</td>
</tr>
<tr>
<td>11</td>
<td>Computer trng</td>
<td>12/27/2021 3:23 PM</td>
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<td>12</td>
<td>Homeschool</td>
<td>12/27/2021 1:04 PM</td>
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<tr>
<td>13</td>
<td>Supplemeting my students' education during COVID</td>
<td>12/27/2021 3:52 AM</td>
</tr>
<tr>
<td>14</td>
<td>I'm</td>
<td>12/26/2021 7:50 PM</td>
</tr>
<tr>
<td>15</td>
<td>writing a children's book</td>
<td>12/26/2021 6:39 PM</td>
</tr>
<tr>
<td>16</td>
<td>Adoption court papers</td>
<td>12/26/2021 6:43 AM</td>
</tr>
<tr>
<td>17</td>
<td>Referring Community Members to Gale Courses to Develop new skills for a new job/career and Research new career</td>
<td>12/25/2021 1:49 PM</td>
</tr>
<tr>
<td>18</td>
<td>I have not utilized these sources.</td>
<td>12/25/2021 12:56 PM</td>
</tr>
<tr>
<td>19</td>
<td>To help my students.</td>
<td>12/25/2021 1:50 AM</td>
</tr>
<tr>
<td>20</td>
<td>Through Kanopy, I watch a Great Courses each month. Love it!</td>
<td>12/24/2021 3:34 PM</td>
</tr>
<tr>
<td>21</td>
<td>Resources for students to access</td>
<td>12/24/2021 2:36 PM</td>
</tr>
<tr>
<td>22</td>
<td>As an Employment Services Specialist at the state Division of Vocational Rehabilitation, I recommend Gale courses for my job seeking clients to develop their skills, particularly computer programs.</td>
<td>12/24/2021 1:19 PM</td>
</tr>
<tr>
<td>23</td>
<td>Learning</td>
<td>12/24/2021 11:10 AM</td>
</tr>
<tr>
<td>24</td>
<td>Research</td>
<td>12/24/2021 4:12 AM</td>
</tr>
<tr>
<td>25</td>
<td>Anything and Everything</td>
<td>12/24/2021 4:09 AM</td>
</tr>
<tr>
<td>26</td>
<td>gale ed</td>
<td>12/24/2021 2:54 AM</td>
</tr>
<tr>
<td>27</td>
<td>Several multi-unit Great Courses, on Kanopy.</td>
<td>12/24/2021 2:49 AM</td>
</tr>
<tr>
<td>28</td>
<td>Fun</td>
<td>12/24/2021 1:14 AM</td>
</tr>
<tr>
<td>29</td>
<td>life long learner</td>
<td>12/24/2021 12:46 AM</td>
</tr>
<tr>
<td>30</td>
<td>ed2go to take writing classes for free</td>
<td>12/24/2021 12:42 AM</td>
</tr>
<tr>
<td>31</td>
<td>Referring others for information on available topics</td>
<td>12/23/2021 10:19 PM</td>
</tr>
<tr>
<td>32</td>
<td>computer skills for personal use</td>
<td>12/23/2021 9:57 PM</td>
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<tr>
<td>33</td>
<td>Hobbies</td>
<td>12/23/2021 8:23 PM</td>
</tr>
<tr>
<td>34</td>
<td>Homeschool use</td>
<td>12/23/2021 8:22 PM</td>
</tr>
<tr>
<td>35</td>
<td>Recreational reading</td>
<td>12/23/2021 7:58 PM</td>
</tr>
<tr>
<td>36</td>
<td>Hobbies - I took a drawing class and a photography class.</td>
<td>12/23/2021 7:12 PM</td>
</tr>
</tbody>
</table>
37  Learning new languages...
38  work, language related
39  Keep my mind active with learning
40  Fun activities
41  tool for child's learning (we homeschool)
42  to look for books
43  Just learning
44  For kids education
45  Reference Section
46  Gale Courses
47  referring students to resources
48  Movies
49  For my varied intrest.....
50  Art project learning
51  Activities from summer reading program
52  Ebooks
53  Parent trying to learn Olelo Hawaii to keep up with kids
54  Looking at teaching resources, briefly looked at mango
55  Internet
56  Health
57  useful information related to my child's education
58  research
59  Stop Hawaii mask mandate. Hawaii is so far behind.
60  Not sure maybe for GRE prep been over 10 years ago?
61  Use Kanopy courses
62  books
63  Taking courses from Gale university
64  teaching resources
65  VACCINE EXEMPTION
66  research, personal interest
67  Bookflix
68  Reading and song videos for child
69  assisting patrons
70  parenting, product evaluations
71  I took a drawing and a gardening course.
72  Movies
73  Just checked a few things out - like Mango languages - but didn't actually learn a language.
I have gained new knowledge...

I learned a skill that...
Learning tools provided are easy to use.  

<table>
<thead>
<tr>
<th>STRONGLY DISAGREE</th>
<th>DISAGREE</th>
<th>NEITHER AGREE OR DISAGREE</th>
<th>AGREE</th>
<th>STRONGLY AGREE</th>
<th>TOTAL</th>
<th>WEIGHTED AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.66%</td>
<td>1.40%</td>
<td>51.79%</td>
<td>617</td>
<td>33.60%</td>
<td>1,144</td>
<td>4.13</td>
</tr>
</tbody>
</table>

Learning tools provided are convenient to use.  

<table>
<thead>
<tr>
<th>STRONGLY DISAGREE</th>
<th>DISAGREE</th>
<th>NEITHER AGREE OR DISAGREE</th>
<th>AGREE</th>
<th>STRONGLY AGREE</th>
<th>TOTAL</th>
<th>WEIGHTED AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.66%</td>
<td>1.40%</td>
<td>51.79%</td>
<td>617</td>
<td>33.60%</td>
<td>1,144</td>
<td>4.13</td>
</tr>
</tbody>
</table>

I have gained new knowledge and/or skills by using the learning tools.  

<table>
<thead>
<tr>
<th>STRONGLY DISAGREE</th>
<th>DISAGREE</th>
<th>NEITHER AGREE OR DISAGREE</th>
<th>AGREE</th>
<th>STRONGLY AGREE</th>
<th>TOTAL</th>
<th>WEIGHTED AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.47%</td>
<td>16%</td>
<td>49.04%</td>
<td>561</td>
<td>36.10%</td>
<td>1,144</td>
<td>4.16</td>
</tr>
</tbody>
</table>

I learned a skill that helped me prepare for a job.  

<table>
<thead>
<tr>
<th>STRONGLY DISAGREE</th>
<th>DISAGREE</th>
<th>NEITHER AGREE OR DISAGREE</th>
<th>AGREE</th>
<th>STRONGLY AGREE</th>
<th>TOTAL</th>
<th>WEIGHTED AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.47%</td>
<td>16%</td>
<td>49.04%</td>
<td>561</td>
<td>36.10%</td>
<td>1,144</td>
<td>4.16</td>
</tr>
</tbody>
</table>

I learned more about my interest(s).  

<table>
<thead>
<tr>
<th>STRONGLY DISAGREE</th>
<th>DISAGREE</th>
<th>NEITHER AGREE OR DISAGREE</th>
<th>AGREE</th>
<th>STRONGLY AGREE</th>
<th>TOTAL</th>
<th>WEIGHTED AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.95%</td>
<td>1.59%</td>
<td>46.39%</td>
<td>527</td>
<td>33.39%</td>
<td>1,129</td>
<td>4.08</td>
</tr>
</tbody>
</table>

Number | COMMENTS                                                                                           | DATE               |
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>I intend to use the genealogical resources for personal, no job-related, purposes.</td>
<td>12/30/2021 9:56 PM</td>
</tr>
<tr>
<td>2</td>
<td>Stop making it so complicated. It takes so much time to log in and go through the hoops to get where you want to go!</td>
<td>12/30/2021 2:15 AM</td>
</tr>
<tr>
<td>3</td>
<td>Tried it long time ago but can't remember why I gave it up; willing to check it out again.</td>
<td>12/29/2021 12:57 PM</td>
</tr>
<tr>
<td>4</td>
<td>I've really appreciated the offerings available through Gale courses in particular. Mango languages is also valuable. I specialize in language teaching, and Mango's curriculum is well-designed. It was a good choice among the myriad of possibilities.</td>
<td>12/29/2021 4:32 AM</td>
</tr>
<tr>
<td>5</td>
<td>Only down side was the long wait on the hold list before getting access to course.</td>
<td>12/28/2021 11:38 AM</td>
</tr>
<tr>
<td>6</td>
<td>No comments</td>
<td>12/28/2021 2:55 AM</td>
</tr>
</tbody>
</table>
I would like to know more about what is available.  
Great way to learn a language before going on vacation overseas 
The Gale Courses are pretty limited and feel outdated. 
I enrolled in a coding course. I feel I probably need in-person instructions 
I would love it if I could learn Ilokano online. 
Scholastic Teachables has been especially valuable. 
WAS A WHILE AGO... 
I LOVE the GALE online FREE courses! Took 3 already and plan to take others. I learned about them from my vocational rehab counselor. I never knew the library offered these for free! 
I've only looked into language learning tools available through the library at a low level. Internet web sites and apps seem to be a better way to find out about these resources. (Currently using Duolingo web and iOS app for language learning in French, Chinese, Russian, and Italian 
Great service! 
Mango languages is a great resource 
I did not complete the online course, through no fault of the library. 
I actually started using Mango Language after the researcher of the organization came to the university. Since I didn't know too much about it, I did some research and realized that I could access for free via public library. I am so happy to know that something so amazing can be accessed for free through the library. 
Thank you for offering these! 
I did not use it many times as yet, but hope to. 
Mahalo language course 
These tools are especially important for people like me who live on the neighbor islands. 
Have not used 
Mango/Manga had very limited Spanish language course(s). 
I am retired so no need for a job and the only tool I used was to check out the Japanese language lessons but travel to Japan is out of the question now. 
I'm 89 ... and basically "out of it" .. the things above . 
The online courses are a little clunky in format. 
I am retired, so do not need new skills for a job! 
Enjoyed learning info on languages as well as to supplement my hobbies. 
Note: My clients did learn new skills to prepare for a job. 
Mango languages is a great program. I use it to brush up and expand my spanish 
used Gale courses. I wish could watch on random schedule rather than having to wait for new lesson. 
The level of the tool was too easy at my stage of learning in French 
The Mango Language Tool is easy to navigate and useful for language learning, but difficult to load on my computer/wireless network. 
Your online writing courses are fabulous 
Thank You! 
Online learning tools, were, very helpful 
I mostly used the digital educational offerings online via Overdrive--such as the Great Courses and language teaching books. I am unfamiliar with the scope of other educational offerings.
41 I'm not looking for a job, but the skills would have helped if I was.  
42 My daughter used it to further her Korean language studies.  
43 I had difficulty locating and navigating some sites  
44 mango is very helpful  
45 State or county need to provide better infrastructure to support access for rural communities  
46 The tools provided on the internet were very helpful  
47 The tools and options are great. It's totally a user-staying-on-it thing!  
48 Some response options not applicable  
49 I lost interest in learning a new language. I think it was due personal preference to do other things, not due to the app.  
50 Hawaiian language tools are valuable when researching old Hawaiian documents  
51 Good that the library provides online resources. Would like to know more.  
52 I'm retired so no need to prepare for a job. Fortunately.  
53 MANGO used for one chapter of this HI's language (reading program between 2016 and 2019).  
54 This is a comment about your library staff. Folks need to learn customer service skills. Sometimes, they are unable to smile, or don't care to learn how to use the library equipment in order to help members.  
55 I have studied Italian over several years through various resources. I really like the learning format of the Mango Language Resource.  
56 I need hands on review of e-services as I haven't needed in depth research for some time. I may use the Mango language offering if I can use it on my at-home PC.  
57 The survey should have a N/A category so that the results are not skewed. For me, I am retired so the question "I learned a skill that helped me prepare for a job. " would have been "not applicable" for me but instead I had to just disagree with the statement.  
58 The learning tools lacked diversity.  
59 Access to Lydia database would be nice  
60 Online classes great as they were informative and well structured. The Instructors made the class interesting. They help clarify any questions with the class content.  
61 Mango  
62 Something like coursera or LinkedIn learning would be awesome.  
63 I have learned so much throughout the years taking a variety of courses. I appreciate all of them and continue to use them.  
64 I wish there were not set dates for the courses, and that you only have 2 weeks to get them done. But I understand that forces you to complete the material, and that it's so the instructors can give you feedback etc. It's just inconvenient if you have other obligations that put a time crunch on your course, or you want to start learning today, but the course is closed, etc. Guess we get spoiled with 24/7 internet access so often! Nevertheless, I appreciate the high quality of the courses. Thank you!  
65 No comment  
66 I am retired so I was not searching for job skills  
67 All of my neither agree or disagrees were because I didn't know there were online tools to use.  
68 I wish there was an app for my phone instead of using my browser  
69 I tried Mango once but then forgot login info, etc. and didn't get back to it. Not familiar w/the other resources and would like to learn more. Ease of access important
Please add Udemy like they have in California

a great tool

I can find what I need, but it takes time looking through the results. I wonder if others have the same patience to find what they are searching for.

Love the courses! I learn a lot from them.

Mahalo!

Hawaiian language is basic but good reference.

There are no links on your website

I didn't use it enough. I'll have to go back to Mango and see how useful and helpful it is for me to learn a language.

Thank you for these opportunities! It provides much added value!

I tried using Mango. It was not at all intuitive and seemed to be lacking in instruction, so I couldn't really use it effectively.

I have enjoyed the language courses.

I didn't find Mango Languages to be a particularly useful tool for learning language. I prefer other programs, such as Pimsleur and Talk to Me in Korean.

My eyesight is challenging I am afraid of online in case I buy something by accident while searching

need more advanced computer courses with feedback on assignments

The language resources I visited were too basic.

Needed updated this year news

could be more user friendly

Access to Mango Languages is the most important thing that is offered for me.

I truly appreciate your connection with the Mango Languages! I can learn different languages the rest of my life!!

Mango is great!

Stop the Hawaii mask mandate. Hawaii is so far behind.

My elderly grandma came to live with us. I took gale courses on gerontology, nutrition and mediation to help prepare.

Thanks

I wasn't trying to learn a skill for a job, so not applicable would be more appropriate than "disagree," but it wasn't an option.

The tools are there, just my fault for not being more diligent using them and developing skills.

There is no way to hold your place.

NEED HIGH-SPEED INTERNET CONNECTION

Information only

Some of the content feels out of date - and weird that you have to start on a specific day when there isn't any feedback from the instructor.

I was unaware until just recently about the number of different offering provided and am looking to learn more about all of them.

Please keep it. It's an amazing tool

Setting up of my username and password for each tool stops me in my tracks - it would be simple to use my library card and pin like Overdrive. I had signed up for a class that met every
Tuesday, but lost interest with the homework portion. A person can learn from YouTube videos without assignments.

The courses were to restrictive on time and responses for me to continue.
Q13 Which of the following online services have you used?

Answered: 12,583   Skipped: 1,768

- Online Holds: 52.8%
- Online Renewal of books: 69.4%
- Online Computer: 80.1%
- LibrariesHI Mobile App: 66.3%
- Applied for a library card: 92.1%
- Attended a virtual library program: 82.2%

Yes   No
<table>
<thead>
<tr>
<th>Service</th>
<th>YES</th>
<th>NO</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Online Holds</td>
<td>72.35%</td>
<td>27.65%</td>
<td>12,194</td>
</tr>
<tr>
<td></td>
<td>8,822</td>
<td>3,372</td>
<td></td>
</tr>
<tr>
<td>Online Renewal of books</td>
<td>70.11%</td>
<td>29.89%</td>
<td>12,027</td>
</tr>
<tr>
<td></td>
<td>8,432</td>
<td>3,595</td>
<td></td>
</tr>
<tr>
<td>Online Computer Reservation</td>
<td>19.54%</td>
<td>80.46%</td>
<td>10,582</td>
</tr>
<tr>
<td></td>
<td>2,068</td>
<td>8,514</td>
<td></td>
</tr>
<tr>
<td>LibrariesHI Mobile App</td>
<td>31.49%</td>
<td>68.51%</td>
<td>10,518</td>
</tr>
<tr>
<td></td>
<td>3,312</td>
<td>7,206</td>
<td></td>
</tr>
<tr>
<td>Applied for a library card online</td>
<td>11.02%</td>
<td>88.98%</td>
<td>10,394</td>
</tr>
<tr>
<td></td>
<td>1,145</td>
<td>9,249</td>
<td></td>
</tr>
<tr>
<td>Attended a virtual library program</td>
<td>4.46%</td>
<td>95.54%</td>
<td>10,244</td>
</tr>
<tr>
<td></td>
<td>457</td>
<td>9,787</td>
<td></td>
</tr>
</tbody>
</table>
Q14 Please indicated your level of satisfaction with the following statements. Select N/A (not applicable) if you have not used that specific online library service:

Answered: 12,599  Skipped: 1,752
<table>
<thead>
<tr>
<th>Activity</th>
<th>DISSATISFIED (%)</th>
<th>SOMEWHAT DISSATISFIED (%)</th>
<th>NEITHER SATISFIED OR DISSATISFIED (%)</th>
<th>SOMEWHAT SATISFIED (%)</th>
<th>SATISFIED (%)</th>
<th>N/A (%)</th>
<th>TOTAL</th>
<th>WEIGHTED AVERAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Placing an online hold</td>
<td>0.86%</td>
<td>1.01%</td>
<td>3.13%</td>
<td>4.62%</td>
<td>64.85%</td>
<td>8,107</td>
<td>3,192</td>
<td>12,501</td>
</tr>
<tr>
<td>Renewing materials borrowed online</td>
<td>0.81%</td>
<td>1.07%</td>
<td>2.97%</td>
<td>4.76%</td>
<td>61.01%</td>
<td>7,569</td>
<td>3,646</td>
<td>12,407</td>
</tr>
<tr>
<td>Making a reservation to use a computer</td>
<td>0.45%</td>
<td>0.29%</td>
<td>2.82%</td>
<td>1.23%</td>
<td>11.35%</td>
<td>1,355</td>
<td>10,010</td>
<td>11,938</td>
</tr>
<tr>
<td>Using LibrariesHI App overall</td>
<td>0.85%</td>
<td>1.42%</td>
<td>4.50%</td>
<td>6.86%</td>
<td>27.98%</td>
<td>3,353</td>
<td>6,999</td>
<td>11,985</td>
</tr>
<tr>
<td>Using LibrariesHI App to check out books yourself when in the library</td>
<td>0.69%</td>
<td>0.49%</td>
<td>3.61%</td>
<td>1.37%</td>
<td>10.76%</td>
<td>1,283</td>
<td>9,903</td>
<td>11,919</td>
</tr>
<tr>
<td>Applying for a library card online</td>
<td>0.72%</td>
<td>0.50%</td>
<td>3.05%</td>
<td>1.07%</td>
<td>8.97%</td>
<td>1,069</td>
<td>10,213</td>
<td>11,919</td>
</tr>
<tr>
<td>Attending a virtual program</td>
<td>0.45%</td>
<td>0.13%</td>
<td>2.90%</td>
<td>0.52%</td>
<td>3.85%</td>
<td>456</td>
<td>10,919</td>
<td>11,848</td>
</tr>
</tbody>
</table>

**COMMENTS**

1. I have no any online service experience until now. I will definitely try it sooner or later. Mahalo.
   DATE: 1/1/2022 9:05 PM

2. placing holds, renewing borrowed materials are very easy to use. Also searching the library catalog is easy to use
   DATE: 1/1/2022 8:27 PM
It would be nice to know when a renewal is not possible why it is not possible.

I need to pay more attention. I love all the things you have to offer. I will check them out. How very cool!!

I live close to the library I get the best service in person at the Wialua Library Happy New Year

Triied to renew library card online but was required to go to local branch in person

I have had several frustrating experiences with the online renewal process; in particular, sometimes attempting to renew specific books fails and then I have to use the 'renew all' feature instead, which renews some of my books early and means I have less time with them. I'm not sure why this happens--why the 'renew all' option works when the 'renew this book' option doesn't.

The app could be easier to use, but its ok

Absolutely love the audio books selection. My eyesight is currently compromised and actually reading a book can be a challenge. Audiobooks have been a lifesaver!

I look forward to resuming on premises service.

Library card barcode in mobile app often cannot be scanned at self-serve station or by staff. Renewal via mobile app frequently fails without providing any reason.

Never tried using it because i go straight to the library lol

I love being able to run in and quickly pick up books on hold, especially during COVID.

I read online books for pleasure. It's very convenient and maintains social distancing during this pandemic.

I live far away from the library. I don't spend as much time there as I would like.

Sometimes a new book or DVD is in acquisition and the system will not allow holds on it yet. It would be helpful if borrowers could be notified when holds are being taken. The system disallows second renewals online, but will automatically renew the day AFTER the due date (if there are no holds). It would be much more convenient to know this on the due date as it would save a driving trip to the library.

I love my library and the librarians who work there

I was unaware of all of these online resources! They sound great!

Have remained in home during pandemic. The pandemic certainly accentuates the meager online resources offered.

Thanks for letting me know these services are available.

on the app, If I have 30 books already reserved, there is no way to add a book to "My List" to save that for a future request, like I can from the desktop website. also, I can't find how to use the digital books. I have the app but can't see how to connect from the website to the app.

Not using library services/etc. currently

I have used Overdrive on my amazon fire for the past several years and I am really happy with it. I am amazed at the selection of books I can get online from HSPLS. I have recommended it to several friends and family. This has been very convenient especially during the pandemic. I also enjoy the Kanopy movies and documentaries, and I used the ancestry portal when it was offered.

Because we live in the United states of America, I have the freedom to choose whether or not to be vaccinated. Not allowing people who are unvaccinated inside the building is unconstitutional. We have stopped using any of the library's services because I refuse to support unvaccinated people being segregated and treated as second class citizens. Everyone finds the library equally, but not everyone is treated equally. Segregation has never worked well, any history book on the library's shelves will prove that.

None

I use LIBBY. Also, most things, such as applying for a library card, involve questions best answered for me in person by library staff.
27. Should allow more than one renewal online
28. The library app doesn't let me see my wish list.
29. Again, this has to do with my card not working with the app. I believe I need to go in to the local branch for assistance but I work during the hours it is open.
30. The online app doesn't keep me logged in, nor does it store my acc # or that of my kids. It is super frustrating and seemingly unnecessary to have to look it up every time.
31. It's difficult to know when online renewal is available vs when it is not available.
32. I love the Hawaii library system! We live in a small town with a limited selection of books and audio books! The globe and mail in Canada publishes a top 20 book selection weekly. I an get 3/4 of them from your library and only 2 or 3 from My local one library. Love your service! So happy we were able to renew online this year keep up the great service. Many thanks Diane!
33. Did not know these were options
34. I haven't seen the library's website ever. I'd like to now after reading all that's offered.
35. sometimes i have difficulty finding a book that i am looking for. the search just does not seem correct.
36. Was unable to get a card using online application.
37. I could use a program on using all the services and tools the library offers... I'm disappointed the State Library hasn't fully re-opened. I'd be willing to pay a service charge if re-opening depends on funding.
38. I would like to learn more about this online process
39. Having free access to that dna genealogy website was nice and to be able to watch free movies.
40. I have my own computer.
41. I haven't been to the library in years, but was interested in returning due to a lot of free time and desire to learn and read new books.
42. Will definitely use some of the programs now. I usual, know the book I am looking for and put a hold on it. Need to learn how to download ebooks
43. I use Libby for borrowing books, it works great.
44. hard to schedule book on holds p/up
45. I would like to know more about this.
46. I have been very grateful for the ability to place online holds and renew books. The automatic renewals have been very nice as well.
47. I appreciate our library and the people who work there
48. Having a sample reading of what's actually in the book would help a great deal with the choices I would make when putting books on hold. I would appreciate having that very much. Although, I know it would be a ton of work to be able to show a few pages of the inside of each book.
49. I am not vaccinated and live off grid. My weekly trips to town used to include the library. We own several properties, pay taxes, and I can't use the library. It's very frustrating.
50. I have not taken advantage of services for which i responded with NA
51. It is nice to have these services available for when we come back to Hawaii
52. Good to know these are available for me to access via my mobile phone.
53. I just use the library to borrow books for my grandkids to read.
54. Someone stole my library card and may have use it. Aso, I having a hard time replacing it. Need some help!
55. Thanks for your service to the community
I selected “dissatisfied” for renewing online because often I get a message that I’m unable to renew online. So I end up having to physically go to the library to renew items which defeats the purpose, no?

I found it difficult to use the new program to reserve a book. Was not sure if I had chosen the right media form of the book I wanted. Had to check with the desk staff to be sure.

I didn’t know I could apply for a library card online. will help try it for my mom

I didn’t realize I could renew my library card online

Never been able to find audio books compatible with kindle

I didn’t know/ use these.

I love the reading challenges!

Logging in to the app is difficult. I’m trying to use the app for my card plus my kids’ cards, and when I log out of one and into another, I often can’t get in. I sometimes need to wait several hours (or maybe 24?), and then I can get in easily to another account. I understand that the app should be secure, but not THAT secure! Parents will need to use the app for their kids with no phones, so switching between accounts should be easy, not impossible. That said, when I’m actually IN the app, using it is easy! It’s the getting in that’s difficult.

Love being able to read books online thru the app! And in most cases am able to get the books I want with no much delay.

I was unaware the library had so much to offer now that I know I might look into it if I need to

Searching for books in the app seem limited, compared to a desktop computer

I have really appreciated Libby during the pandemic.

Despite the challenges of the Covid Pandemic, thank you for keeping the Wailuku Library open

In person is better

I live in CA and use my library card when I'm in Princeville. However, if I start receiving the newsletter, I might begin using some of the online materials!

Thank you for letting me know about all these services provided by the Library. Now I know.:)

The digital tools that I have used are easy to navigate.

I didn’t know any of these services were available but I will investigate now that I know.

Difficult requesting books, especially when there are multiple copies. Have had better success calling and talking to a librarian.

I’d like to know how long the wait time is prior to placing a book on hold. A few time the
website has frozen and I could not access anything at all. Overall I like the website and very grateful for what is offered online.

i use the library when i am on vacation in Hawaii

I wish I know more about the online resources

I haven't used any thing from the library since the pandemic started. I think I tried using the site at the beginning. It was difficult, not because the site is hard to use, but I have a toddler so it is always a challenge to be able to sit down and use the computer of any length of time.

Wasn't aware of the LibrariesHi App so will try it, mahalo!

Dissatisfied with the online renewal process because many time the system says I cannot, but if the due date passes, some items automatically renew

if there's no information how do you know

Would like a more robust digitized selection

Libraries provide community interaction. They enrich the lives of those who use their resources. I value reading tangible books and do not like using ebooks. I also appreciate the librarians working in our libraries and benefit from their knowledge and interaction.

I don't recall hearing about virtual programs and many of the previous question offerings. Where can I learn more about these services?

I have not had time to use any of the Library programs but would be interest in finding out what type of lessons you might offer.

could not select the service i needed.

Great that the library offers such wide range of services!

Love the Hawaii Library app for putting books on hold to pick up at a library I designate. It is very nice that I am able to see the number of copies available and which library they are from when requesting a book. I think the only challenge I have with the app is recognizing if the copy is a hard copy or an ebook copy on the Hawaii library app on my phone. It is the only minor complaint I have.

Love our HI libraries. Personnel so nice and helpful. I use the computers frequently. Very helpful for me.

Mahalo for keeping the libraries working during Covid

You parking Nazi is rude

None

The library website it's hard to find book and don't have to much choice or variety. It's better to go personality to the libery but this library like other community center and business are violating human rights by not letting people get in without vaccine. But if all staff have the vaccine, what they are preventing. Why they are scare to get infected. That's mean the vaccine isn't working and They still getting sick and violating human rights. This is not right.

Tell like the vaccine mandates are BS! States have more rights than the Federal Gov. Stop the discrimination.

Good to know that these services are available on line. I would like to give it a try.

Sorry,

Sorry but I haven't used online services the library provides because I don't have internet service at home.

Thank you for service

The genealogy presentations were very interesting informative. There was so much information I wanted to go back to watch the presentations again but they a were not all accessible for very long.

I do not use online apps normally. I like going into library.
<table>
<thead>
<tr>
<th>ID</th>
<th>Comment</th>
<th>Date/Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>111</td>
<td>I hope to reactivate my library card/access in the new year. Thanks.</td>
<td>12/28/2021 10:39 PM</td>
</tr>
<tr>
<td>112</td>
<td>Thus survey is totally unsatisfactory!!!</td>
<td>12/28/2021 10:25 PM</td>
</tr>
<tr>
<td>113</td>
<td>I have gone to the library and reserved a computer, also gone to programs in the library</td>
<td>12/28/2021 10:08 PM</td>
</tr>
<tr>
<td>114</td>
<td>I like person - to - person interaction and wish the library was open on weekends.</td>
<td>12/28/2021 10:08 PM</td>
</tr>
<tr>
<td>115</td>
<td>It's interesting that the mindset is to go the library in person, perhaps out of habit, and to enjoy the solitude and ambience of the main library. However, if I was in a position to accomplish a project, I would probably look further into the services offered.</td>
<td>12/28/2021 9:25 PM</td>
</tr>
<tr>
<td>116</td>
<td>We love the Library!!!</td>
<td>12/28/2021 9:16 PM</td>
</tr>
<tr>
<td>117</td>
<td>Taking this survey has educated me on the options available!</td>
<td>12/28/2021 9:07 PM</td>
</tr>
<tr>
<td>118</td>
<td>Libby is not that user friendly when trying to search for things.</td>
<td>12/28/2021 8:56 PM</td>
</tr>
<tr>
<td>119</td>
<td>Thank you for listing resources. I'm high risk for covid and have been staying home. I'd like to learn more about what you offer and use LibrariesHI App often.</td>
<td>12/28/2021 8:50 PM</td>
</tr>
<tr>
<td>120</td>
<td>I didn't know such services were available.</td>
<td>12/28/2021 8:48 PM</td>
</tr>
<tr>
<td>121</td>
<td>I use the app to place holds quite often, but many times I click on a book and it says cannot connect to server. Then I go back and select a different version of the same book and it works. Perhaps there is a way to combine the duplicates and remove those that don't work?</td>
<td>12/28/2021 8:43 PM</td>
</tr>
<tr>
<td>122</td>
<td>The App sounds like a great idea that I need to check out! Thank you, HI Library System. You're always there when we need you; an exemplary government function.</td>
<td>12/28/2021 8:34 PM</td>
</tr>
<tr>
<td>123</td>
<td>Should indicate why a book cannot be renewed-someone else has requested the book, so we don't waste time trying to renew a book.</td>
<td>12/28/2021 8:12 PM</td>
</tr>
<tr>
<td>124</td>
<td>Faster pick up when we request for and misic cd book or a magazine</td>
<td>12/28/2021 7:55 PM</td>
</tr>
<tr>
<td>125</td>
<td>I use the library to borrow books. I think libraries are an important community resource.</td>
<td>12/28/2021 7:43 PM</td>
</tr>
<tr>
<td>126</td>
<td>After the McCully Moiliili Library closed and Covid restrictions began, I did not know what services were available.</td>
<td>12/28/2021 7:32 PM</td>
</tr>
<tr>
<td>127</td>
<td>Love, love, love the library! It's wonderful to be able to visit different branches in the state and have them all be connected to the same system. The library is a wonderful resource for information and entertainment.</td>
<td>12/28/2021 6:19 PM</td>
</tr>
<tr>
<td>128</td>
<td>thank you for offering so much help during the pandaemic</td>
<td>12/28/2021 6:17 PM</td>
</tr>
<tr>
<td>129</td>
<td>N/A</td>
<td>12/28/2021 5:52 PM</td>
</tr>
<tr>
<td>130</td>
<td>App does not work all the time</td>
<td>12/28/2021 5:44 PM</td>
</tr>
<tr>
<td>131</td>
<td>Not familiar with LibraryHI App.....will try to familiarize myself with it.</td>
<td>12/28/2021 5:32 PM</td>
</tr>
<tr>
<td>132</td>
<td>Online programs are great if you possess two things. one, a computer and two, if you are well rehearsed in using one. That said, be sure your instructions are well explained to the user. Seniors have a difficult time solving the complexities of computer algorithms.</td>
<td>12/28/2021 5:13 PM</td>
</tr>
<tr>
<td>133</td>
<td>Learning more about the libraries</td>
<td>12/28/2021 5:13 PM</td>
</tr>
<tr>
<td>134</td>
<td>Prefer going to the library and I prefer hard copies instead of virtual. Prefer to talk to the people in the library too. Mahalo!</td>
<td>12/28/2021 4:44 PM</td>
</tr>
<tr>
<td>135</td>
<td>N/A</td>
<td>12/28/2021 4:00 PM</td>
</tr>
<tr>
<td>136</td>
<td>I especially like that renews multiple times is available instead of having to go in person to reew after 2 times when there is no hold. Mahalo!</td>
<td>12/28/2021 3:58 PM</td>
</tr>
<tr>
<td>137</td>
<td>I honestly didn't know that the Hawaii Library has an APP. It seems like you can do a lot there, I'll have to find it.</td>
<td>12/28/2021 3:57 PM</td>
</tr>
<tr>
<td>138</td>
<td>My card expired. Covid happened ... if I could renew online I'd start borrowing again.</td>
<td>12/28/2021 3:33 PM</td>
</tr>
<tr>
<td>139</td>
<td>Some holds were not possible to place but no reason was given. I would love to be able to renew more than once. Sometimes I need the extra time to finish a long book.</td>
<td>12/28/2021 3:30 PM</td>
</tr>
</tbody>
</table>
140 I have not used any online services
141 i normally use to borrow books for leisure reading. however when recommending a book, it can take YEARS to even be approved. stopped using. can get it faster on Kindle Unlimited.
142 Please modernize your website.
143 This survey has made me aware of services offered
144 I love the library and was excited to use the online system! However, I wasn't able to take advantage of any of the services because I ordered a replacement library card online and it NEVER arrived. Instead of using the library, I went to ABEbooks online and bought things from ABE.
145 This is a good direction for libraries to go.
146 I did not know I could check out books myself when in the library
147 At 79 yrs old I recognize that I have a lot to learn about our library system.
148 We don't live on Oahu anymore. Mahalo and aloha!
149 We're only here part time or would be more involved with library.
150 I read books through Libby
151 The library's online system has decided not to accept my library card number anymore. It worked fine for a couple of years and then quit. I'd love to use it again, but it won't let me.
152 The services I have used have been satisfactory thus far. Thank you.
153 Haven't been to the library since before Covid
154 The system doesn't recognize my library card. When I try to log on I am assigned a new library card.
155 I love using the online audiobooks. Check out and use are easy and fast
156 Poor internet connection has not let me attend a virtual program.
157 We are not on Kauai this winter 😓
158 Space PRogram!!!
159 How do you renew materials borrowed online?
160 When putting a book on hold, tell me when it will be available prior to putting it on hold. I love how I get an email letting me know which books are due and if not returned they usually get auto renewed and I get an email notification. Some books don't get auto renewed because of various reasons but I don't know which books until after the due date. It'd be even better if I could get a text instead and it will tell me if I can renew the book or not before the due date expires. That way I know which books I MUST return.
161 I am somewhat confused by the Library app vs. the Libby app required for ebooks
162 It wit takes way too long to get books that are on hold. I've been waiting from April for one of them.
163 Your rules around asking patrons for medical status to use the library are unfounded in science and an intrusion into my freedom.
164 I am satisfied with the help I received trying to obtain a certain book.
165 Would like to use the many services more so Will get the app. Especially in the Hawaiian materials.
166 In the past, I have gone into the library in person when I need library services.
167 I am very satisfied with the on-line hold and renewal system. I rely on the email reminders.
168 Short term visitor and member
169 I would be interested in more information regarding virtual programs,
170 I don't use the library very often. When I do go it is a delightful visit every time. The staff at Aiea Heights are wonderful. I always enjoy that one the best. Getting in and out is a very hard. Due to the traffic.

171 I don't currently live in Hawaii

172 I use the Libby app to access the Hawaii Public Library online system.

173 I am interested to find out how to use more online features.

174 Now I know that can use the library online I'll start using it.

175 Didn't know about all these services but also busy with work. When I retire I will use.

176 I am fairly computer illiterate and prefer to avoid using them as much as possible.

177 I don't know that much program.

178 Renewal online is so very helpful. I use this and the online requests all the time.

179 This survey is the perfect example of why online data mining and poling is inaccurate and biased. You are asking irrelevant questions that are aimed to get me to paint a virtual library as being somehow comparable to using the library in person. SAVE THE LIBRARY!!!! MAKE THE PHYSICAL LIBRARY BIGGER!!!! BUY MORE PHYSICAL BOOKS!!!! It's really quite pathetic how small the selections are. INVEST IN THE PHYSICAL LIBRARY!!!!

180 Need to be able to apply for a card fully online

181 Please make the app able compatible with “dark mode” on my phone. In dark mode, I am unable to see the “back” button. Also, when browsing through the different selections, I would prefer to see the “Summary” or “Locations” for the item instead of “Reviews” (for which there often are none).

182 No comments

183 I never knew about online features at Hawaii Library?

184 I was using my kindle to read books regularly until I had problem Oriental characters interfering with check out. I try to use Libby when compatible books are available. I also tried to get the problem with Kindle resolved but neither Amazon nor the Library were helpful.

185 Thank you for this notice. I would interested in furthering my education in computer programming if it is available so I can get it on my computer at my home.

186 I didn't know Hawaii or Kauai has made such an improvement in the educational research department, awesome job Hawaii nei!

187 It's been proven vaccinated people can give covid as well as unvaccinated but the discrimination is truly sad. I can't take my four year to a library that I pay for as a tax payer. Bullshit

188 Would like to access the library in person - just limit the areas within the library, if cannot open the whole due to Covid concerns.

189 I would use these now that i know you have. But i still want to come in there with my little girls and check out books. Will we still be able to do that?

190 Didn't know of any above existed

191 I haven't been to a library in over a year due to Covid

192 I like the atmosphere of the public library. Simple and old school. Looking forward to spending more time there after retirement.

193 Will not attend virtual program due to covid-19

194 I was not aware of the programs offered - I got the card so I could use an audio book app - now I know there is more I could do

195 The traditional library is a community environ,ent it would be follish to change to an online experience. While the whole world sits around staring at phones, libraries have been a place to gather, see friends, sit and read books and publications, and attend courses and programs. We
do not need more online and digitalized experiences. We need our libraries and the freedom to use them, even if we need to wear masks to do it.

196 I was notified my book couldn’t be renewed when I tried online. I returned it in the book drop during the holiday then I got an email next day saying it could be renewed.

197 I appreciate the online renewal feature due to its immediacy and simplicity. MAHALO!

198 Sorry, my input is not great for a grant. Please accept my apology.

199 Don’t do much online. With restrictions have used library once in last 2 years, prior to that I was in 1 to 2 times a week.

200 On the homepage of the app, where you type in a keyword to search, the background is grey, and the cursor is brown, so it’s really hard to see. This is especially evident when I misspell a word and have to figure out where the cursor is to correct the spelling. Same thing when I go to place a hold. Under “select pick-up location”, there is very little contrast between the grey bar and the brownish text (“Cancel” and “Place Hold”), and also very little contrast between the yellow background and the white text when selecting a library pick-up location. If you used the white text against the grey bar, and the brown text against the yellow background, it would be so much easier to see. I’m not even old, so if I’m having a hard time seeing it, your senior users must really be struggling with it. Thanks!

201 I was not aware of your online services. Please send out another email with a link to the website. I would be interested in e-newspapers, research etc

202 I am very impressed with what the libraries in Hawaii offer. I am an immigrant and don’t have such facilities in my home country yet. My sincere gratitude to the Librarian and their administration for creating such wonderful facilities for learning.

203 I was not aware of all these services offered. I will be sure to make use of them now that I know these services are available.

204 During the Covid lock down I really enjoyed getting Audio books to listen to. Now that feature does not seem available.

205 Have not accessed library services online but am interested in doing so.

206 I use the library to check out ebooks as I live out of town. When I am home, pre-covid, I use both ebooks and regular books.

207 I’ll look into what services are offered. The staff does encourage me.

208 I use the Libby App

209 Oh my goodness! I didn’t even know you offered such great online service! I love going to the library but thought they were all closed in these hard times. I feel bad that I lost so much time.

210 I would like to be able to borrow books from mainland libraries (inter-library loan) for a reasonable fee.

211 I really prefer to utilize the library.

212 I didn’t even know the library was open again. It has been closed for so long due to covid.

213 Did not realize these services were offered

214 The app is great for renewing items, but its search engine could use some work.

215 Please remove the vaccine card requirements and I will attend the library more often.

216 I love going into library and perusing the stacks for books that I could read. I wish the library on King street would reopen.

217 I strongly urge you to please reconsider the use of overdrive for downloading ebooks and audiobooks, because those of us with older computer systems cannot access these services! or please provide an alternate means! overdrive used to work great until the recent updates.

218 I like the library. It’s someplace to be when you need quiet time and you just want to take home something to read or watch there is different things cds and videos

219 I hadn’t heard about the virtual programs. Sometimes the system won’t accept an online hold,
but doesn't provide an explanation why. Sometimes the system won't allow you to renew a book but it doesn't let you know ahead of time that the material cannot be renewed. (Since I try to renew just before the material is due, this means that the material ends up being overdue.) Also, the system only allows two renewals.

220 I love using Libby and Overdrive to checkout/read ebooks. 12/27/2021 9:40 PM
221 I use my HI library to borrow books. I have used it since 1986. I love my library 12/27/2021 9:39 PM
222 New to Library tools 12/27/2021 8:55 PM
223 My library card expired and I did not know I could have renewed it online. 12/27/2021 8:39 PM
224 Never got notices about books that came in then got charged fees. 12/27/2021 8:35 PM
225 Honestly, I work next door to the library, but I'm too busy to utilize any of the services you offer. 12/27/2021 8:24 PM
226 The app server goes offline a lot. So it takes days before I can use it. 12/27/2021 8:20 PM
227 Mahalo for your good work. I have not been in the habit of using the online facilities, so this survey is a welcome wake-up to their existence. 12/27/2021 8:10 PM
228 I only use my computer for email and looking things up - and both all the time. And I've got terrible arthritis to do any more - and I don't do any money things on line either - been hacked too many times and if I can't do something (female, aged 70) all my sons are on the East Coast and my father just died (who lived on Maui) and he could always help me. Now it's just me who also occasionally writes an SF story but hasn't sent one out to be published in ages in part as it involves computer skills to send them now... 12/27/2021 8:08 PM
229 Book reservation services is excellently managed. 12/27/2021 8:07 PM
230 Open library up to all humans regardless medical information!! No mandates 12/27/2021 7:56 PM
231 I renew via phone 12/27/2021 7:54 PM
232 I prefer audiobooks and find the selection and availability not as comprehensive as ebooks. Would love to see more audiobook offerings; would then increase my use of the LibrariesHI app. 12/27/2021 7:50 PM
233 I had to renew my library card and had to physically go to the library 12/27/2021 7:41 PM
234 I wish they have senior classes to learn on line services 12/27/2021 7:39 PM
235 I appreciate the library services which I have used and the personal assistance I have received at the Main Library throughout the years. Thanks to staff!! 12/27/2021 7:37 PM
236 Jessica has done preschool story and music time with our kids which has been fantastic 12/27/2021 7:25 PM
237 I liked having access to Ancestry.com database online from home via the library. 12/27/2021 7:24 PM
238 I’d love to know more about virtual programs, particularly book groups. That would be really great! 12/27/2021 7:20 PM
239 I haven’t had a chance to use the LibrariesHI app but I have downloaded it. Renewing online is good the first time but a second renewal requires a trip to the library which isn’t always possible. 12/27/2021 7:15 PM
240 Obviously I was completely unaware of the resources available online. Now that I do I will use them myself and encourage my high school age children to do the same. The real question though is how to you market this wonderful capability 12/27/2021 7:14 PM
241 My daughter helped me renew my card...but havent been online. Visited the libraries during covid, but an unenjoyable experience 12/27/2021 7:11 PM
242 After the first renewal on the app I usually receive an error message. 12/27/2021 7:08 PM
243 You are Great, You are Awesome! 12/27/2021 7:04 PM
244 Wish it would show the number of people on the waitlist before I place the hold. 12/27/2021 7:03 PM
245 The heavy set woman with fake red hair is evil and racist. She should be fired. 12/27/2021 6:57 PM
246 I use the “Libby” app and enjoy it very much.
247 I need to apply for a new library card. I didn't know I could do so on-line.
248 It seems the Library System has valuable online services. Unfortunately, I have a full-time job
so I haven't had time to look at these services.
249 Love the online books on tape through Libby
250 I need to learn how to use the online services. I would probably use them a lot.
251 I haven't used many online services but will try them out in the future. I really appreciate being
able to go to the library, especially since there are not a lot of book store in Hilo, now.
252 I hope to use the system more when I retire, soon.
253 Too often unable to connect to the system when trying to get more info on book or author.
254 We appreciate your fine services! Have a very Happy New Year!
255 out of area
256 Thanks for the info!
257 All employees are very welcoming and pleasant to work with.
258 Where can I find out what online help is there?
259 I prefer to browse library in person.
260 Mostly was not aware of the offerings
261 It would be great to have a record on the app of books I've read. I also would appreciate a
queue system for books that I would like to put on hold that I am not ready to reserve yet. The
suspend hold feature is a bit cumbersome and requires that I choose a date to place the book
on hold, and I don't often know what date I would like to check out the book.
262 Please open to the entire public so we can all use the library that our taxes all pay for
263 I especially appreciate free access to audio books through Libby! I routinely listen to several
books a week.
264 When will the state libraries be open again with regular hours?
265 Thank you
266 I have moved to Vermont. When I lived in Hilo I was an enthusiastic user of the library,
standing by every week and a half to get more books to read. I was entirely satisfied with how
the library was managed. When I left Hilo I gave a cake to the library staff that "Thanked them
for 20 years of great reads."
267 It is lots better then it was before covid
268 Mostly use for downloading audio books, a service I appreciate. Adding to catalog would be
nice...
269 To hold and borrow books online is easy and saves time.
270 I don't live in Hawaii.
271 I'd love to use Mango if I knew how to access it.
272 I use Libby almost every day for reading enjoyment
273 I was in Princeville, Kauai, for 2 weeks in November 2021. I found the branch staff helpful and a
good facility. Liked the Hawaiian books basically all in one area. Useful books, but the book
buget could be bigger. Many old and well worn books available when I was there. Have a good
2021. Anne Carter, Eugene, OR.
274 The staff is very helpful at the Honokaa branch.
275 Thank you for all you do. It was so helpful to have library books for my son when school was
closed
276  Actually, my husband used the online hold and renewal for me, but as far as I know the system worked very well.

277  I did not know about most of these offerings.

278  thank you for allowing us to borrow books during this pandemic

279  Havnt used it but happy it’s there

280  I use the Libby app. Is that the same as the LibrariesHI app?

281  I appreciate the online search, hold, request capabilities, and also the ability to check out books even if I forget my card.

282  The app seems buggy and it doesn't easily show whether it's a book, audiobook or other plus after clicking on a few to check it stops working

283  I live in Hawaii for three months of the year. I am delighted with the library services available to me as a part-time resident.

284  The Gov’s mandate to ban the unvaxxed from state institutions and private institutions is illegal and hurts all of us.

285  We are non-resident cardholders who got the cards mainly to borrow books we find on the shelves when we are in Honolulu. We love to come to the library to see what’s available, so our lack of use of your other services shouldn't be taken to mean anything in particular.

286  Would like to be able to renew library card online.

287  I GAVE UP ATTEMPTING TO USE YOUR LIBRARY SERVICES SOME TIME AGO.

288  The Library has taken a stand against its users by doing this survey. Covid is being used to obliterate the public’s access to services directly.

289  The system for placing holds and renewals works fairly well. The weak point is in searching for books that span the interface between physical books and eBooks, because: a) standard card catalog information for eBooks is supplied differently by OverDrive and b) the diverse eBook ordering system/maintaining system from different publishers means that many listed eBooks actually have 0 available copies in the system

290  Have not tried to do anything online with the library

291  Great resource

292  I would like to know more about accessing periodicals on line. ALSO I believe everyone at the Nanakuli Library is doing their best to meet our needs during the pandemic.

293  I need to check these resources out! Some of them I could use.

294  This survey reminds me to use the virtual services more

295  I love online books!

296  Haven’t used my library card in a few years since I have Kindle Unlimited.

297  Thank you for your wonderful support to my grandchildren

298  I am currently homeless. The library is an invaluable venue for electricity and somewhere to research next steps during the daytime.

299  The app hasn't worked correctly for me in quite a while.

300  Did not know there is an app to check out books myself. I wish someone would explain that App.

301  I would like to learn more! I am a senior citizen and tech is difficult for me!

302  love being able to browse books, then place a hold and know when they'll be in. Also love renewing by computer. This system works very well. the in-person pickup at library is well organized and fast. Thank you everyone!!! I cherish my library and wish you well. Thanks for your dedication and effort.

303  One book title appears several times when searching and only one of them can lead to the
304 IOS BARD LBD is my primary library

305 The whole thing isn't user friendly and You shouldn't be medically discriminating tax payers

306 This has been a wonderful resource during the pandemic! Very grateful for all the new books/authors I have been exposed to by searching through the application.

307 We checked out books last month or so at the outside porch of Makawao L. with the help of a clerk. The books have been renewed automatically and we have been notified by email.

308 Hold times are quite long

309 Please discontinue requiring vaccine mandate so I can return to visiting the Library again to utilize the wonderful services offered.

310 Programs such as you are asking about are VERY poorly advertised and encouraged. I use the library every week and am still surprised that these programs are even available.

311 I make abundant use of the availability of audio books for downloading and find that service to be extremely valuable. I would like to see broader availability of the audio book collection as many of the authors I enjoy typically have many more e-books available than audio books.

312 I use Hawaii State Public Library Overdrive. I read library books on my Kindle Reader almost exclusively.

313 I'm an affluent retiree with lots of money, so I don't need many of your library services. I subscribe to top notch (paper) newspapers and e-newspapers from the United States and England, and for my entertainments, I buy tickets or watch the best possible programs on PBS or listen to Hawaii Public Radio Station (KHPR); the only thing I do from HSPLS is borrowing print books and e-books. I thank you for offering these good books.

314 Unable to pay fines online and therefore unable to renew online. Plus your library system is a bit more difficult to use than what I am used to

315 I will take advantage of these opportunities more often now.

316 You need to lift your mandates.

317 The virtual program was wonderful

318 Sometimes I am unable to log into my library account using either the online system or the app. Other times it works well.

319 I had to call to renew my card.

320 We have used some similar functions at our local Bellingham and Whatcom County (WA) libraries. They are online holds, renewals and catalog searches.

321 Wait times on hold for any new (within the past 3 years) release ebooks are incredibly long.

322 Did not know all of these wonderful services existed. Will definitely take advantage of them now that I know.

323 I do not know how to use these programs.

324 I am an annual (in before COVID days) vacationer. I use the Kapa'a Branch in person only. Lovely library and helpful staff. Wish I were there today: it is minus 30 here in Calgary

325 Would use all these new features if I were younger and still a professional person. Very happy to know they exist, hope they continue and expand.

326 Honestly not aware of most of these library features but have renewed books online and that's awesome. Mostly I use the Hawaii state library to access digital books via Overdrive media app. Please expand your kindle book selections and get more copies of best sellers so the wait isn't so long. Also expand your overdrive audio books for kids and adults

327 I only used the LibrariesHi app a couple times but found it cumbersome to use. Maybe if I used it more it might come easier to me.

328 I appreciate borrowing books online and am very grateful to be able to do so. Thank you!
329 Didn't know some of these services were available. Maybe put it on the home screen.  
12/27/2021 3:36 PM
330 I'm not aware of the online offerings. I would be interested in receiving notifications which might spark my interest. Thank you.  
12/27/2021 3:33 PM
331 you are doing a great job  
12/27/2021 3:33 PM
332 I am an avid user and highly recommend your Libby audio books app.  
12/27/2021 3:31 PM
333 Most of these services I didn't know the library offered  
12/27/2021 3:31 PM
334 Didn't know about lot's of these available programs  
12/27/2021 3:30 PM
335 I had to call regarding my library card. The online resource did not work for me.  
12/27/2021 3:30 PM
336 The only time I tried to place a book on hold I was never notified that the became available. I eventually just bought the book.  
12/27/2021 3:29 PM
337 I am impressed with what you can do online, I will try to use them in the future.  
12/27/2021 3:27 PM
338 I place many holds but am never notified by email when they are available for pick up. Three times I've gone to the library & explained the problem. They verified that my email was correct, they said they'd 'talk to the tech dept', but nothing has ever improved. I must constantly check my library account to see when books come in.  
12/27/2021 3:27 PM
339 no  
12/27/2021 3:26 PM
340 Good idea that these tools are readily available for all.  
12/27/2021 3:26 PM
341 Didn't know about these services!  
12/27/2021 3:25 PM
342 Not applicable  
12/27/2021 3:25 PM
343 I have disabilities  
12/27/2021 3:25 PM
344 Please send an email to the list about how to access the online programs. I will not be physically going to a library for the time being.  
12/27/2021 3:20 PM
345 N/A  
12/27/2021 3:20 PM
346 I will make use of these services, now that I know they exist. Mahalo  
12/27/2021 3:19 PM
347 I did not know I could check out books myself  
12/27/2021 3:19 PM
348 Had a bunch of password problems  
12/27/2021 3:17 PM
349 The online search for books did not allow reservations. I had to go to library branch  
12/27/2021 3:16 PM
350 Would like to have used the one to reserve Books, but didn't know how  
12/27/2021 3:16 PM
351 I am irritated that even though my tax money pays for the library I can not go in and pick books. That was my daughter's favorite part. Ige and his Tyranny are ruining our lives  
12/27/2021 3:16 PM
352 I am illiterate when it comes to electronics or online  
12/27/2021 3:16 PM
353 More classes of computer knowledge and live culture classes  
12/27/2021 3:15 PM
354 stop requiring vaccine  
12/27/2021 3:14 PM
355 Mahalo!  
12/27/2021 3:14 PM
356 It doesn't accept password or tell me how to reset. I can't get to library as it says to do to resolve issue.  
12/27/2021 3:12 PM
357 I wish the Library App would let you search based on what's available at your home library, instead of only searching by title name. Genre searches would be great too  
12/27/2021 3:12 PM
358 I wish I could view all copies of a book for availability instead of having to click on each individual copy of the book.  
12/27/2021 3:12 PM
359 very much pleased especially in this pandemic i don't need to go to the library and its FREE  
12/27/2021 3:11 PM
360 The LibrariesHI App should have a sort by/search by format feature. A small thing, but if you're wanting suggestions, now is the time. :-)  
12/27/2021 3:11 PM

135 / 232
Can there be an option to renew books more than once if the are not requested by another patron?  

Very satisfied with libraries- especially with printing and scanning from library computers.  

I need to learn more about how things work.  

I want to come into the library and not be coerced into a medical procedure to do so!!  

I'm old school I prefer to go to the library whenever I'm looking for a book to read.  

Since 2020 I have only listened to audiobooks and read library books using the Libby App.  

I didn't know that you could apply for a Library card online. I tried to renew my 11yr old daughter's library card while she was in school but was turned away. She had to be present.  

I love the app & being able to use it to hold & renew books ! The hard part is seeing the library schedules. The table of times gets confusing to use with all the different rows and columns.  

Great reminder to use all these tools available thank you  

The only online library program I'm aware of is Mango Language  

I understand the need to quarantine books after they are returned, but receiving an overdue notice without knowing that the books would be backdated was stressful  

The library hours chart on the app is not easy to use because you can only see part of the chart at a time.  

There aren't enough digital copies. Almost every book I was interested in reserving via a digital book had a 9+ month wait list. In almost every case the wait list was so long I opted to buy the book instead of waiting.  

I'm happy this survey informed me of the many online services the library offers. I will begin to utilize them! Thank you.  

I am very satisfied with reserving books online, then driving to my nearby library to pick them up when ready.  

Would use online renewal or applying for a card if needed.  

I have not had any interest in using the library since they are buying in to all the lies about this flu and no one can use the library with out following stupid guidelines  

It isn't right for the library to discriminate service to those who are in vaccinated.  

I didn't know about any of these things.  

I'm not very good going online. Still learning. Always did in person until this pandemic.  

Use it to borrow kindle books but will probably use it now that I know you have newspapers on line.  

Will unvaccinated people be allowed back into the library without subjecting to a hundred dollar covid test  

Having a home computer and access to the internet makes the library extinct for our family!  

Waimea Kauai Library offered much help to assist Adults with ID/DD to access the online app during the COVID pandemic  

Just doing this survey is teaching me what is available so I will need to research how to use these services.  

Sometimes it takes a long time for a book to become available and often I am unable to renew the book.  

Most of my online efforts revolve around downloading kindle books, overdrive and reading numerous magazines and periodicals.  

I am a new resident and just learning about the library system  

I've found it hard to understand what books I can renew and which books I can't.  

SurveyMonkey
I would like more publicity about the kinds of resources other than books that are available. I would like to know about interlibrary loans. Do I have access to the University of Hawaii collections?

Sorry, I haven't used any of these.

I love the reservation, renewing and pick up appointments online.

I love the fact you can reserve/hold books...a powerful tool during these Covid times....keep up the good work.....Don at Kahuku and the rest of the team are da best!

I'll check out some of these services in the near future.

I am 77 years old and it is difficult to get to the library.... the online search for books and online reservation is an awesome tool. Mahalo for making it available.

I feel bad not using services more

I haven't use services I marked N/A.

I use the libraries ebook system and have enjoyed using it

I love the library the people the location and everything that I have used in the library system. I am very grateful to the library.

I had wanted to replace an expired library card and wasn't able to do it online-- needed to go into the branch.

I use the audio book rentals through Libby. I don't know if this is the same app asked about here. I've not used anything other than Libby's access to the libraries audiobooks.

I am extremely unhappy that I cannot use the library at all because I am not vaxxed. My taxes go to pay for your services. STOP this policy immediately or I will seek legal recourse.

The online reservation system is a little annoying. It's not awful...but there's some extra steps that seem redundant and searching for multiple items takes forever cause you have to go back and start from scratch every time.

Will use more often now that I am aware of these services.

I love being able to place holds and renew online.

If your computer time is limited, what's the sense of viewing a long term course or presentation when just checking your email can take 15 to 20 minutes?

During this Covid period, the libraries have been a godsend. Mahalo to your wonderful staff for brightening our days.

I borrowed and renewed a book online early in the pandemic and could only renew the book for like a week. Not very helpful.

I appreciate being able to do these things online.

I did not know about the many new online services or the app because I have not been in need of going to the library for anything lately, until I was interested in a Jewish Bible. I have come to realize the library is a significant source and wealth of knowledge and learning, I shall impart in their existence!

I would like to renew my library card online, but don't see where to do so on the app

everyone at Makawao Library is great!

Would like to be able to renew online 2 times instead of one.

reading e books with amazon and overdrive

I use the Libby app to borrow books through Hawaii's Library. I am still new to using it but very happy with it.

Instead of the robot checkout I go to the desk whether there is a line or not because the staff is so super I want them to keep busy and not lose their jobs to the robot. Your online services are super. I can sit at the laptop w/ a cup of coffee @ home on a Sunday morning and look for authors and titles, reserve or renew! Then the email comes when my book is in, I go get it and
shop the perpetual book sale shelf while I'm there, too. (HILO) The e-book choices are many and varied, and I can look up movies and my Korean Drama and request them online, too. Have used the computers @ the library, easy-peasy!

Somewhat dissatisfied when applying for a library card online because I learned at the library that it was for online use only. I was satisfied with the process for applying for an online library card.

I use the Libby app

I really miss in person events.

I talked with the Millani Circulation Desk person to inquire why online renewal is not allowed when even 1 person has requested the book I'm trying to renew for the 1st time. There are multiple copies available for check out from other libraries and why are they not being sent to the requester. She couldn't answer my question and was going to inquire about that glitch.

I don't understand why there's a limit to the number of holds you can put on a book when some of the popular ones have wait times of 6 months.

Never knew such offers were available

I would be interested in attending/participate in “in person” digital learning classes.

The need to personally renew borrowed materials (for subsequent renewals) at the library can be very inconvenient—especially when no other patrons have requested the book; I should just be able to renew it again online if there's no hold in the system. This is especially true when various materials have different due-by dates... it could work better in the online system.

I had difficulty accessing through Libby or Overdrive in the past. I can't log in using my library card number and I don't know what it means when it says to scan my card or how to do that.

App needs updating. Very limited and not user friendly.

I listen to audio books and would like more variety

Libby is a tremendous asset to the library system.

It would be nice to be able to renew books more than just once online. After renewing once it makes us take it in to be renewed again

Can you show the wait time or how many in queue before i place a hold

It is nonsensical as well as discriminatory to ban community members from using our public library solely based on our vaccination status.

What I use works just fine & I appreciate these features

When I lived in Texas, I was able to keep renewing an item as long as someone wasn't requesting the item. Why can't we do that too?

Wish I was aware of all previous offerings. Will attempt to renew my card!

I got my library card the old-fashioned way in person, so I haven't needed to do it online. Still the online service is necessary and important.

Not allowed in the library

Popular ebooks through Libby take way too long. Sometimes the wait for a popular title is many weeks or months.

I have only used the library to borrow books

I really appreciate being able to place holds and renew materials online. I use those features often.

I had no idea any of this stuff existed.

I use Libby for audiobooks

Borrowing, renewing and using the library are made so easy for us seniors - mahalo nui!

I am a senior citizen, with minimal computer skills and would like to learn more about computer
444 Unfortunately my library card expired since I moved to AS so unable to use any of your services.

12/25/2021 5:30 PM

445 This feature allows me to see if any books that I'm interested in reading are available without having to go to different branches to seek them out.

12/25/2021 5:11 PM

446 Age 71 and not that tech savvy. Unaware of what's available but informed now after taking the survey. Mahalo!

12/25/2021 4:55 PM

447 The necessity to social distance due to Covid has caused me to limit my visits to the library for the past 2 years, thus I'm unfamiliar with the online opportunities available there.

12/25/2021 4:41 PM

448 It would be great to review emails from the library with tutorials to show us how to use the various services I was not aware of.

12/25/2021 3:51 PM

449 Na

12/25/2021 3:46 PM

450 It is very convenient have a statewide library system. Personnel in all libraries I have visited have all been very helpful even when traveling to other islands.

12/25/2021 3:43 PM

451 Love our library system. Didn't realize it has so much more available.

12/25/2021 3:29 PM

452 I'm not that skilled with using a computer. Prefer the in person services.

12/25/2021 3:18 PM

453 I would like to explore the virtual program.

12/25/2021 3:07 PM

454 I don't know if it's possible but when I am on Maui is it possible to get a temporary library card?

12/25/2021 3:00 PM

455 the catalogue is easy to use

12/25/2021 2:52 PM

456 I have enjoyed going into the libraries before COVID, however have not made the effort to learn on line use. This was an educational survey, I will check it out. FYI - my eye do not let me read very long anymore. Audio books are a very helpful. I will check out your collection. Thanks for all you do!

12/25/2021 2:23 PM

457 I haven't gone to any public library since the pandemic due to preference for isolation.

12/25/2021 2:14 PM

458 I have used the online borrow only 1x in the past 2 years when I needed a cookbook for diabetics. I was very satisfied with the online service. I use Libby on my IPhone to borrow ebooks to read.

12/25/2021 2:06 PM

459 I referred several people to Apply for a library card online and I thought it was pretty easy to do for them.

12/25/2021 1:50 PM

460 I am unable to renew online audio books

12/25/2021 1:49 PM

461 I have not utilized these sources.

12/25/2021 12:57 PM

462 Love online library tool to reserve and renew books

12/25/2021 12:04 PM

463 Didn't know about most of your resources

12/25/2021 11:36 AM

464 didn't know the library had these services...Im an older person and need more information on this

12/25/2021 11:17 AM

465 I rent DVD movies and all the other libraries in the US do not charge a fee You also have damaged and horrible old movies

12/25/2021 10:50 AM

466 I have benefitted greatly at the library when, obviously some time ago, I obtained services at the physical building in Kailua-Kona. I have not been aware of online services.

12/25/2021 10:41 AM

467 I just didn't know you had all these great services!

12/25/2021 10:04 AM

468 Have not been back to HI in a while, due to COVID. Now that you brought on line services to my attention will explore them.

12/25/2021 9:40 AM

469 I use the Overdrive eBook borrowing site ALL THE TIME. I love it and the options it allows me. I am not sure if that is part of what this section is asking about, but I wanted you to know.

12/25/2021 8:33 AM

470 I still never got my card from last month.

12/25/2021 7:23 AM

471 Use library for Overdrive books and appreciate the access.

12/25/2021 7:21 AM
Can’t wait for children's activities to begin again. Different programs allowed for children to learn, interact and engage. These are GREATLY missed. I wish even “take home” projects would be available with “suggested reading”.

I am not computer savvy.

I used to enjoy using the library but am not able to comply with any of the Covid mandates required. Sorry.

I like the app and the ease of borrowing audio books and using Libby to listen to the books. Very easy and seamless between the apps.

I did not know about the LibrariesHI app. I’ve been using Libby, or Overdrive.

I live overseas and use the online library to borrow e books and audio books. It’s the best app on my devices.

I prefer in-person use of the library.

Computer reservations could be improved. I had to go in and have a librarian show me the links to use it successfully. Which I wrote down and now use.

Sometimes when I try to renew, it will let me know that the renewal is not allowed….why?

I’d love to better familiarize myself with and utilize these online resources. Access to libraries is so valuable so thank you for continuing to modernize the process. There is definitely a special charm with the older check-out/renewal process though.

There should be a feature to pay off books that are past due

I need somehow to update me on what the library has digitally.

I love that I can hold and renew my books online

I also wasn’t aware of of a LibrariesHI app. I have used Libby with my library card to enjoy all of the ebooks and audiobooks that are available with that app. It is life changing! I tell everyone about it!

Not aware of such offerings

Since I live overseas I would like to be able to renew my library card online (using a credit card).

My card expired but I was informed I couldn't renew it online. I had to come into the library. I haven't been to Hawaii since February 2020 and won't be returning for some time with Covid regulations now.

Renewal is often not possible w/o waiting in the queue again

Will plan to use the available services in the future.

Thank you for the wonderful resources, services and, most of all, the great people who work in our public libraries. Mahalo!

I also check out the Hawai’i Public Library system's books on Kindle Very satisfied with that.

I'm sick and be over extent of concern and paranoia that is going on and you can't just come and go as you normally would to you enjoy the services of your local library hits It's too strange for me I'm 72 and I've had a belly full

I love the easy access for requesting books and renewing them online.

Have been off-Island for prolonged time due to COVID. THUS have not used any Library services and cannot fairly assess or rate them.

The librarian are so mean

I will use these resources now that I am aware of them.

I like talking to the librarian. I will use online tools if the library is busy.

Need more advertisment about services and programs
The act of placing a book on online hold was easy, but picking it up was a different story. At the time my local library (Kailua-Kona) had such very limited hours it was difficult to get there in time, if you work. On the very last day of my book being on hold I showed up at the library at 12:30pm as the library supposedly closed at 1pm. However, they'd suddenly changed their hours to now close at noon. Meaning that they were open for a total of 15 hours a week!!!(In the verbiage on sign on the door with their new hours they mentioned it being "a public service." What a joke!!) I work in a restaurant and are only too aware of the complicated lives we now live with Covid, however the Kailua-Kona library have taken it to extreme. I've been an avid library user my entire life, wherever I've lived, and the Kailua-Kona library is hands down the most unfriendly library I've ever dealt with. Please don't misunderstand, I'm not putting down the whole state system, my comments are directed specifically at the Kailua-Kona branch. I haven't been back since, and I'm not sure that I ever will. (I'm sure I have a $1 fine for not picking up the book. Oops.)

I want to learn how to reserve & borrow DVDS

I mostly use the Libby App

I haven't used many of the online resources

I understand that I need to present my old card in the physical library in order to get updated access. I haven't had the opportunity to do that yet. Sorry.

I find it hard to believe I was issued a library card at the main library and the women who helped me did not tell me about the pin. She wanted to give me a list of libraries that was outdated. She was reading a book when I walked up. She did not want to stop. The other women looked like someone who is in a nursing home, just staring into the empty middle distance. I really did feel that they could care less about anything to do with anything. This was before lunch at the main branch. It was really disappointing.

Lot of services I was not aware of.

You may want to fix "indicated" in the above paragraph 9.

I didn't realize that the HSPLS had so many resources. I will definitely use them in the future.

I would gladly use more the available services.

I didn't know I could check out books myself when in the library. That said, I'll probably still just the checkout line. Easier & more social.

I renewed library card online

When on iphone using the app, frequently titles are cut short and as far as I can tell there is no way to view the whole title. This is sometimes extremely annoying particularly when trying to place holds on books located on other islands.

I am a big fan of the audio books.

use overdrive for almost my reading...love it

When is the Library opening again to all who live in Hawaii with discrimination???

Using app to check out books: some books does not work to check out sometime, and it take more time to figure it out what is going on and get in line for in-person check out. Also, self checkout log will not go away from app, that confuses me to find out if I have already returned them all or not.

Was given a hard time about getting a library card. Customer service lacking. Also didn't feel secure since they had asked for sensitive docs but bc of covid I could not see where they were taking it and what they were doing with it. They should be more understanding and respectful.

I'm 89 ... out of it !

I love the library. Its a wonderful source of knowledge and entertainment for our community

lost my card, library is closed often and not on a regular schedule. My preferred access is internet, yet that's always down when the library is closed too, besides i can not access that without my card. Don't need a new card, just replace my mis-placed lib-card
<table>
<thead>
<tr>
<th>Timestamp</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>12/24/2021 3:27 PM</td>
<td>I did not know about the library’s virtual programs or being able to apply for a card online.</td>
</tr>
<tr>
<td>12/24/2021 6:39 PM</td>
<td>I haven’t been to the public library since the pandemic began. I have a tablet at home and it is suffices all my needs.</td>
</tr>
<tr>
<td>12/24/2021 6:31 PM</td>
<td>The books I have put on hold have not showed up, not sure if they are using my correct address.</td>
</tr>
<tr>
<td>12/24/2021 6:27 PM</td>
<td>REGARDING FRIEND OF THE LIBRARY - I DONATED A LOT BUT I HAVEN'T RECEIVED RECEIPTS.</td>
</tr>
<tr>
<td>12/24/2021 6:22 PM</td>
<td>I look forward to using your online resources in the future!</td>
</tr>
<tr>
<td>12/24/2021 6:16 PM</td>
<td>Thank you for your service.</td>
</tr>
<tr>
<td>12/24/2021 6:14 PM</td>
<td>I did not know about these</td>
</tr>
<tr>
<td>12/24/2021 6:41 PM</td>
<td>Love and respect Public Libraries...still in infancy re tech/virtual anything..yet continue to investigate/learn.</td>
</tr>
<tr>
<td>12/24/2021 5:35 PM</td>
<td>I need to renew my library card beforeni can access site online</td>
</tr>
<tr>
<td>12/24/2021 5:31 PM</td>
<td>I love being able to place holds on line. And I am so appreciative of the e-mails that tell me about automatic renewal of books. Terrific service!</td>
</tr>
<tr>
<td>12/24/2021 5:30 PM</td>
<td>I love being able to borrow books from the library ,make it so easy for me</td>
</tr>
<tr>
<td>12/24/2021 5:29 PM</td>
<td>I am new here and will be working with children and teaching soon. I am thrilled to know these resources exist and will be using them in the future.</td>
</tr>
<tr>
<td>12/24/2021 5:02 PM</td>
<td>Did. Not know about them</td>
</tr>
<tr>
<td>12/24/2021 4:56 PM</td>
<td>Can I renew my library card online?</td>
</tr>
<tr>
<td>12/24/2021 4:46 PM</td>
<td>I used to have the app. it always alerted me at odd hours of the night- 12 midnight, 2 am, i had to delete it.</td>
</tr>
<tr>
<td>12/24/2021 4:44 PM</td>
<td>please open the Hawaii State Library on King St</td>
</tr>
<tr>
<td>12/24/2021 4:39 PM</td>
<td>I use the Libby app It’s really easy to use. I love how you categorize what’s Available and how easy it is to check out books. Mahalo</td>
</tr>
<tr>
<td>12/24/2021 4:19 PM</td>
<td>App glitches a lot and most times when using self checkout I have to go to the counter because one or more books won’t work</td>
</tr>
<tr>
<td>12/24/2021 4:18 PM</td>
<td>I like learning and doing in person</td>
</tr>
<tr>
<td>12/24/2021 4:12 PM</td>
<td>The process for finding books and holding books on system is not intuitive. It always takes a few extra steps to blindly navigate through the system to figure out how and which screens to find the type of book and make book holds.</td>
</tr>
<tr>
<td>12/24/2021 4:09 PM</td>
<td>I have no trouble placing a hold now, but the fact that ads run on the bottom of the homepage saying, in large bold letters, START HERE threw me the first time I used the page and wound up looking at something I had no interest in! If you can stop that type of ad, I think you should. This banner head is very confusing and could discourage people from trying to use the page. Most other ads that appear are just ads and are obviously ads.</td>
</tr>
<tr>
<td>12/24/2021 4:03 PM</td>
<td>waiting periods for certain books can be very long. Libby, Overdrive, and the Hawaii App are too many places to go to know where to get stuff. There should really be only one app.</td>
</tr>
<tr>
<td>12/24/2021 3:59 PM</td>
<td>How do I find out what virtual programs are available?</td>
</tr>
<tr>
<td>12/24/2021 3:54 PM</td>
<td>Would love to have the ability to renew more than twice!</td>
</tr>
<tr>
<td>12/24/2021 3:31 PM</td>
<td>Libraries has been closed or under limited access and I have not made any attempts to use the library for over a year.</td>
</tr>
<tr>
<td>12/24/2021 3:27 PM</td>
<td>I really appreciate being able to borrow books online and want to thank all of you for a wonderful service. Mahalo!</td>
</tr>
<tr>
<td>12/24/2021 3:20 PM</td>
<td>Dissatisfaction is because of the hold limit on number of titles. The audiobooks usually aren’t available for months, but there is still a hold limit, so I can’t order other titles that may be available sooner.</td>
</tr>
</tbody>
</table>
548 I had no idea these services were available
549 Didn't know I could check out books through the app. If I'm in the library I'd rather see a
librarian anyway, for the personal touch (and the lovely sound of the date stamp).
550 Please open library for half day Saturday
551 I am a strong supporter of the library. However since open times are now restive, I have not
used any walk/in services. I am unaware of the online services you describe in this survey.
Some sound interesting. However my preference is in-person following consistent open hours.
552 I prefer to go to the library because I love the customer service that all the Ewa Beach library
employees give to my family.
553 I have only had the library app for about a month and have not used it but like the option during
the on going pandemic,
554 Regarding the library website and searching for books there, you must filter the library you're
looking for each time you make a new book search. It would be nice if it remembered your filter
preferences across multiple searches.
555 I’m using the Libby App to access the Hawaii library system
556 To date, have not used the LibrariesHI App
557 I probably need to look into this service.
558 I love Libby
559 I did not know these services were available online.
560 I didn’t realize the library has all these online opportunities! Thank you 😊
561 I mostly use my library card to access Libby app.
562 I use these services rarely enough that I am uncomfortable being certain that I can duplicate
the process, log on again reliably, not lose something, etc. Probably a function of age.
563 You need to have more library staff.
564 I didn’t know the app had all this functionality? The last time I used
the app 2 yrs ago roughly, I couldn’t find much usefulness in it. I will look out for all these
functions.
565 There are two Hawaii State Library apps. I prefer the older one because it is simple and
effective. Can I do self-checkout with the older app?
566 The new app is harder to use than the old app for basic tasks like checking hold status and
renewing books. The hold list mixes digital and physical holds, making it hard to manage (esp.
when I have holds on multiple formats of the same item, waiting for the first available).
567 Would like to know what virtual programs you offer. It would be wonderful if you would offer a
program about accessing online nurse and magazines sources. Maybe you could do that for
Ollie Osher. I think more people would find out about it that way.
568 Difficult to order on line audio books. I used to not have problems but when your last re-vamp
happened, it became more difficult. It appears that you have very few audio books available. If
I can find one, the waiting time is sometimes over 6 months. It is the only audio book app
available to me. So I use it as it limps along. I think you need another overhaul and make it
easier to use.
569 Not sure what LibrariesHIApp is
570 Mahalo!
571 I would like to be able to renew an item online if it has been out for 6 weeks and no one is
waiting for it.
572 I'm not sure what the LibrariesHI App is. However, I have been using the Libby app on my
phone and ipad.
573 I appreciate your Audio Books very much since I am a homebound person and my daughter

143 / 232
I love the mobile app and recommend it all the time! It makes finding, holding, and renewing books so easy!

Libraries should be available to all who are not sick.

Long retired, I just read mostly fiction anymore. I haven't been back to the library since it closed for the pandemic. Not even sure to what degree it is even open now. But keep up the good work. Though I'm not so much of an on-line guy I'm sure many in the community need these services. As a young man I spent many hours in libraries researching stuff there must be people here who need and use these services. Advertise your services, that's the key.

Would like to learn more of what the library offers

Publish ALL THE SERVICES YOU PROVIDE VIA NEWSPAPERS, RADIO ANNOUNCEMENTS AND TV BROADCASTS TO INFORM THE PUBLIC!

I go to the library in person

WE are part-time residents and have checked-out DVDs and books.

I'm sorry to say I didn't know ANY of these services were provided! Would love to use in the future though.

I love my Aiea library. The staff is so kind and helpful.

I love the library and have a need to understand technology that is offered.

A family member needed to renew the library card but needed to come in person per directions online and when calling on the phone.

Not good on the computer.

I'm very satisfied with our libraries & the people who assist me. Always pleasant and willing to help.

I just went for free wifi

none of these apply to me. I go in person to our library to select a movie or book or call on the phone to order a book.

I appreciate all of the services the library offers despite not having used them recently. This survey served as a reminder of what is available.

Helpful if library would tout services.

No longer live in Hi.

I don't really need any of these services

I did not realize all of these options were available!

I would have used if I had been aware especially during Covid!

I love a book, going to library to pick one up, read it and bring it back is what I love to do. I hope to continue doing that for years to come. Sorry, I'm on line all day and have not desire to do my book hunting online.

Didn't know about these. Am interested in virtual programs

Not aware of virtual programs.

I didn't know there were services provided online by the library.

Will make appropriate comments in person next time I visit library!

Requiring vaccination ID to use the library does not protect our health and prevents people from using this public resource. I am vaccinated but disapprove of this policy.

now knowing these are available I may use them

I am very saddened by being. DISCRIMINATED AGAINST this is wrong. Science says the vaccinated are spreading the virus via viral drift.
603. Would never use library computers, given closeness to each other and unsanitary conditions. 
12/24/2021 10:56 AM

604. I did not know about all of these service’s offered 
12/24/2021 10:51 AM

605. You guys are amazing. Mahalo 
12/24/2021 10:37 AM

606. Putting HOLDS off to a later date is wonderful. Thank you for ebooks during the pandemic. It made isolation tolerable. 
12/24/2021 10:29 AM

607. I only read ebooks with my kindle because of poor vision with ebooks I can increase the size of the fonts also with covid it allows me not to need to go to library and no touch 
12/24/2021 10:27 AM

608. Sometimes it says I can’t renew then in the due date auto renews after all…. Hard to search books if you don’t know exactly what you’re looking for.. books can be on hold for months without any notice or follow up because they are the wrong format (eg large print) or don’t exist or something… 
12/24/2021 10:25 AM

609. Very satisfied with ability to search for titles/authors and be able to place hold online - it’s a great service! 
12/24/2021 10:12 AM

610. I read/ listen to 8 -10 books from library on Libby app. I love it beyond words, Mahalo 
12/24/2021 10:10 AM

611. I am out of state most of the time 
12/24/2021 9:50 AM

612. I only read your audio books. 
12/24/2021 9:47 AM

613. State Liberty is near by from my house. I just go there if I need anything. 
12/24/2021 9:43 AM

614. I love the convenience of being able to check out books online without having to expose myself to the virus. 
12/24/2021 9:24 AM

615. thank you for asking our input 
12/24/2021 9:07 AM

616. under "my account", i would love to see all the books i've checked out in the past. there have been times when i wanted to find a book i'd checked out before but couldn't remember its name. a feature like this would be very helpful. 
12/24/2021 8:49 AM

617. I only became a member when I needed to communicate with family in Holland via e-mail, when I was on holiday in Kealakekua Bay. 
12/24/2021 8:48 AM

618. t is a pity that the unjabbed are not allowed to browse. You should know how to read and research the data coming out about the problems and ingredients of something that is labeled vaccine but far from it 
12/24/2021 8:42 AM

619. I am so happy I got to learn about what is offered at the library! 
12/24/2021 8:31 AM

620. When will our libraries be open again on Wednesday’s??? 
12/24/2021 7:53 AM

621. Already responded to this survey. 
12/24/2021 7:31 AM

622. Sometimes when renewing a book, it says can’t renew. I call the branch & they say maybe someone else requested it, yet I see several other copies checked in. I’m told to return it. So I put in a request for it, get home and see the same one I just returned is waiting for me to pick it up. Such a waste of my gas and time. 
12/24/2021 7:22 AM

623. Please open up the library. My children miss going every week 🥺. It was one of our families favorite thing to do 
12/24/2021 7:12 AM

624. Advertise by email blast Friends of HPL bookstore@Ward Auahi 
12/24/2021 6:50 AM

625. I will never return to the library. The library should have remained open to all the community and not have been asking for medical information to enter a taxpayer funded building. I buy books and DVDs on e-bay 
12/24/2021 6:23 AM

626. Although I checked N/A in all cases it doesn’t mean that I will never use those online services at a later time so Kee me in the loop when I apply online to renew my library card I will then determine my satisfaction or lack thereof w/the service. 
12/24/2021 6:08 AM

627. I mostly use HSPL through Libby on my iPad 
12/24/2021 6:02 AM

628. Main use is to borrow books to support my sped pk curriculum and student interests. 
12/24/2021 5:51 AM

629. I am very satisfied with the services provided by the library. I especially like borrowing online 
12/24/2021 5:48 AM
Would be interested in knowing what services or features are available online and prices if applicable.  

Placing an online hold and renewing is great!

I would like to join online card and lifelong education- Mahalo for this survey GiPaHoldorf

Never attended online service. I prefer in person experiences with my local library ❤

I don't know enough about these to comment

This is fantastic, I did not know there were programs available. I would like to make educational classes for children - e.g. the tools of math through trigonometry that constructs a ball from 2 dimensional math (theorms)

I didn't know I could renew my card online. I thought I had to go in person to do so and since I am not vaccinated, I feel like I cannot take advantage of the services. I find the vaccination requirement to be discriminating since even if vaccinated you can still get it and you can still spread it.

Hawaii's segregation policy towards the un vaccinated is getting old.

I pay taxes so I can visit the public library and yet I am barred from entering because I do not have the "correct" papers???. Your institution is supposed to be the bastion of knowledge, yet it discriminates. This is not the free library system Andrew Carnegie envisioned for all Americans.

I wish the app was more user friendly. It's not the easiest to navigate.

Really like the library app. So easy to use and keep track of books and their due dates. I also like being able to renew online.

I wish that I could renew dvd's online more than once.

Not familiar with checking out books on the app

Kaneohe Library provides exceptional service, in all areas. Kudos to them, esp. during this COVID period.

When I have put books on hold on the app it doesn't tell me if it is large print or not. I have to log onto the computer to place a hold to make sure I get the right size print.

Since COVID I have used Libby to read and listen to audiobooks. I enjoyed going to the library but COVID fear keeps me from going.

LibrariesHi app is easy to use & follow

I am currently unable to use the library in person due to my unvaccination status. I have natural immunity status (recovered from Covid) so there should be an allowance for me to use the library. I really miss checking out and reading library books.

I am out of the loop as a 14 year retiree. Looking forward to getting more info on its use. Thanks!

Good to know, thanks!

I get confused because Overdrive and Libby don't cinc. Also, I get confused when trying to create a future reading list.

Please use Japanese signboards in the library to help navigating.

I boycott the library because it has become a homeless shelter

I use the app for my entire family to search, request holds and renew books constantly. And I mean constantly!

Really like the new improved app and have told many people about it. Really appreciate being able to refine search by library, place holds and renew books. Maybe a way to pay fines online next?

I like the kids summer reading program but don't like that it's on a complete different app
I’d love to learn about being able to check out books from an app. I didn’t know that was available.

I would like to Pearl how to use lyver ressources online tha i am not Award that is available.

I tried to get lost card replaced and they said we would have to go in

I live out of country so use my local service

I can’t wait to check out all these things I didn’t know about! Thank you! I am a nerd who loves to do research.

I only use the system to select, place a hold and download e-books. I haven’t been aware of other on-line library services.

we haven’t used the library since safe access oahu has been in place as unvaccinated individuals are not permitted

I am a senior citizen and usually read books for pleasure.

See previous answers

I’m old school

Just open up the lib. In person please

The app is still hard to use. And not that intuitive

You need to have renewing of Library card online.

I am very pleased with my library services. It is one of my great pleasures

I have used a lot of online audiobooks and digital books. Great service! Thank you!

Used to see announcements of future library programs when picking up books. Do not regularly use HSPLS website to look for virtual programs. Announcements would be useful in other community calendars, e.g., Hawaii Public Radio.

I didn’t know the app existed til just now so I’ll check it out!

Didn’t know my library offered so much

I love the online stuff

As previously commented it was a long time ago since I’ve utilized the local library services.

A lot of these services I have not used because I assume the library was closed due to the pandemic. Is Aiea Public Library currently open? I would appreciate a reply back. Thank you 😊

I love reading books I can get online on my fire tablet - have been using the online system now for three years and love it. Thank you.

Searching foreign language material query’s not ideal. Improvement is needed.

Haven’t visited library in a few years!

Happy holidays

I gave up over 8 months ago. Said books were at another library and in transit but nothing came of it.

Not familiar with or aware of online services

Love, love, LOVE online services!!!. Especially during covid times.

It would be nice if they would send a reminder when your books are due back or when you’re hold is going to expire. Not 3 or 4 days before they do, but on the day that they do, so that it’s fresh on your mind.

HOw can I get information about virtual program? I like to learn. thanks

SurveyMonkey
I just recently signed on to the app and haven't really had the opportunity to explore.

I will using your online services now that I became aware of what is available to me.

I can't wait to check out e-magazines and e-newspapers online as well as the online learning courses, particularly programming courses.

I use the internet books. I love them!

too many key strokes involved to use library via on line tools useless password requirements

i appreciate renewing books on-line and searching for and placing holds for books. plus, i get them delivered to the library i use.

The LibrariesHI App was not friendly to use as I wasn't able to log in.

The online hold is easy, but scheduling a hold date and/or changing a hold date is sometimes glitchy and doesn't work correctly. I will change the date or select a date and it doesn't "stick" and appears as the current date and is pending instead of saving the future date I put in and holding it.

None at this time.

I didn't know about a lot of these programs in the survey

I'd love to know more about the virtual programs. I feel that we would visit them often. Is that something that you email notifications (if I'm on the email list)?

I love our libraries.

Sometimes difficult to FIND the databases site

Didn't realize how much online services there were.

I use Libby app and managed my borrowed books on the Hawaii library website.

COVID-19, and a problematic L/T today, a new beginning Live in Wailupe Circle, Aina Haina Lib., now a new Variant, need to learn the online technic.

I do computer use in person. And I borrow ebooks.

I really like the graphics and the appearance of the new library app. However, it never remembers me and is awkward to use. So I end up using the old app. I would be happy to use the new app if it were faster and remembered me. I would love to have some help with this.

Internet is spotty and weak in Kau. I use the phone or visit the library for my needs. Kids night, family movies, crafts, performances, or volunteer reading I enjoy going to my local library and never think of going online to utilize the various services. Make my local library open more. Hire more staff so that I can go to people for my service needs.

I did not know I can checkout a library book using the app??

Thank you for offering these services. I'll try to learn more about them.

Thank You!

For finding books to place hold on, the database is awkward and not intuitive. If I search a title or author, it shows a confusing array of editions and finding and picking the one I want is complicated.

Stop the mandatory shots. It is against my constitutional rights..

Wasn't aware of the online programs

Let people KNOW about your services

My experience in the library has been fine.

often not possible to renew online, at least half the time, for unknown reasons

Attending virtual online gatherings will be useful as Covid has made gatherings of many kind impossible.

It would be helpful if the library system offered more information online. I have a library card
but have not used it because I have not gone to the library. This is the first time I have ever been contacted online by the library. Please explain how to get more information online. Thank you.

716 I would like to get a library card and be able to look up books to check out. The library was closed due to covid. I would like to use CV the library in Hawi on the Big Island.

717 Satisfied with the online services provided.

718 I love borrowing audiobooks on line. I use library to borrow audiobooks. That's my favorite

719 currently have a hold on a DVD Korean Drama, but it is being held in HNL at technical services for months. Don't know how to get that DVD.

720 I haven't needed many of the other options since the pandemic began (e.g., renewing my library card, but will as needed.

721 Love being able to put books on hold and picking them up when ready

722 Why are you closed on Wednesday? Is Wednesday virus day???

723 I liked the old app b/c you could see where the book is coming from... which library and how many available

724 The Hi Library app doesn't allow you to have either a wish list or history of what you have read. So I prefer OverDrive that has both

725 I would like if you would open the library back up to everyone and stop the discrimination of unvaccinated. It's wrong and unethical. And if you would like to upgrade your digital online system to switch to using Hoopla which many library's around the US use. If offers a wide range of everything from movies, audiobooks, comics, tv shows, and ebooks.

726 I always log into the Hawaii State Library System rather than install another app on my phone.

727 I am unaware of the LibrariesHi App and the virtual program offerings. After taking this survey, I'm interested in exploring these, but I'm disappointed that the library hasn't reached out to those on email with newsletters and such to apprise patrons of all these offerings.

728 I don't like the way I can't reserve on the same day

729 I thought I could renew my expired library card online but it seems I can only use that one for a limited time.

730 I have never used any of these services, mainly because I did not know they existed.

731 Except for searching for books & videos I have not used online services. Do you have video tutorials available for your other services?

732 The library online has been very unhelpful in terms of accurately reporting the status of my checked-out books.

733 I use the library in person most of the time. I do use the website to reserve books and then I go in to the library to get them personally.

734 Didn't know they had all this program I come from the old school but willing to try it.

735 I love the online digital books

736 Takes a long time to get even an old classic book delivered to Honokaa Public Library. The same book will get to Thelma Parker in Waimea much faster. Why the difference?

737 it would be nice to renew online more than 1 time. Maybe borrowers could upload a photo of the book to prove it isn't lost.

738 Shame on me. I just call the research desk and they hold the book I want. If the system doesn't have it I know immediately. If it is there I just drive over with no wait. They are very kind. I am 75 and the computer research is hard for me.

739 Quite often I will try to renew a book and the online system will not allow me to renew even though I qualify to.

740 Again, I believe that I will be using these services more often in the future.
I prefer going to a library not using an app
I really enjoyed using the library in Kailua, Oahu branch. And I attended some live functions that were also wonderful.
I was not aware of the many services that are offered at the library. I am an avid library user in person, but since the pandemic I have not step foot in a library and was not aware of the other services that you offer. Wow, I feel like I have missed out!!
Due covid19 I assumed some libraries were closed or did not find out the hours were.
Absolutely have used services such as reserving computers, making copies and the customer service with librarians are always very pleasant in the Pahoa Branch. Mahalo
I get my requested books fast! So prompt!
Some authors have a series of books. Wished if you are going to offer one book of the series you’d have the entire series.
I use the Libby app and am very satisfied with the access, search function, and the number of books that are available online.
I don't support fascism, so I don't want to support library programs that don't support the ENTIRE public.
Thanks for this section; now I'll look for virtual programs. Might be helpful to email announcements or have a short newsletter.
Not aware of App. book checkout when in library
After 50 years in Hawaii I moved back to mainland. One of the bright spots of my memory of Hawaii was going to the library. My last memory of the library was of COVID. I figure the library is a nightmare to Dr. Fauci. It felt like Hawaii was going backward for the residents. I love where I live in the Midwest now but will always have a spot in my heart for the land of Aloha. I truly hope Hawaii can pull thru and retain a little of the light heartedness it had. I think the library can help that along but I don't know how you would begin. Aloha
Open the state library!
I wish you had more copies of digital books to check out
We have the most amazing library system. We homeschool and use the library constantly and am just so happy with our library system and how easy it is to place online holds & renew books and borrow books from all the various libraries in the State. We are so lucky to have such a great library system! Im just so grateful.
Confusing as to LibrariesHi App and direct sign on. Also, App does not store my username and password while signing on my iMac does. Signed up but missed the for the Virtual "Ukulele Lending Program Finale but missed the class. Hope this virtual class will become available on the library website.
By "online hold" I take it to mean reserving a book and having it sent to the library nearest me to pick up.
NO MORE TIME, PLUS VIRUS!
Library should publicize its service via ads, newsletter, bulletins, websites, etc, I had no idea they offer all these online services.
I didn't know there were virtual programs.
Use the online renewing and hold placement often. Great features!
The app is very slow on my phone- not sure why.
The app will show an error screen when I tried to renew a book that someone else had placed on hold. The error screen did not explain the circumstances so I went to try to renew the book in-person since I figured something was wrong with the app (which is how I found out I couldn't renew because of other holds). The error screen should explain the reason why the renewal couldn't be placed so people don't think it's just an issue with the app.
I was never able to get a card because I had to come to the library and this was when they
were all closed due to covid.

765 Couldn't find how to do a renewal at first, and then when I did, it was not intuitive 12/23/2021 9:40 PM

766 I live in Canada so have not been in Hawaii since 2019. Will certainly use these online options when I return. 12/23/2021 9:40 PM

767 Online renewals still are not working, as it states "unseen minimum exceeded" or something to that extent even when it has never been renewed. 12/23/2021 9:36 PM

768 Need more e-books of popular mystery authors. 12/23/2021 9:35 PM

769 Online holds have been fantastic during the covid shutdowns 12/23/2021 9:34 PM

770 I love the ebooks resources and love using Libby, and have told my friends and family who now use it too. I also highly enjoy browsing the shelves and checking out books at the library. I've taking GRE courses thru Gale. Thank for for all these offerings. 12/23/2021 9:21 PM

771 I love reserving books online. Great tool for me 12/23/2021 9:20 PM

772 Currently reading a “hot pick” with 7 day rental. Great idea when you are way down the line for access 12/23/2021 9:19 PM

773 So grateful that library books can be renewed online! 12/23/2021 9:19 PM

774 I love the library and getting digital books and audiobooks is easy! 12/23/2021 9:17 PM

775 The previous version of the online app had some advantages such as notifications. This updated version seems to require logging in and checking for hold status, due date reminders, etc. 12/23/2021 9:17 PM

776 I've stopped using public library’s but want to continue funding them for the underprivileged, the needy, the homeless and those without resources who need Internet access for finding work and other resources. 12/23/2021 9:10 PM

777 It is frustrating to place an item online hold and not know approximately when it will come in. It can come in during a busy personal time and then you miss the item and have to pay a fee. Patrons should be notified when it is to be expected and be able to postpone that hold. Libby app has an excellent hold procedure. 12/23/2021 9:08 PM

778 I use the online app mainly for searching for new books by my favorite authors and putting in a "hold" request. I go to the library only to pick up or return books that I request. 12/23/2021 9:07 PM

779 N/A 12/23/2021 9:05 PM

780 Thank you for the information 12/23/2021 9:01 PM

781 I use the internet access on site and sometimes lend books. 12/23/2021 8:59 PM

782 learning to know these programs. 12/23/2021 8:54 PM

783 My library card has expired. I would like to apply online for a replacement. We generally enjoy being in the library in person, to browse and enjoy. 12/23/2021 8:52 PM

784 Haven't had access to library 12/23/2021 8:49 PM

785 I can't ever remember my PIN to do any of these things, so I call the library to order books sent from wherever they are to Mountain View. Takes a long time. 12/23/2021 8:46 PM

786 Love that we have libraries! 12/23/2021 8:41 PM

787 Dissatisfied that library will not take books as a donation 12/23/2021 8:40 PM

788 Re online holds, I would have a book I thought was on hold in my queue. Then 2 or 3 books would become available even though I was still reading my current selection. I had to delete my queue so they wouldn't become available before I was ready. I'd like you to make this function more user friendly and explainable. 12/23/2021 8:40 PM

789 Didn't know about services available. 12/23/2021 8:39 PM

790 I do not get notification when my materials are available after placing a hold. I've wondered if it was a setting that I changed by accident. Used to get them. 12/23/2021 8:37 PM
I love the online ability to put books on hold and also to renew. I wish I could pay for fines online.

I’m old school!! Like to talk to actual people!!

I really appreciate the services provided by Hawaii Overdrive and the Hawaii Library System.

Good to know that the library offers so much on-line. I will definitely use it during the next year. Thank you and happy holidays

I didn’t know there were virtual programs. Whenever I use the computers provided in the library I am lost because there are too few instructions. I always have to get a person to come and help me. I find that frustrating and I wish there was more information provided on the table tops next to the computers.

Personally, I liked the old app better. It was faster and less complicated.

Did not know the library offered online

I had difficulty with the appn during one quarantine because my phone number was inaccurate and I had to go in person to fix, which I was not able to do because of quarantine. Alls good ow!

Don’t like online programs. Doesn’t always work.

Audiobooks and ebooks are the most important to me.

It was a long time ago

Not everyone has access to technology especially in the rural area community

I appreciate the library’s online capability to be able to borrow and renewing borrowed material.

Our community needs more social interaction, automation of the library services while very useful may eliminate opportunities to build community?

Let me repeat; Please try to bring back the ‘rental laptops’

I prefer calling to extend borrowing of books.

I had my teenaged son apply online for a library card but the process required he go to the library to complete the application which undermines the purpose of an online process.

I confess I only use your services to borrow audiobooks. This service is excellent!

I am so grateful for our local libraries


I use ebooks all the time. Always reading and putting e books on hold. This is my favorite service you provide.

Stop vax pass! It’s unconstitutional!

I’d like to know how many people are in line before I request a book.

Thank You for your survey, I “learned” something new about the Hawaii State Library system. As I might have mentioned, I’ve been away from Honolulu some 40+ years, with infrequent visits back home to Honolulu. Now that I am retired, and living in Honolulu, I enjoy going to the library. The staff is very helpful, so eager to help you when I can’t figure out where/how to proceed in my search. Don’t ask me for examples. Thank you for the opportunity to participate in your survey. My experiences with the Hawaii Library system has always be wonderful. The librarians are always gracious and enthusiastic to help someone who “can’t seem to find something” … that is really right in front of their nose!! That’s a big reason I love the public library. Thank You for your wonderful treasures and enthusiastic help. Thank You for the opportunity to add my 2-cents! Peace, jbK

fines for loosing a book are too high

Please have a nice place online to clearly identify each book as regular or “large print”

Great library staff. Friendly people

The LibrariesHI App almost always gives me error messages when I attempt to use it to renew
<table>
<thead>
<tr>
<th>ID</th>
<th>Comment</th>
<th>Date/Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>819</td>
<td>Items online. It should allow renewals after the due date.</td>
<td>12/23/2021 7:47 PM</td>
</tr>
<tr>
<td>820</td>
<td>I mainly use the library to put books on hold, and borrow outright.</td>
<td>12/23/2021 7:46 PM</td>
</tr>
<tr>
<td>821</td>
<td>You are not public but private only the vaccinated can go in. You don’t take into account medical history like if you’ve had coved. You are a joke. And I hope you go the way of the dodo bird.</td>
<td>12/23/2021 7:44 PM</td>
</tr>
<tr>
<td>822</td>
<td>Online renewals is super easy. Love it.</td>
<td>12/23/2021 7:43 PM</td>
</tr>
<tr>
<td>823</td>
<td>I wasn’t aware the library offered these services. Now that I am aware I look forward to trying some of them.</td>
<td>12/23/2021 7:40 PM</td>
</tr>
<tr>
<td>824</td>
<td>Appreciate your take-out program and hope you continue.</td>
<td>12/23/2021 7:39 PM</td>
</tr>
<tr>
<td>825</td>
<td>I will check these things out and download app</td>
<td>12/23/2021 7:37 PM</td>
</tr>
<tr>
<td>826</td>
<td>Open the libraries to the public without the need to show a vaccine card. The vaccine injured are being segregated and it is unfair.</td>
<td>12/23/2021 7:37 PM</td>
</tr>
<tr>
<td>827</td>
<td>Actually, I also don’t know much about the new (tech) services public libraries offer. Are there online tutorials for those who want that option?</td>
<td>12/23/2021 7:35 PM</td>
</tr>
<tr>
<td>828</td>
<td>I did not attend any. Ritual programs</td>
<td>12/23/2021 7:35 PM</td>
</tr>
<tr>
<td>829</td>
<td>I have not used the Hawaii state library for a couple of years. The library closest to me is currently closed and I have access to military libraries.</td>
<td>12/23/2021 7:34 PM</td>
</tr>
<tr>
<td>830</td>
<td>Haven't used man of the libraries services.</td>
<td>12/23/2021 7:30 PM</td>
</tr>
<tr>
<td>831</td>
<td>I LOVE the library and am so grateful for it. I've been going since I was a child and I am teaching my own child to use it. Thank you for continuing provide such a valuable service.</td>
<td>12/23/2021 7:28 PM</td>
</tr>
<tr>
<td>832</td>
<td>Would appreciate larger inventory of mostly audiobooks which I use about 90% of the time, and some ebooks.</td>
<td>12/23/2021 7:28 PM</td>
</tr>
<tr>
<td>833</td>
<td>The only service I use is Overdrive. I access books there all the time. Would be happy to use more of your digital services if I knew more about them. I love Overdrive and libraries.</td>
<td>12/23/2021 7:27 PM</td>
</tr>
<tr>
<td>834</td>
<td>I love reserving books on the app. I wish we could be next in line if we are unable to check out an available hold before it expires.</td>
<td>12/23/2021 7:26 PM</td>
</tr>
<tr>
<td>835</td>
<td>I've just been here 13 months so I have net yet have time to use these valued services but aim to use them. Not mentioned is a movie I watched on the library site, one I much enjoyed and could not find anywhere else.</td>
<td>12/23/2021 7:24 PM</td>
</tr>
<tr>
<td>836</td>
<td>These all sound like great services! How do I use them?</td>
<td>12/23/2021 7:20 PM</td>
</tr>
<tr>
<td>837</td>
<td>Love the online catalog to look up books, dvd, or cd collections.</td>
<td>12/23/2021 7:18 PM</td>
</tr>
<tr>
<td>838</td>
<td>HL library app needs improvement. This is 2021! Even the clumsy Overdrive is much better than HL's app.</td>
<td>12/23/2021 7:18 PM</td>
</tr>
<tr>
<td>839</td>
<td>Research didn't require additional resources</td>
<td>12/23/2021 7:17 PM</td>
</tr>
<tr>
<td>840</td>
<td>Sometimes when searching for a book the site will not take me to that author but to one that is next alphabetically. Then I need to search backwards for him/her.</td>
<td>12/23/2021 7:17 PM</td>
</tr>
<tr>
<td>841</td>
<td>I should use these more,</td>
<td>12/23/2021 7:13 PM</td>
</tr>
<tr>
<td>842</td>
<td>It would be great if we could pay fines online.</td>
<td>12/23/2021 7:13 PM</td>
</tr>
<tr>
<td>843</td>
<td>Had a hold placed, was then notified it was available, then I could not get the book.</td>
<td>12/23/2021 7:11 PM</td>
</tr>
<tr>
<td>844</td>
<td>My only dissatisfaction with the library is that my library (Kona) is only open 12 hours per week which I feel is a GREAT disservice to the community. For all the taxes we pay, we deserve better.</td>
<td>12/23/2021 7:10 PM</td>
</tr>
<tr>
<td>845</td>
<td>I went online to try to borrow books, but had a difficult time navigating the system.</td>
<td>12/23/2021 7:10 PM</td>
</tr>
<tr>
<td>846</td>
<td>I also appreciate the ability to borrow books, for pickup outside the library, even during the pandemic.</td>
<td>12/23/2021 7:09 PM</td>
</tr>
<tr>
<td>847</td>
<td>Please open the library for more hours!!! It's near impossible for working mothers to go to the library.</td>
<td>12/23/2021 7:09 PM</td>
</tr>
</tbody>
</table>
library these days. Always closed!!  
847  
12/23/2021 7:09 PM

I have not used any online services  
848  
12/23/2021 7:07 PM

Did everything in person.  
849  
12/23/2021 7:05 PM

I use Libby to borrow books and it is very easy  
850  
12/23/2021 7:04 PM

I didn’t know that any of these existed. Maybe a email newsletter with easy to follow tutorials and basic info would be helpful.  
851  
12/23/2021 6:59 PM

Website is easier to access info than the App. Searching isn’t as convenient on the App as the website  
852  
12/23/2021 6:56 PM

Covid is a bio weapon and mRNA gene therapy which some call the vaccine is dangerous and it changes your dna.  
853  
12/23/2021 6:55 PM

I love the online system. Will look into more of what is offered in 2022. Normally I just use the books portions of the system. Mahalo!!  
854  
12/23/2021 6:54 PM

I use the Libby app and like it very much. I would also use the other online resources available but did not know they existed.  
855  
12/23/2021 6:50 PM

Chose somewhat satisfied mainly because the system can be difficult to use and I don’t always get the resources requested.  
856  
12/23/2021 6:50 PM

Confused, are you talking about Libby?  
857  
12/23/2021 6:49 PM

I’m very grateful for the app. Just needed help from librarian to work with it. Wonder if there is a tutorial about all ser ices?  
858  
12/23/2021 6:47 PM

My card was suspended for unknown reasons and was unaware you could reapply online. Such a lack of information and outreach for all the resources the library has available. Very disappointed.  
859  
12/23/2021 6:46 PM

Tri ed self check out, asked to provide ID # tried several times, came back as incorrect. I had to check book out @ counter. I had correct ID #.  
860  
12/23/2021 6:46 PM

Na  
861  
12/23/2021 6:45 PM

I was not aware that there were online service availability with the Public Library system. This is the first I am hearing of it.  
862  
12/23/2021 6:45 PM

During this pandemic, I avoided the library & other crowded places.  
863  
12/23/2021 6:44 PM

I would appreciate tutorials/classes about online programs usage for the library  
864  
12/23/2021 6:44 PM

I wish you could fully apply for a library card online. I have not been able to stop in at the library to show additional documents.  
865  
12/23/2021 6:43 PM

I use the library the old fashioned way  
866  
12/23/2021 6:42 PM

I enjoy being able to borrow audiobooks. I wish there were more availability of books  
867  
12/23/2021 6:42 PM

None  
868  
12/23/2021 6:42 PM

The Kailua and Manoa staffs have been very supportive with allowing me to use their Wifi and sites when I did remote field work for the USDA and Hawaii Farm to School advocacy.  
869  
12/23/2021 6:40 PM

I didn’t realize you had all these cool services. I love the library and I am so glad you are keeping us Covid safe  
870  
12/23/2021 6:40 PM

I only read ebooks.  
871  
12/23/2021 6:40 PM

I wish I could place more than 15 e-books on hold. It takes so many weeks to get a popular book so being in line for more than 15 books would be great.  
872  
12/23/2021 6:38 PM

It’s very hard to go from recommended books by age to putting a hold on them. It seems to require different browser windows and this extra steps.  
873  
12/23/2021 6:37 PM

I’m so old school and never looked into these services. Thanks for the info.  
874  
12/23/2021 6:34 PM

I was aware of all these services. Will spend time exploring the Library app.
I have friends who use the services, but I just never have.

Hold list place numbers should be routinely updated.

I have tried to use the app and it will not work for me. I even downloaded the app — then it won’t let me login to access my account. Very frustrating so I gave up and deleted the app and just call or physically go in to a branch for assistance. However I would very much prefer to use the app if it would work and I could access my account via login.

I would especially like to learn more about virtual program offerings.

Am very upset re the totally unwarranted exclusion of unvaccinated persons esp children. I had a very bad reaction as a child so have stayed vaccine free. Totally healthy. 70 and never even a cold for 65 years.

The renewal limit is often too limiting. It seems that I usually can only renew online once, but being able to renew online twice would often be very helpful.

We loved going to the library to borrow books, DVD's, doing crafts, using the computer for internet searches. But now we're not able to go to the library because of covid. The library is very convenient and useful for our needs, and the librarians are really nice, friendly and helpful. We're glad to have library's available to the public and on the web.

The website is slow and not very intuitive.

I wish there were more digital copies of the most popular books...

I think HSL does an outstanding job!

I have limited my activities because of the virus

Where difficult to keep up with what's going on with the libraries when you're not allowed in for lack of vaccination.

The HI Library App could use a facelift and a more intuitive interface.

Thank you

I don't know how to read online books, neither does the librarian.

Used online hold for Overdrive Hawaii audiobooks and ebooks, not pick up actual media.

Planned on attending a virtual library event on 22 December but did not due to forgetting. Learned of this in your first 4Q21 E-news-letter.

I now realize there is so much I can learn and do online with the library and would like to do more. Ann

Discriminating against those who do not wish to get vaccinated or take a covid test, especially when it may not be free and easily accessible to the public can be considered illegal. The books are state property and you cannot discriminate by telling people they cannot come into the library if they are not vaccinated/don't have covid passport or cannot provide proof of a negative covid 19 test. You were perfectly fine with people who were/were not vaccinated in early 2020 and 2021. Change this immediately or you might be subject to legal action, not by me but other very disgruntled citizens.

Please improve the communication when a book is overdue by using a text instead of email only.

Would be nice to be able to renew books twice without having to go back to the library in person to renew a second time.

Your renewal process is great except that you can't renew online the day that they are due nor do you have a double reminder email a few days before AND the day they are due. I also think the renewal period for books that aren't on hold of only 2 more weeks unless in person—particularly with covid issues—is ridiculous. If no one else wants the book up to three online renewals should be permissible and probably should be automatic.

Book club is a great resource!

How do I find out what is available?
Would like a tool lending library here in rural Big Island. Wd also like free dvd rentals.

We have enjoyed visiting the libraries in Kailua-Kona and Hilo and using them to borrow materials.

I have had trouble, a few times, trying to look up availability of books--the book will come up in a search (on the mobile app), but then nothing else--no location, no type, nothing!

The Public Library is a big and important part of our lives

I'm 88-yrs. young. Am using a Amazon Fire tablet for simple web browsing and email. I plan to activate a e-app. at the local library in 2022. Thanks!

E books Easy to borrow or but on hold. Appreciate Notifications by email.

Getting a new library card is restricted...mine was worn but I had to wait

Prefer Saturday opening hours

The wait time for most books is extremely long sometimes up to 6 months.

Please get Hoopla for hawaii . We can watch movies and tv shows for free. We want Hoopla. Other library systems in the US have it . Also take away the mandates to enter the library. It's not right to force a vaccine or test to go to the library . I do not consent my taxes being used in this way . People should choose for themselves if they want vaccines, not force

I would love to be able to see the books I have borrowed. Also healthy competition is fun, show data of the most reader per library, and some other fun data.

You won't let anyone apply to renew a library card online in a pandemic so I can't use any library services unless I expose myself

I was not aware that you offer so many online services.

I consider myself a library user but this set of responses is pretty appalling. I would like to make room in my life for reading library material but it has been quite effectively squeezed out of my daily activities.

I think there should be more advertisement listing all the programs / services the library has available online

I never knew that you can renew your Library Card through online. This is news to me. Please give me the website where I could renew my Library Card so that way, in the even that Library decides to open to the public in person, I would not have to stand in line for to renew my Library Card.

I love the audible and book services which I can access with my mobile phone

The search tool in the app does not work all the time. I have to try different terms to find the materials I'm looking for. The search results are not accurate.

I'm over 70 years old and only use your computer services to reserve a book for book club :)

I've not used online services for the library.

PLEASE 2022 Hawaii Legislature provide an INCREASE in Hawaii Public Library funding THAT Libraries outer island ESPECIALLY will have INCREASED hours to serve the Working Class taxpayers PLEASE

Never know when open or not... library hours?

How do we find out about virtual programs?

I need to explore miew what the Library offers! Specifically how can I check out an E book online and read it without having to buy it from kindle! The Library does lend E books, right?

Took too long to receive books

I feel physically separated from brick & mortar libraries during the pandemic and the digital collection is very inadequate for my spur of the moment desires. Nearly always nothing immediately available. I do use holds!

I like going into library personally, but did not know the above service was available.
I am a huge fan of the library’s eBooks, which I pair with the Libby app and Kindle. More current selections should be available and more copies. The books I like to read are on hold for months.

I am a huge fan of the library’s eBooks, which I pair with the Libby app and Kindle. More current selections should be available and more copies. The books I like to read are on hold for months.

12/23/2021 5:36 PM

The public libraries might want to readdress their choice in policies, when the time comes what side of history do you think they will be on? I bet germans had no clue what side they would be on in history when they voted for Hitler and began implementing his discriminatory policies.

The public libraries might want to readdress their choice in policies, when the time comes what side of history do you think they will be on? I bet germans had no clue what side they would be on in history when they voted for Hitler and began implementing his discriminatory policies.

12/23/2021 5:35 PM

Never had a bad experience at the Hilo library

Never had a bad experience at the Hilo library

12/23/2021 5:35 PM

Online renewal allows the renewal only once, even though the current policy is up to 2 renewals when there are no holds.

Online renewal allows the renewal only once, even though the current policy is up to 2 renewals when there are no holds.

12/23/2021 5:34 PM

We just moved here in February. I have a library card, but have not yet visited the local library in Laupahoehoe but I do plan on visiting soon. Stephanie Green

We just moved here in February. I have a library card, but have not yet visited the local library in Laupahoehoe but I do plan on visiting soon. Stephanie Green

12/23/2021 5:33 PM

It's been awhile, but I had to go to the library to get my card renewed. Maybe with a newer card the experience will be better.

It's been awhile, but I had to go to the library to get my card renewed. Maybe with a newer card the experience will be better.

12/23/2021 5:32 PM

The last time I came in, it was bizarre. Stopping and asking people to leave so they can reclean the library. Florida is open, why are you still living in the Fear of Pandemic?

The last time I came in, it was bizarre. Stopping and asking people to leave so they can reclean the library. Florida is open, why are you still living in the Fear of Pandemic?

12/23/2021 5:33 PM

Online renewal doesn't always work. With covid would it be possible to allow for two renewals online instead of just one?

Online renewal doesn't always work. With covid would it be possible to allow for two renewals online instead of just one?

12/23/2021 5:32 PM

I'm very happy with our library.

I'm very happy with our library.

12/23/2021 5:32 PM

Being able to search for and request material, to manage my holdings and account online has been incredibly efficient and valuable for my health and for my businesses. Thank you so much.

Being able to search for and request material, to manage my holdings and account online has been incredibly efficient and valuable for my health and for my businesses. Thank you so much.

12/23/2021 5:31 PM

We have lived for a few months each year, we are knowing full time residents and will use the services of the library regularly. We really enjoyed the evening presentations held pre-Covid.

We have lived for a few months each year, we are knowing full time residents and will use the services of the library regularly. We really enjoyed the evening presentations held pre-Covid.

12/23/2021 5:30 PM

I am visually disabled and love the blind library. The staff and Baron Barboza and awesome! Efficient, knowledgeable and so knowledgeable. They have made up for my lost vision tenfold. Mahalo!

I am visually disabled and love the blind library. The staff and Baron Barboza and awesome! Efficient, knowledgeable and so knowledgeable. They have made up for my lost vision tenfold. Mahalo!

12/23/2021 5:28 PM

One week checkout is too short for hot pics. It should be at least two weeks.

One week checkout is too short for hot pics. It should be at least two weeks.

12/23/2021 5:26 PM

I can't wait to take advantage of more programs now that i know about them!

I can't wait to take advantage of more programs now that i know about them!

12/23/2021 5:25 PM

I didn't know about virtual programs. Would attend depending on topic.

I didn't know about virtual programs. Would attend depending on topic.

12/23/2021 5:22 PM

Love the online services to get books!

Love the online services to get books!

12/23/2021 5:19 PM

I used the Ask A Librarian for help. Alex, Nicholas and Kay all worked together to find what I was searching for. Very pleased with their “speedy service and help to find an answer to my question”.

I used the Ask A Librarian for help. Alex, Nicholas and Kay all worked together to find what I was searching for. Very pleased with their “speedy service and help to find an answer to my question”.

12/23/2021 5:19 PM

I live in Hana, Maui; so online resources are something that I am interested in. An interface or home page that explains via links drop-downs etc. would work for me. Thank You for asking. Aloha, Joss Akoi

I live in Hana, Maui; so online resources are something that I am interested in. An interface or home page that explains via links drop-downs etc. would work for me. Thank You for asking. Aloha, Joss Akoi

12/23/2021 5:18 PM

I tried to place hold using my phone & i got onto the online thing but for some reason (can't remember) i couldn't do it & i gave up.

I tried to place hold using my phone & i got onto the online thing but for some reason (can't remember) i couldn't do it & i gave up.

12/23/2021 5:18 PM

I love our libraries, just not during Covid. I live within walking distance so it's very convenient.

I love our libraries, just not during Covid. I live within walking distance so it's very convenient.

12/23/2021 5:16 PM

Very convenient and user friendly.

Very convenient and user friendly.

12/23/2021 5:16 PM

I'm a dinosaur when it comes to technology.

I'm a dinosaur when it comes to technology.

12/23/2021 5:15 PM

We really appreciate and enjoy the HI library virtual and also the Koloa and Other branches.

We really appreciate and enjoy the HI library virtual and also the Koloa and Other branches.

12/23/2021 5:15 PM

I prefer in-person transactions. Apps are bothersome although many say it's simple. There are enough apps for anything in our phones and our phone are just filled with app icons!

I prefer in-person transactions. Apps are bothersome although many say it's simple. There are enough apps for anything in our phones and our phone are just filled with app icons!

12/23/2021 5:13 PM

I tried to apply for a library card online but I never got a card.

I tried to apply for a library card online but I never got a card.

12/23/2021 5:12 PM

Prefer live programs; when the COVID requirements have loosened, I look forward to attending events held at the library.

Prefer live programs; when the COVID requirements have loosened, I look forward to attending events held at the library.

12/23/2021 5:12 PM
952  App is just a bit cumbersome and a bit glitchy. Advertise WowBrary. I asked when I first got my card as this was available where we lived before. I was told HPL didn't offer that. With some research, I found and subscribed to the weekly email from WowBrary for HPL. Or try weekly newsletters highlighting new offerings. And BUY MORE MATERIALS! I know, I know ... it take $$$$. Tell users how to lobby for more library money. 12/23/2021 5:11 PM

953  Don't know about LibrariesHi App. 12/23/2021 5:10 PM

954  When will we get the Wildlife Wednesdays links? 12/23/2021 5:10 PM

955  I appreciate being able to borrow ebooks. I don't have to worry about returning them on time. 12/23/2021 5:10 PM

956  Haven't visited the library since my son was in school here. He's now in college. 12/23/2021 5:09 PM

957  It would be nice to know if books on hold were Hot Picks. It would help organize trips to pick them up. 12/23/2021 5:09 PM

958  I received no notice that two holds were available at my library and had to pay a fine as well as missing out on books I waited for. System sucks! 12/23/2021 5:09 PM

959  I might be interested in instruction in online services in the future. 12/23/2021 5:08 PM

960  I have been using Libby app I do not know if that is the same mobile app you are all referring too but I love being able to check books out with this app. I would love to use any other online services you provide if I knew how. 12/23/2021 5:07 PM

961  I applied for a card online but must have done something wrong - using DOE Sora. Will get help at a library at a later date 12/23/2021 5:07 PM

962  I find placing hold for books works just great for me. 12/23/2021 5:06 PM

963  COVID happened. 12/23/2021 5:05 PM

964  Filled out everything online and still had to fill out an application in writing 12/23/2021 5:05 PM

965  I don't think I've ever used the libraries hi app, nor the virtual programs. 12/23/2021 5:04 PM

966  Live in Tennessee 12/23/2021 5:04 PM

967  I am brand new to Kauai and have just started using the library 12/23/2021 5:03 PM

968  more data on virtual program in newsletter please 12/23/2021 5:02 PM

969  I am very happy with the online applications I have used. I love Libby, and I use the online hold feature all the time. 12/23/2021 5:02 PM

970  most of the questions reflect how the library is moving into the virtual world. I know this is necessary but at the same time do not forget a lot of people just want to sit and read and browse in the library. Thanks again for the excellent service that you still provide to readers and lovers of books. 12/23/2021 5:01 PM

971  Didn't know about virtual programs 12/23/2021 4:56 PM

972  I go to the library myself, and when I renew books, I call. 12/23/2021 4:56 PM

973  It is too difficult to get the book from the library having to make reservations, not open every day. 12/23/2021 4:56 PM

974  When I read a review of a book I want to look at, it is RARELY in your collection. Or if it is, there's a 6 month wait. It would be nice if you spent more money on "quality" books. 12/23/2021 4:55 PM

975  the online stuff is difficult, I could not figure out how to reserve a book or renew a book. I tried to renew a book but could not. I also applied for an online library card but when I got to the library was told they would give me a different physical card, overall, I like going to library in person and talking to a person to help me 12/23/2021 4:55 PM

976  I was not aware these resources were available. Now that I know I will make use of it when I need it. 12/23/2021 4:54 PM

977  When renewing it says to call library instead of always letting you know the book cannot be renewed 12/23/2021 4:49 PM

978  Overall, the app is pretty good to use, but I typically utilize the web version when checking 12/23/2021 4:48 PM
out/reserving physical books. I also utilize the Libby app quite a bit for Kindle and ebooks.

980 *If possible, can HPLS subscribe to Kanopy to allow streaming movies as an alternative/expansion to picking up DVDs at the branch? I haven’t been going in since COVID.

981 I find it is a great advantage.

982 I will be spending over a month in Kihei next year. Can I get a library card before I leave home?

983 ORDERED BOOK LOAN ONLINE

984 I know very little about the library online services

985 I would like an online method to update my address.

986 Ended by calling to extend borrowing books instead of trying to do it online! B

987 I was wondering...sometimes after I click the log-out button, and then the back-arrow, it goes back to being logged-in again. Will this pose an online security problem?

988 Am 80+ yrs old, retired. only interest in library was reading.

989 I am not very comfortable using the libraries app on my cell phone- more the problem is with me and my cell phone than the app.

990 Although I only used the Ancestry link, I was very happy with this service. Thank you very much.

991 The library app doesn't allow you to borrow the kindle book directly or push it to your device to read it. The Overdrive app does, which is why I switched back to it.

992 when placing holds by author searching should have options for date of publishing

993 I wish there are more ebooks available so I don't have to wait for a long long time

994 It's easier to apply for a U.S. Visa than to apply for a library card online.

995 Great app

996 My library needs lie in online professional libraries and journals. Sorry, I have no need for these services

997 I am sooooo thankful to have had access to ebooks during the pandemic! It saved the little sanity I have left!

998 I am happy that Gale Classes is available for Hawaii Library residents.

999 What look up books subject

1000 We go looking in the physical stacks for authors we know we have liked before. And the only problem we run into was getting the automatic checkout to work on books we want to borrow. Fortunately, we have available and pleasant librarians to help.

1001 Thank you for allowing out of state visitors the opportunity to purchase a library card and use the available resources. Aloha.

1002 Are you referring to Libby or Overdrive when you refer to the online mobile app? I don't to answer your questions. I use Libby all the time. I love it even though it is not quite as good as the kindle app (highlighting, etc). Overdrive is cumbersome.

1003 I would like to learn how to borrow audio books i can listen to on the laptop or phone. thanks 😊

1004 Use HSPLS to search availability and request books and to renew!

1005 Often the catalog is "offline" on the app and I can't search

1006 Mahalo.

1007 I used to go to our public library weekly, but have Internet service at home now. Unfortunately, I'm reading less books now.

1008 I love the ability to hold books, but I would also love an ability to have a book "wishlist" or

12/23/2021 4:48 PM
12/23/2021 4:47 PM
12/23/2021 4:46 PM
12/23/2021 4:46 PM
12/23/2021 4:45 PM
12/23/2021 4:44 PM
12/23/2021 4:43 PM
12/23/2021 4:43 PM
12/23/2021 4:41 PM
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some sort of list where I could keep books that I want to request but not order at that second. I also would really like the ability to search better, as in by category, so I can search children's books and actually browse them, for example. I don't always know what titles I want.

1009
Love my library!

1010
Earlier in my career, I used the New York Public Library for computer classes, job search, work related research, etc. My library use is mostly recreational, but the Library is a fantastic resource for anyone and everyone who wants to learn. Literacy and language and reasoning skills are crucial for an informed and involved citizenry.

1011
David who runs the Koloa library has been doing a wonderful job for many years.

1012
Do not know enough of programs.

1013
I prefer browsing library materials in person.

1014
I recently noticed that a book I had borrowed was due, that very day, but the library had already closed for the day. I tried to renew the book online, but could not, so I returned it via the library book drop. The next morning, I saw I had received an email saying my book had automatically been renewed, so I went back to the library to pick it back up. Fortunately, it had not been checked back in, yet, and delivered back to its home library branch, so I was able to retrieve it, and take it home with me. But if the system had let me renew it online the night before, or if it had let me know when I tried to renew it that it was going to be automatically renewed for me, it would have saved me two trips to the library. I think it would be GREAT if the system could be updated to allow us to renew a book online, on (or maybe even after) its due date, if there is no hold on the book (which apparently was the situation, in this case), and the library system is just going to automatically renew it, for us, anyway. Thanks for taking the time to consider my suggestion!

1015
Thank you very much for the library app! I really enjoy the audio books using my smart phone!

1016
I did not know that I could check out books using my mobile app when I was in the library. I always just waited in line. Now I will see if I can do that to skip the line.

1017
Now that I know what is offered, I will try out the new library app

1018
Will try the services listed in the survey. Thank you

1019
Why is the on line library card number different from the library card number I received at the Waimea branch?

1020
Your internet service is inadequate, too slow

1021
It is a waste of power bill, when we bought the building.

1022
I applied for a library card online but when I went to the library to get the physical card, the librarian had to obtain all my info again. It seemed the application online was senseless.

1023
Retired n need to Learn to Visit!!

1024
Rather than go into a branch to get a full card, my ID should be able to be used to verify my residency. Or a current bill for my kids or something like that.

1025
I have no idea what you mean by an 'online hold'. I have gone online to have a DVD placed on hold for me to pick up at the library. I don't know if this is an online hold.

1026
Not since covid

1027
Basically, the library does a good job although my Pahoa branch doesn't seem to carry the type of books I enjoy; or, if they do, only carry one offering of a favorite and popular author. Examples: Jo Nesbo, PD James, Alexander McCall Smith, David Halberstam.

1028
requiring a vaccination to have access to a PUBLIC library is disgusting and you should be ashamed.

1029
Issue with outstanding fine. Was told on hold for covid the suddenly a fine with no warning. Have paid 1/2. You do not accept credit cards

1030
Did not have yet a need to use these services

1031
Well 2021 was not a good time to be in the library, and was not checking on any online
services that you offered.

1032 I will be using this tool now that I am aware of it. Thanks guys  
12/23/2021 4:12 PM

1033 I find the hold process to be somewhat cumbersome -- and it's hard to manage the holds in a way that is not feast or famine.

1034 Mahalo ♣

1035 Great Hilo and on line library

1036 Not a computer user

1037 The old app is WAY better than the new app. The SEARCH function is easier and to view what locations the book is located at is more user friendly. You should mirror the new app with the old app. Also, could you create the HOLD option to skip your turn if you're not ready so that you don't lose your place in line, but instead, you let the next person get access to it since you're not ready? That would be AMAZING!

1038 use libby exclusively for library functions

12/23/2021 4:08 PM

1039 I really appreciate the online renewal and books due alert services.

12/23/2021 4:08 PM

1040 I do not use computers

12/23/2021 4:08 PM

1041 We have not been to our timeshare on Kauai for a three years. We appreciate the library very much and have been delighted to be able to borrow books when we are there.

12/23/2021 4:07 PM

1042 Since I just found out about it, I will try it out now! Mahalo...

12/23/2021 4:06 PM

1043 I needed to contact someone because I had trouble, but she was very helpful and fast, so yay!

12/23/2021 4:06 PM

1044 The app is clunky to use. I would like the option to save favorites or lists of books for future use.

12/23/2021 4:05 PM

1045 Please allow us to renew library cards online.

12/23/2021 4:03 PM

1046 I wanted to go into the library, look for books to read, it was not available to go into the library because of paranoid workers.

12/23/2021 4:02 PM

1047 Site not informative enough to ease browsing

12/23/2021 4:01 PM

1048 Available services need to be promoted more. There's not enough directions. Just tabs to click is not enough. Plus directions on how to access these services.

12/23/2021 4:00 PM

1049 I have tried to put e-books on hold and if it ever *does* become available, I have received no notification of such.

12/23/2021 3:59 PM

1050 I use my card mostly to borrow ebooks through Libby, so that is what I mean when answering about online holds and renewals.

12/23/2021 3:59 PM

1051 library is not accessible to unvaccinated, discriminatory

12/23/2021 3:58 PM

1052 I resent not being allowed into library without vaccinations. Vac people have Covid so no one is protected, why can't we check out books using normal safety protocols. Vac & unvac should be treated equally

12/23/2021 3:57 PM

1053 Very happy with the library. Absolutely no complaints.

12/23/2021 3:55 PM

1054 I'm really shy about using technology...not my thing! But if I knew how, and it was easy to do, I would consider trying. But I hope eliminating real people in favor of computers won't eliminate JOBS!

12/23/2021 3:55 PM

1055 Difficulty arranging pickup from main library

12/23/2021 3:54 PM

1056 I call Mr. Baron and send read books back in the blue mail holder. He helps me to select new books and mail them to me He is very helpful easy to talk to great helpful attitude always has the time to help

12/23/2021 3:54 PM

1057 Please remove the vaccination requirement for entering the library. I feel this is in violation of many ethical and legal concepts.

12/23/2021 3:53 PM

1058 I now realize I barely scratched the surface in using what is available, but I am very grateful for

12/23/2021 3:53 PM
the app services.

1059  I am in Hawaii five months of the year and am happy to learn of so many services!  12/23/2021 3:53 PM
1060  If I knew you offered these services I would have used them.  12/23/2021 3:52 PM
1061  Didn't know about the library app. I may download it.  12/23/2021 3:50 PM
1062  Thanks to this survey, I will inquire about online courses, magazines, newspapers and  
research. Thank you!  12/23/2021 3:50 PM
1063  it would be so much easier if we could renew the library card online during the pandemic  
12/23/2021 3:49 PM
1064  don't know what LibrariesHI App is.  12/23/2021 3:48 PM
1065  There are some times that I can't access the app. It's not very user friendly.  12/23/2021 3:47 PM
1066  It's very easy to use the online library services, and helpful.  12/23/2021 3:47 PM
1067  Being able to place an online hold is invaluable. An option to provide book purchase  
suggestions would be helpful too.  12/23/2021 3:47 PM
1068  I love the Manoa Public Library.  12/23/2021 3:47 PM
1069  Would like to hold more than 30 books, would like to renew more than once if books are  
available, and would like "My List" to be longer than 100.  12/23/2021 3:46 PM
1070  Please open the library back up to the public! Without requiring vax or testing results at the  
door. Please. We need this resource as homeschool parents.  12/23/2021 3:46 PM
1071  No library near  12/23/2021 3:46 PM
1072  prefer in person library use  12/23/2021 3:45 PM
1073  When I use the app and type in a book title that the library doesn't have, it should ask to  
request it (the online version had this feature). If there already is this suggestion on the app, it  
doesn't pop out at the appropriate time.  12/23/2021 3:45 PM
1074  In the past only an allotted few people were permitted to enter the premise. Now I don't know  
whether they require a vaccine certificate to enter the library. If it does require, it does not allow  
me to enter and browse around and select books.  12/23/2021 3:45 PM
1075  Mahalo for your online hold capability!  12/23/2021 3:45 PM
1076  I've tried to access books from the online library, however the books that I've wanted, say they  
do not have any copies available.  12/23/2021 3:44 PM
1077  I primarily borrow honor paperbacks, since I can return them any time. I'm very disappointed  
that Kaimuki Library now has very few honor paperbacks. They use to have 4 carousel (?) of  
paperbacks but now only have one!! And, their bookstore has been closed for about 2 months  
or more. I very rarely borrow a book. I, instead, donate a lot of my magazines and books.  
Unfortunately, I can't get credit from Kaimuki Library for my donations because you have to  
donate it outside. I can get credit, however, from Aina Haina Library.  12/23/2021 3:44 PM
1078  Sometimes I am not allowed to renew books online but when I go into the library I can. That is  
frustrating. The app is mostly good but either my lists are inaccessible from it or I just can't  
find them. I'd use the app if I could find my lists.  12/23/2021 3:43 PM
1079  I didn't know you could use the App to check out books yourself when in the library.  12/23/2021 3:43 PM
1080  All the books I request for online have a waiting list. That's the only downfall.  12/23/2021 3:43 PM
1081  Love the online audio books  12/23/2021 3:41 PM
1082  No experience  12/23/2021 3:41 PM
1083  I don't hear much about the library, but I wish I would. Maybe some PSAs on TV? The library  
is a wonderful resource that I hope endures forever!  12/23/2021 3:41 PM
1084  I'm learning that there is much more available to me online!  12/23/2021 3:40 PM
1085  There are not enough copies of online books. You have to wait too long for books on hold.  
12/23/2021 3:40 PM
1086  Are you referring to the Libby app? I like using Libby.  12/23/2021 3:40 PM
1087 I wish it was possible to tell if you’re, i.e., 3 of 6 holds, so you have an idea if how long it'll be before you can get a book. (See Seattle Public Library) Tried renewing a book online; says I have to go to library to do that. Very inconvenient. Also had hard time placing hold on new book before it’s available at library; had to wait till library had book, then put it on hold. Also not convenient.

1088 When reserving items from the hot pick list, I’m required to sign in for each item. It does not remember my login. I usually have two windows open and type the hot pick title into the page I’m logged into because it’s easier than typing my library card number and pin each time.

1089 I ❤️ the library!

1090 I was once told that I needed to renew my library card every 5 years in person. Also that borrowing ebooks are not considered a use of my library card. Is a renewal of my library card still required? If so, is it possible to do it online?

1091 I am very grateful for and appreciative of the library staff and services.

1092 I had no idea the LibrariesHI app existed! I’ve been using the Libby app for a while. Good to learn about it from this survey.

1093 I have enjoyed borrowing books from the Kihei Library when I lived there.

1094 Although I have not used online programs, same is definitely an asset for use in this time of technology.

1095 Whenever I try to renew online I have never been able too. I don’t know how access ebooks after I’ve “received” them.

1096 I find the library site difficult to navigate

1097 I love audiobooks

1098 I read and listen to books online every day. It is a wonderful service. Thank you!

1099 Long ago I tried to put a book on hold. Took too long. I ended up buying the book.

1100 The services the system provided during the pandemic were outstanding and life-saving for my mental well-being. I felt connected to community and sources of reading entertainment that were otherwise not available, through keeping in touch through online, book pick-up, and in-person services whenever they were offered. A big MAHALO for all you are doing!

1101 Currently Extraordinary Invasive Privacy Health practices in place to receive requested items from the local library.

1102 Because my library card expired and I have not purchased another one, I do not receive information from the library.

1103 I avoid using computers, apps, etc. whenever possible, and except for renewing books online, I can do other things, e.g., reserving books, finding books I want to borrow, by talking with a librarian in person or on the phone. I am 77 years old and don’t know and don’t care to use digital communication.

1104 Would like to also see the history of the books I checked out

1105 I have trouble often returning ebooks. Get “error” message - sometimes for days.

1106 I wish we could come in person. We value the staff. They offer help that's not offered online. They get to know you and mske valuable recommendations.

1107 I renewed my library card online.

1108 Don't know the libraries’ website.

1109 Do not have a need for library services right now.

1110 Didn't know about the other things I could do with a library card!

1111 Sometimes book renewal on the app does not work and states I have to come in to the library to renew (which defeats purpose of app for renewal). Supposedly (as explained on the phone when I called), there’s a date limit on renewal on the app that’s not indicated there. Just confusing on how far in advanced I could renew on app.
112  The online services for hold and renewing is great! Also having the LibrariesHI App on my mobile phone allows me to have my library card with me at all times, very convenient!

114  Online search, holds, & renewals are very confusing to navigate with the app.

115  I love my library!!!

116  I wish more books were available online. Is there a way to suggest books to be added? That would be a great feature.

117  I am considered a senior citizen! Therefore many of these options you have mentioned are foreign to me? I am still "Old School ", without proper training / guidance, I am lost in this new era of technology? I am just biding my time and utilize the services provided; the old / antiquated way!

118  I never go library long time I wanna take my kids

119  The Library's GUI (graphic user interface) is very old style, almost like we're sometimes seeing text that was typed into an old software program. I don't want the Library to waste money modernizing their website, but it does sometimes feel a little awkward.

120  Never used online services, so I cannot comment.

121  I have greatly enjoyed Overdrive during the pandemic. I constantly have a large bookshelf to enjoy so I don't feel so confined.

122  Love the online book selection - so many local titles!

123  Love the library! My Moiliili is down for repair

124  Overall very satisfied and great Duk for library services. Have borrowed many books during pandemic which keeps me sane and relevant. MAHALO to great staff dedicated to keep us reading!!!

125  Would love to know more information on what is available. We love the library but my kids love to browse through books in person.

126  I haven't used these things as I thought my card had expired. I will start using it again. Thank you!!

127  Would love more open ebook or audiobook usage. I end up waiting for weeks to borrow. Maybe users have to State whether they're still using book through app notifications

128  I haven't really used the library especially due to the pandemic.

129  Usually visit the library in person

130  Even before Covid I found it SO helpful to be able to renew on line!

131  I wish the app would more easily differentiate between book types ie large type, paperback, hardback editions etc.

132  I appreciate the ease with which I can find and request books online and have them sent to my library. Mahalo!

133  I had terrible trouble getting my card to work and when I spoke to library it was always my fault. Finally library fixed it in the end. It was a digital change within the library that was problem.

134  Just check out books. Old school

135  The State of Hawai‘i is in Violation of the United States Constitution by not allowing me to enter the State Libraries without a ‘vaccine’. The Governor is in Violation by forcing this on the Citizens of Hawai‘i. You should ALL be ASHAMED of yourselves.

136  There should be a way to pay fines online/on the app.

137  Sorry, guys. I'm probably not your demographic. I haven't been in the library since i graduated from college a few back
I never know when your open? I get tired of using the virtual system and would like sometime to go physically to a Library. That seems impossible now. Human contact in research is very important to me. Sorry I am so stupid about this, but I grew up in the computer age and I now hate them. They are more than productive tools today and the social media have weaponized it. There is no substitute for the actual process of going to a Library and working with another Academic. We can never regain the old feeling of intellectual learning that the Libraries once had...

I do not care for the 12 month expiration date applied to holds.

I download electronic books and recently the system has gotten hard to use

I prefer to come into the library and sit to do my work. I can focus better.

Thanks for mentioning these

Please OPEN the library for PUBLIC USE! THINK OUT of the BOX; to OPEN, LIMIT PEOPLE INSIDE ETC.

I love being able to look for books and DVDs in the system, and order and have it sent to my library. This is the BEST PROGRAM EVER!!!!!! I use it ALL THE TIME!!! MAHALO!

The new app is way better and much easier to use.

I wish you could place more media on a hold because the queues are very long with the limited number of copies available due to financial constraints. Also there are many incomplete series either because the licensing have expired or there just seems to be random holes in a series. (For example my hero academia the manga is missing volume 5 and 7 and 8 because the license has expired but you have the rest of the series. This is just an example there are many other series with similar holes.) also it seems that certain series don’t have their newer books purchased possibly because people don’t know that the series has a new book available and have not requested it be purchased, if purchased I believe people would request them.

Libby is great!

If by ”LibrariesHI App" you mean the Libby app, then yes, that is what I use. I love using Libby!

Live in Kapaau, Big Island, and would like to have the main facility available as well. Thank you for bringing this capability to my attention.

The staff are always very helpful and friendly.

Vaccine mandates are Horrible for a democracy

I have attended library zoom programs from other library systems. with the right content i’d do so in Hawaii library systems too.

App is great because I don’t have to worry if I brought the physical card along

Now that I’m not working, I’d be more inclined to use some of these services

Love the Libby app for audiobooks and books. I use this over the libraries app. It’s more user friendly.

I had no idea our libraries offered so many amazing resources! How can I find out more?

Increase copies of books to big island libraries...placed a book on hold(couple months ago)- currently, I’m #78 on hold list

Really like the online hold, renewal system, etc. Likewise bookclub via Zoom and audible books in particular available thru Overdrive, though I wish more selection in latter.

The way it is stated, apparently the App is different from the website. I prefer and use the website.

Could not renew online because I don’t live in Hawaii anymore; however I am hoping the HI library system could be open to non resident (with a few of course) for e-book and audible books since their wouldn’t be any charge for returns.

I would like to learn more, but don’t know where to navigate the info. I need.
1162  The staff is so friendly and helpful that I like interacting with them rather than use robot-like mechanisms.

1163  To improve the app you could add better descriptions of books. I use Amazon for that and then use the Library app to see if you have it and if it's available.

1164  Very intuitive & easy to use.

1165  I had to renew my card in person which I didn't think made sense.

1166  Great library system. Keep the privatizers out?

1167  Sorry, I'm just not tech savvy. I don't have a computer or tablet. I just have this phone.

1168  I was always ordering my books on line. Now I am told to provide a negative test just to pick them up. I am in there less than 5 minuets, healthy and masked and hands sanitized. You are standing behind thick plexi and a desk that appears at least two feet wide. Totally ridiculous the system of pick up worked fine all of 2020 and 1/2 of 21 until this huge interruption of tax paying unvaccinated people. Our health decisions are non of your business and your policy for quick pick ups ignores the exemptions provided by the Gov mandate.

1169  I would love to know more about virtual programs... is there an emailed newsletter describing them?

1170  I've been happily checking out ebooks and had kind of forgotten that the library offers so much more.

1171  Wonderful services and they answer the phone at Lihue library and answer questions cheerfully. Great service!!

1172  I moved in 2020 out of state

1173  I am so impressed with the wide array of books available to borrow in your library system. Thank you!

1174  I filled out the application online but when I went in in person, had to fill a paper one out anyway; what's the point? You should be able to renew online as many times as you want through the app if nobody else is waiting for the book.

1175  My Uncle uses your services constantly! He has recommended you to you (We're proud hapa, wth relatives in Hi). I intend to explore your available services! Also: do Alu Like coordinate with you for their Education programs??

1176  Thank Librarians for your assistance always when visiting ....

1177  I will definitely begin to use more of these because at times you cannot read news articles online without a subscription so ....thank you for this survey to enlighten me..............and I want to say that our Staff at the North Kohala Library are the best........

1178  So helpful to be able to hold and renew through my phone! Email reminders of when books are due and when books are ready are great as well! Mahalo!

1179  Love borrowing books online!

1180  Library closures (Aina Haina, Moiliili) have affected my use of libraries as knowledge resources in general.

1181  I learned a lot from the bat virtual program. Please offer more Hawaii information type programs. The bat program was very well done!

1182  Just a general comment. The month of December is a lousy time to do a survey! I understand the survey was delayed, but again December is a bad month to get the community involved. Additionally, going back to December, I hadn't opened the newsletter, so I didn't realize this survey existed except via this link in this email. The whole set up is failing to get you info from a broad spectrum of users.

1183  I tried to use the online renewal and could not get it to work for me

1184  Now that I know that Library has these online tools I will use them more

1185  Don't own a tablet nor a smart phone. Make it impossible or cumbersome to do many things. Use only a pc.
1186 Don't know about virtual programs with the library. 12/23/2021 2:47 PM

1187 I use Libby to borrow audiobooks every day. I do holds and renewals sometimes. The app flips me from where I’m in the book frequently and I have to scroll around to find where I am. Sometimes the first book in a series is unavailable and I have to pay for it on audible before borrowing the rest from the library. 12/23/2021 2:47 PM

1188 I love our library system— used to be the best agency of Hawaii state! I’m old-fashioned: I love reading, seeing, touching, smelling books. I hope that aspect of the system will continue. Very sad that many children are no longer given the opportunity to appreciate the wonders & beauty of a hands on library. Thank you! 12/23/2021 2:46 PM

1189 It was very disappointing to apply for a card online and then come in person to finish the process and be denied because of my personal medical information. I was not allowed the 15 minutes inside. Disgrace to the public and tax payers. 12/23/2021 2:46 PM

1190 Many, many thanks to all the librarians and all those who work/volunteer with the Hawaii State Library! 12/23/2021 2:45 PM

1191 So much education is on line, I forget about this WONDERFUL resource 12/23/2021 2:44 PM

1192 Not sure how LibrariesHi App can be used. 12/23/2021 2:44 PM

1193 I did not know we could do that. 12/23/2021 2:44 PM

1194 I didn’t know so many on line services were available. Now that I'm retired, I want learn to ‘borrow’ e-books as well as magazines - especially since the last time (pre-pandemic) I borrowed books, a bedbug jumped out of the book binding onto my thigh. I slightly smushed it, took a pic and looked it up after flushing it. I also looked up bedbugs in bookbindings, which has become a common place to find them! YIKES! But I AM going to take advantage of many of your on line offerings! Thank you. Happy Holidays! 12/23/2021 2:44 PM

1195 I wish I could see if the book is a board book or oversized in the app. 12/23/2021 2:43 PM

1196 I am a senior citizen not very computer literate so need some training to be able to use the on-line services offered by the library. 12/23/2021 2:43 PM

1197 I had my library card for my grandchildren and they have now grown. 12/23/2021 2:43 PM

1198 Haven't been to the library in ages 12/23/2021 2:43 PM

1199 The renewal process isn't great. You're not sure if it will automatically renew and it does it the day after it is due so I have returned books early not knowing i could've held onto it 12/23/2021 2:42 PM

1200 I always use online book reservation due to COVID19. 12/23/2021 2:42 PM

1201 I just want to be able to come to the library and sit down at a table to get my work done again. 12/23/2021 2:42 PM

1202 I love the online reserving of books! It saves me a lot of time since the books will be at that location ready for me to pick up. 12/23/2021 2:42 PM

1203 Was unable to log in 12/23/2021 2:42 PM

1204 Satisfied overall 12/23/2021 2:42 PM

1205 Wish renewals were allowed on all items. 12/23/2021 2:42 PM

1206 To me, being able to request books online and to renew books without coming in to the library represent tremendous improvements in basic library functions. I use them both regularly and appreciate the convenience every time I do so. 12/23/2021 2:42 PM

1207 Would love if we could pay fines using credit card online via app. 12/23/2021 2:42 PM

1208 Have recent problems with accessing current books on hold. Screen says none checked out when I am checking my renewal dates on books I have borrowed. 12/23/2021 2:41 PM

1209 Trying to learn Japanese, the 21 days allowed to use material is not enough time. I cannot renew, it's popular, it takes often, several weeks to months to get same level of learning again. Much is review & TOO much forgot while waiting. 12/23/2021 2:41 PM

1210 I’m not sure I’m answering these correctly. I have only requested ebooks. I love the Overdrive App. I use it every day. 12/23/2021 2:41 PM
1211 I love the library. I am very impressed with the excellent functioning during covid. Thank you. Loma

1212 was not able to make a reservation online, though I have a virtual number and pin

1213 Very dissatisfied that there is discrimination and people are not welcome and not allowed to go in to the library tomorrow books

1214 I love the selection of books available to read and visit often!

1215 Unfortunately, in the midst of COVID HSPLS cancelled my library card which I had held for over 40 years for no apparent reason so I have not been able to even borrow an audio book.

1216 I'm not currently in Hawaii. Nice to be able to apply for a library card online. I might need to do that.

1217 We live in Waikoloa and there is NO library here. But we need one.

1218 I find the online services very helpful and I use them often to borrow ebooks and audiobooks, as well as to borrow books from branches.

1219 I dont go to libraries anymore due to the unlawful practice of segregating people based on vaccination status. As a tax payer, and based on the data that is being used to support this decision, this restriction is unwarranted and infringes on basic human rights. It is unconstitutional.

1220 I didn't know there was a LibrariesHI App

1221 Prefer physically going into the library

1222 I love the online holds and renewal system, it's very convenient and easy to use.

1223 I got Ovid and stayed home.

1224 I didn't know I could check out books myself using the app

1225 I prefer to go to the library but you guys turned out to be Nazis with your insane mandate rules! It's illegal you know?! Unconstitutional for sure!

1226 Because of Covid have not visited the Islands for two years

1227 I am not a resident of HI-used the Maui library while visiting the island in 2020.

1228 Library needs to allow more digital holds, especially since the demand for popular ebooks far outstrips our ability to obtain them. If I used my allotted holds on what I really want to read it would always be six plus months to get a title.

1229 Thank you—hope to resume using the library when things get more normalized. I sympathize with your plight and bbc appreciate you!

1230 I like the mobile app but I think it could use an updated user interface. If at all possible, I would like to know queue position before I decide to get in line to borrow a book.

1231 Sometimes it is inconvenient to have to make several trips to the library when books arrive at different times

1232 I like using the app, but it is slow to load and sometimes not working.

1233 Never did online anything.

1234 I'd like to use many of these services, and I'd like to learn how to do it. I am an old person, and my brain isn't as agile as it used to be!

1235 Unsure how to use the system fully

1236 Thank you for this survey. It helps to know what is available, and I would really like to use what is available! Need to catch up.

1237 It's great that renewing books are automatic, but it can be frustrating when there are 10+ copies in the system and there is one hold on it. Wish there was a way for manually override this online. If there was only a few copies of a book, and there was a hold, I understand. But any holds on an item seems limiting at times.
1238  I use the older website unless I'm downloading an audiobook

1239  I would use any or all of these offerings if I had a clue what was available and best way to access.

1240  Re Libby: Libby has a large catalog but unfortunately only has one or two copies of the books. We used Cloud Library in a previous home, and it has many copies and shorter waits for holds.

1241  Fix your system first before you do updates on your internet. It will help to work more Efficient and organized.

1242  I only use the library when I have a book I want to borrow.

1243  I don't want to have anything to do with any entity that requires proof of vaccination.

1244  I will try this the next time I come in.

1245  I refuse to use or support the library with the vaccine mandate you have in place.

1246  why don't you let someone who has had a library card for decades but can't use online because you don't accept my password, and won't let me change it or correct it????????%#%

1247  I have been calling and you've been wonderful.. getting my books ready for me to pick up. Great and friendly people who are working.

1248  I was confused with applying for the virtual card and using the actual card and ended up reactivating my prior physical card to borrow books.

1249  can the librarians, employees and all existing staff use the bathroom, if not, where do you people go?

1250  I've only used it to find new books and hold them. Very convenient. Except many books have no summary. which makes it hard to know if it's a book I want.

1251  The overdrive libby apl is not user friendly. Why are there 2 platforms

1252  it would be great to add a "list" or likes, so even though i've checked out the max, i have a list of what to borrow next.

1253  I tried to register online and it wouldn't let me.

1254  I would take a class to learn how to use the online library services.

1255  i'm very happy with the library services i've accessed.

1256  I won't use the library until the vax passport is lifted.

1257  checked out books in person

1258  The library’s short hours and vaccine passport system has made it very difficult to get my 9 year old son books to read for months. Its wrong. The library should be open to everyone.

1259  I love the libraries and hope Hawaii State Library can open soon!

1260  Public like myself unaware of the services Hawaii State Libraries provide. Plus, no effort to tell public about services either...

1261  I feel so thankful that online resources and an app exist!! I feel like there could definitely be some improvements made by a programmer/developer

1262  I love the library app. I tell my friends about it all the time and how helpful and convenient it makes going to the library.

1263  Sometimes have difficulties placing a hold on ebooks. Hawaii library app will crash or will give me the option where to pick up the loan, but it is in an ebook format. This seems like a glitch. However, I have been able to borrow ebooks, just not place on hold when they are not available. That is when the app crashes .

1264  I will use these services in the future

1265  The lack of sorting features in the mobile app can make searching for materials difficult.

1266  I didn't know about any of these resources!
I wish the library weren't cut off to those of us who aren't/can't be vaccinated and don't have easy access to covid tests.

We are only in Hawaii for 6 weeks per year on vacation, using the library for just books and videos.

I was told by email to renew over the phone.....didn't know I could do it online.

Mobile app (on an iPhone) doesn't always allow me to select my library to process a hold request. Works seemlessly on the computer but the mobile app seems inconsistent on the final step of selecting your library (doesn't allow you to advance once you select your home library to complete the hold request)

The staff at the Hilo public library is so friendly and pleasant that I'd rather go to them then self check out!

Oh My! There are so very many offerings I shall be using the library more Thank you all for all you offer

There was one time when an online hold, even though I was next in line, never came up. I understand that happens sometimes with inter-island transfers. It was a book for a book club and I had reserved it a few months ahead, so I was very disappointed. I canceled the book hold. That's the only time a hold has been a problem.

Again, I use the old system not the newer system

scheduling a book pick up is an obtuse maze - who writes your programs?

With COVID continous exposure threats, HSLs must allow 100% online Library Card application. Why demand me to come back in person for show proof of Photo ID????? Why not just accept my Hawaii Drivers License and US PASSPORT as scanned & send over to UR encrypted IT Network???? YOU NEED TO ACCEPT THAT US 68 to 70 year olds - we no longer drive & are terrorized of catching COVID on The Bus or public rides WE OLD SENIORS are isolated, financially strapped, & we need exceptions to public Library Systems ....REMOTEY & DIGITALLY. I had gotten a card at the Main Library back in 2017 that has expired. TEXT Me: (808)5617191

I always use the old app on the computer - the new one is overwhelming

As a previous frequent user of library; borrowing books; totally disappointed in Library approach during pandemic. Just when reading was critical - entry denied. No focus on customers.

I had always used SOME of these features, but during COVID, am using ALL of them, and will continue to do so! Thank you for this!

Stop the tyranny. Stop your ridiculous vaccine mandates to enter the library.

This survey is opening my eyes to options I did not know were available. We will be on Maui for the entire month of February, and I will absolutely make it a point to explore these options further! Love libraries. Love Hawaii. So grateful to be able to come back again this year!

The app constantly crashes. The hold system is frustrating. When I lived on the mainland the King County Public Library system was easy to use. Hold pickups were in a self-serve area. I've stopped using the Hawaii Library because hours are inconvenient, staff is often busy or grumpy and fines are excessive.

During this pandemic, I have not received any emails informing me of services or information about library. Also my library McCully location is closed for renovation. I was wary to go to other libraries like Manoa because it was closed during the beginning of the pandemic and services was limited because of the restrictions. Library has not provided with any info. beside checking online. I am very sad that library system did not notify any of it's borrower's info. by newsletters. My info. was mostly by TV.

Would like to make more renewals as I'm a slow reader.

I could NEVER get online to your site with my sign in

A lifesaver during the pandemic

Though I have used the database, I was never able to login to use the services.
1288 I think I am missing out on a fabulous resource but am not motivated enough to take advantage
1289 I had no idea these were available, wish I had known, especially academic datasets
1290 I use Overdrive to borrow books from the Hawaii State system I do love that option!
1291 Discrimination against the unvaxxed, elderly and minors for the public libraries is why I no longer come. I will not bring my children to a place you won't allow me to enter even for 15 minutes.
1292 With the reality of the surge of covid again and the new omicron variant, will the home access to Ancestry be extended beyond 12/31/2021? I am a senior citizen fully vaccinated and boosted and wear my masks everywhere outside the home, but I am still very leery of riding the bus or entering crowded buildings with poor ventilation. Since March 2020 the Ancestry home access has been very beneficial to my "pandemic projects" of researching my four family trees. Please consider extending this feature for those of us still stuck at home whether by choice or circumstance. Mahalo.
1293 Overdrive is the best!
1294 Please open up the libraries fun to go in snd out too humbug using computer .. seniors are not good at it we love going to library to get us out
1295 I am just a reader with no idea of your scope of products and services.
1296 Used these services at another state library system
1297 Did not know all this was available. Should send info out to all library card holders.
1298 I have had trouble placing holds online and on the app.
1299 I'm on the website right now checking it out. Had no idea!
1300 Sorry but I haven't thought about online access. I will think about it now before I Buy Books online.
1301 Never was told, encouraged that this is an option on Wednesday when library is closed. They do not approach you, you unless you are doing something wrong. If you need something you need to approach them. No real smiley, greeting faces either and we pay for them to work in this facility. *
1302 I didn't know I could check out books myself when in the library! Cool! I like seeing and chatting with the friendly faces of my local librarians.
1303 I didn't know that any of these options were available. When I want a book, I just get it on Kindle or Barnes & Noble. With Covid, going to enclosed places hasn't been a good idea. But, I'll have to rethink our Library.
1304 I love going to Waialua library the people there are wonderful
1305 Enjoyed watching free movies on Kanopy.
1306 I wish the app showed Libby ebook checkouts and holds separately from physical book checkouts and holds
1307 I have used the online hold program many times to avoid a problem when holds are made available while I was still readinf an ebook.
1308 The librarians at Nanakuli library are very rude and unapproachable, they make you feel like you shouldn't be in the library, they make you feel unwelcome, when asking for help they were very rude and curt! My father was the politician who felt the importance to have a library in our community and it's very upsetting to see such unwelcoming non helpful staff, I don't go to this library anymore and prefer either Waianae or kapolei because the staff is friendly and helpful!
1309 i need to renew my library card
1310 The app is great! Though I wish there was more info on each item, more of a book summary/contents, or track listings for a CD. Would be great to be able to renew another time, though that could be a library issue as opposed to a app issue.
1311 This is new so
1312  LIBRARY NEEDS TO SIMPLIFY ALL YOUR SERVICES
1313  i would like to renew for more than one time. sometimes i a return a book only to find the 
library has renewed it for me even though i tried to renew online

1314  The app is convenient, but many times it doesn't show the books on hold or it what is checked 
out even though items are checked out. It would show the items of one, but not the other. I've 
had to redownload the app many times then it works, for the time that it is downloaded, but if 
you revisit it later it may not work. In other words, it's not reliable, but when it does work it is 
very convenient.

1315  Renewal of books difficult because if you do it too early, you cut into your current loan period, 
but if you miss by a day, you can't renew. Being charged for holds you miss is stressful, so I 
don't encourage my kids to do it.

1316  Your policies against the unvaccinated are discriminatory and scientifically unfounded.

1317  Sometimes the HI Library app glitches and doesn't show all of the books available in the 
search function. That's the only frustration I have had with it.

1318  I find the online services I use, which is just basically reading books via ebook or hardcover, to 
be a great service and very easy to use.

1319  STOP the VACCINE PASSPORT necessity, NWO Puppet BLANGIARDI!!!

1320  Our system would be better if I could prioritize my search for books based on location so that 
when choosing, I know which specific book to choose. Alternatively, if the system 
automatically chose whichever was closest to my pick up library, that would work just as 
conveniently.

1321  The checkout librarians at the Kapolei library are very friendly!! Also, we absolutely LOVE the 
security guards.

1322  I used library while visiting family and would use it again . It is in walking distance from their 
home

1323  When renewals fail, it would be good to have a message giving the reason.

1324  I wish it were possible to renew digital materials online if no other patron has placed a hold. 
Some, like whole seasons of shows or recorded books, take a long time to get through.

1325  HI Library System is outdated technology and Iliad policies. Ex. Charging late fees, or charging 
you check out a DVD. Other library systems have abandoned these types of policies. The 
website is difficult to use and discourages users.

1326  I almost always listen to audiobooks or read ebooks that I can download and transfer to other 
devices.

1327  I dont support the library after they announced not allowing my unvaccinated children in there 
to use the resources I pay taxes for

1328  Did not know library website had so much on it. Will have to take a look see! Thk u

1329  loved the Zoom talk with Jane Goodsiil!!

1330  I no longer live in the State of Hawaii

1331  I find the system somewhat difficult to navigate. I have to “relearn” by trial and error which 
buttons get me where I want to go.

1332  When will DVDs have option to renew online?

1333  I now know there are expanded services that I need to explore in 2022

1334  I use the Libby App to listen to eBooks. That is by far the library function I utilize the most.

1335  didn't know most of these services. Virtual Program ? Only have used Libby, but usually 
everything is borrowed already and have to wait, wait, and wait.

1336  As an older person I want to go physically go to the library b

1337  
1338 I love using Libby for my ebooks. Only dissatisfaction is the LONG wait times with many of the books I want to borrow - 6 months !!!!! Also don't understand why they let you sign up for a hold when the library doesn't even own the book - then you get an indefinite wait notice - why even bother?!?!?

1339 Please allow more than 1 renewal!! I'm unable to read that fast.

1340 Please keep the hold & renewal option. Extremely convenient for elderly during covid

1341 You should let people know about this service

1342 I love the library. Thank you for being there for us. We need you.

1343 I will use in the future

1344 I’m glad to know that you offer so many thing online

1345 Your app doesn’t work

1346 I use the app to renew books, but if past the due date you have to go into a library which is frustrating. You should be able to renew on the app within a certain window if past due.

1347 I’ve found it very helpful in accessing books I want to read and appreciate that the library makes it possible during these times.

1348 I will search this app.

1349 As a tutu and nanny I used to cherish the children reading hour and music events

1350 App works really well and I am able to reserve all my books and check their status.

1351 Certain items unable to renew on-line, i.e. DVD

1352 It would be nice if the library offered classes for seniors on how to use the computer...

1353 When I’m in Hawaii, I deal in person with the local library.

1354 Glad to know I can renew my library card online.

1355 Thank you for all you offer!! I look forward to accessing your resources in the coming new years

1356 I appreciate the staff who are helpful every time I come in person.

1357 Didn’t know all this existed.

1358 I borrow all my books online now, and it is very wonderful. Convenient, I can try a lot of different books, and check the recommendations on the home page.

1359 I found it very easy to place a hold on books.

1360 I REALLY love being able to place books on hold and renew books online, without having to to go the library itself. Also appreciate your email reminders when a book is due.

1361 It works

1362 I’m old fashion and like to use library staff to help me find books in person only. It’s the only best way

1363 I’m not vaccinated. Can I order books online and pick them up at the main desk?

1364 The Hot Picks feature on LibrariesHW App is horrible and will prevent me from using the app at all. Not everyone is looking for Hot Picks so don’t force it on them. And certainly don’t fix the slideshow at the top of the screen while scrolling the menu. On my iPhone, the speed of the slideshow and the size of the covers don’t allow me to read any titles. Best option: make Hot Picks a menu item parallel to HSPLS News and My Account. Next best: Make the automatic slide scrolling optional, i.e., let users turn it off.

1365 Love the search option for finding new books & ready reviews & summaries

1366 I’d like to get ebooks but it doesn’t seem to offer JUST ebooks. I have to scroll under an author forever to try to find an ebook do I joined Kindle Unlimited.

1367 I’m not going to the library anymore because I don’t have the Covid vaxx and our family will
NEVER get it. So we will just use Amazon to order books from now on. Until the coercive discrimination ends.
1368 The staff is always pleasant and helpful 12/23/2021 1:56 PM
1369 Not able get interpreter due deaf in my family and also no one answer phone and charged me late fee while Covid 12/23/2021 1:56 PM
1370 stopped going to library because unvaccinated are discriminated by state of Hawaii 12/23/2021 1:55 PM
1371 Have not been back to HI for 40 years 12/23/2021 1:55 PM
1372 I usually search for dvds to borrow and I feel like it it not very intuitive. I usually have to do things twice. 12/23/2021 1:55 PM
1373 I will definitely renew my card on line. 12/23/2021 1:55 PM
1374 Most of my Hawaii library experiences take place in a library building 12/23/2021 1:54 PM
1375 "when in library" doesn't happen. Ridiculously low # of open hours 12/23/2021 1:54 PM
1376 I love my library… 12/23/2021 1:54 PM
1377 I am happy to learn these services are available. I will take advantage of them when I need to. Mahalo for this information thru thus survey, 12/23/2021 1:54 PM
1378 Renting videos is frustrating. Renewing video causes a $1 charge without online warning and, unlike books, you can't cancel renewal. Librarians say there is nothing they can do about the charge, even if the video is turned in on time. 12/23/2021 1:54 PM
1379 I am not aware of the libraries services or know enough about them to make a judgement. 12/23/2021 1:54 PM
1380 The only thing I wish the app was able to do is to be able to mark a book as "save for later" because I really don't want to check out too many books at a time but I see a book that I'm interested in reading and borrowing at a later date. 12/23/2021 1:54 PM
1381 So far so good. 12/23/2021 1:53 PM
1382 The librarian (Larry) is known by me and many friends as being rude, temperamental, and unfriendly. 12/23/2021 1:53 PM
1383 I couldn't remember if I had an online hold on something and couldn't find any place where it said I did on my account. But then the email came saying it was finally in. 12/23/2021 1:53 PM
1384 I read ebooks and I love it. It's very easy and intuitive. There was a glitch with one of my borrowed books and Trin was very helpful. I have been reading ebooks for years and it was the first problem I had. Not bad! 12/23/2021 1:53 PM
1385 I wish I could renew my library card online and have it be valid longer. 12/23/2021 1:53 PM
1386 I love the app in terms of renewal!! Please continue to improve it! I would love to use it to check out etc in the future! 12/23/2021 1:53 PM
1387 The Hold system may be buggered up. I received an email that a book that I had on hold was available for pick up (Princeville branch). I picked it up and returned it within a few days. Then I received another email notification that the same book was on hold and available for pick up. I canceled the hold so that the next person in queue would be notified. Odd. 12/23/2021 1:52 PM
1388 online services are redundant to www but being among the carefully maintained shelving of actual books offers the attractive ambiance for quiet and tactile exploration. 12/23/2021 1:52 PM
1389 There's an app? I just use the website. 12/23/2021 1:52 PM
1390 I would like a synopsis of available on line services. 12/23/2021 1:52 PM
1391 I rather use people/clerks to do whatever I need help in—renewing, holding, requesting book transfer, etc 12/23/2021 1:52 PM
1392 My application was turned down because I am only there for 3 weeks each year. 12/23/2021 1:52 PM
1393 could be more user friendly 12/23/2021 1:51 PM
1394 I have attempted to hold and request books a number of times and it has never worked. 12/23/2021 1:51 PM
I wish it was easier to recommend books that aren't in the state library catalogue. Very convenient.

I really appreciate being able to borrow e-books. Very convenient.

The libraries system here is 15 years in the past from terrible technology to antiquated fining system. Please we beg you can new people be put in place to run the library system with fresh and new ideas and actually understands the purpose of what I library is for. Please like please we all beg you stop with the incompetence it's not funny or cute.

I am not knowledgeable to use these services.

I'll have to look into virtual programs. I didn't know about them. When I check out books, I like to talk to the staff—they're friends.

It seems hard to find books. If I know a title I type it in. Otherwise I haven't found much.

App is super slow and the UI is awkwardly designed. I preferred the old app as it was quicker and straightforward even if it wasn't as fancy. Love my local library and staff! (Mililani)

the mobile app can tend to be glitchy. also it would be great if you could the holds i have ready for pickup could be organized by date of pickup and if the date were visible without having to click another button.

I no longer live in Hawaii but I used the library regularly when I did since I was the librarian at MCCC.

I have been using my computer & cellphone for research. However, I was an avid library user before high technology!

You should send emails to everyone with a library card that inform us of all the services that we just haven't heard about.

Haven't seen any written information advising that any of the above are available. I've recently been in the library at least once a week to check out books.

Attempting to log hours for reading programs on the mobipe app was extremely tedious, especially since the app would crash, not save information entered, etc. We completely stopped participating in reading programs through the library that required use of the app for this reason.

Please begin to allow vaccinated and unvaccinated patrons with one week negative covid tests to be able to browse the book shelves. I big part of using the library is to be able to see what books are available in person.

Old library card user number is not recognized by your computer system!

none of them. Was not aware of their existence

Apparently there are a lot of services available that I didn't know existed!

I think the libraries do a excellent job

Very difficult to download ebook. Personal couldn't do it either. Need a tech person

Tried to renew books a couple of times and was unable to do so success- fully. For me it has been easier to do by phone or in person at the library. Mahalo.

I appreciate having the opp. to borrow books online because both my husband and I had to give up driving because of our age——over 91.

I'm very new here, only been here for a few months. Therefore, I really don't have a full opinion of any of this. However, I think that all of this is good.

I will start using this program. It will be beneficial for me.

My children LOVE to come into the library. BUT now that they have to be vaccinated (and actually are immune compromised and can NOT be vaccinated) they no longer get to go into the library. They have been crushed. Thanks a lot.

I love the Hawai'i public library system so much!! I love that there is an app, and I love that you can request a book from anywhere and return a book anywhere. Our library system and
people are awesome!!!

1421 None

1422 Didn't know Library offers all these services

1423 I could never get the books I wanted. Never available.

1424 Virtual programs are awesome. I have learned so much. Keep them coming!

1425 please allow more than one renewal where books are not on hold for someone else

1426 Why can't we renew our current library card online?

1427 Cumbersome to use the site. Maybe an online tutorial would help.

1428 the online borrowing services and the library app is wonderful. It has been a lifesaver for my family the last couple years.

1429 I think that it is shameful, undemocratic, uninformed and disabling to bar the unvaccinated from entering buildings that our taxes pay for

1430 online system includes several unnecessary steps which is annoying

1431 I don't appreciate that unvaccinated are discriminated against

1432 I am very satisfied with my library and the people who work there who are very helpful and courteous. I like to reserve books, be notified when they are in, etc. I am a hold a book person.

1433 I use Overdrive to look for ebooks. During my search, when I go back, it takes me to the beginning rather than the last page that I was on. This is very frustrating

1434 I still have to find the time to go the library to make my temporary card permanent. I am primarily interested in borrowing on-line materials, e.g., audiobooks, but haven't found info on how to do that.

1435 Wow! The library has changed a lot and I had no idea it offered so much beyond physical media!

1436 I love the library and thank all the librarians and staff!

1437 I didn't know the library in my community offered anything online.

1438 Really appreciate the facilities and staff at Pāhoa

1439 Requiring a vaccine card to enter is ridiculous, and I’m vaccinated!! The hours make it also impossible to get books for those with kids in school and who work.

1440 I was totally unaware that I could check out books via the Libraries HI App when in the library. I will definitely explore that option!!

1441 I use the Libby app to read audiobooks and borrow Kindle books. I really like the ease and accessibility that the Hawaii State Library offers to patrons by providing this service!

1442 None of this options were offered to me when I applied for a library card

1443 I check out digital books all the times. It’s fabulous.

1444 I mostly listen to audio books.

1445 Would like more copies available for a shorter waiting time on hold.

1446 More virtual program sessions.

1447 I wish there was a way to renew my card online instead of having to go to a physical location. Library hours conflict with my work schedule.

1448 I’ll explore what’s available

1449 In person is better

1450 It is not the smoothest online system. I have never even seen the research database or how it is available. I think most patrons are unaware of resources like that.
1451  I am a visitor from Canada so have limited reasons to use your facilities except for access to newspapers and general reading materia.l

1452  The library's music offerings are comprehensive, in books, and available recordings.

1453  I have previously used most of the libraries on Hawaii Island. With very few exceptions, these facilities are geared for children and students and are not welcoming for adults but offer some material which are age inappropriate for the children who have access to everything there with little to no supervision.

1454  I have used it for ordering books, but it has been awhile. and of course I forgot how to go on to search for books through the Library System

1455  I am VERY HAPPY and extremely grateful for being able to put books on hold and easily check out online books from my smartphone with the Libby app. Saved my sanity this year!!

1456  I find the Libby app complicated. I manage to place holds on ebooks but not regular books. I have to go on my computer to the library website to do that. I’d be nice to have everything in the same place on my phone

1457  Would like to try the virtual program

1458  The only problem I find is when you order several books online at a time - several come in at different times. When that happens i have to get an appointment for every email i get telling me one has arrived, which is ridiculous. I only need 1 appointment to pick up 5 (example) books. That ties up 4 appointment times for other people

1459  I use the libraries in person.

1460  I use overdrive & Libby to borrow digital titles

1461  I really appreciate that you offer Kanopy and I would like to make more use of it.

1462  I love this library system -- the number of branches, the great online reservation system, the fabulous array of books available. Thank you for doing such a great job!!!

1463  My attempts to access my account have failed.

1464  Hawaii's Main library in Honolulu Has a great policy for us to pick up our books especially during Covid. Thank you.

1465  Thanks

1466  "Online services". Should be defined at the beginning of this survey. I had not initially included my regular practice of reserving or renewing books in this category

1467  Compared to other on-line libraries I use (Dept of Defense), seems your systems needs to be easier to use and more updated (pictures of books, lists of loans/holds/wish list, etc.).

1468  I like the ease of putting a hold on a book.

1469  Thank you for informing me of all your on-line services, magazines and newspapers. I will look into more in the near future.

1470  Have not been in the library since Covid began.

1471  Have more current Audiobooks available.

1472  I prefer going to the library.

1473  I access audiobooks through libby. I am not sure if this is part of the Hawaii Library System.

1474  Your ridiculous Vax Mandates against my in person use of the library are discrimination!

1475  I just used the computer to send a message to my family. Dont live in Hawaii

1476  Sometimes not able to renew from app, have to call in

1477  The eBooks have been a great resource with the library closed during quarantine etc. Just wish the selection was larger!

1478  I borrow ebooks.

1479  Ifd like to attend a public overview of what online services are available

SurveyMonkey

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12/23/2021 1:41 PM
12/23/2021 1:41 PM
12/23/2021 1:41 PM
12/23/2021 1:41 PM
12/23/2021 1:41 PM
12/23/2021 1:41 PM
1480 Only checked the services I've used  
1481 I almost never go to the library, the online/ebook system is fabulous!  
1482 I would love to attend virtual programs! I live in Seattle: am I allowed to "attend"?  
1483 I use audio books regularly. Download via overdrive to my phone.  
1484 I enjoy using Libby and the mobile app.  
1485 I've had some digital books requested for over a year  
1486 I didn't know about some of these options.  
1487 My library use overall was been stifled by the discriminatory practice instituted to exclude unvaccinated people, whose taxes continue to support the library. There needs to be a procedure developed for those with natural immunity or with religious exceptions, etc.  
1488 Searching for books and finding new ones are a bit hard. I can't just browse a topic on the App, you need to know the book info exactly to find it. The suggestions don't help when you don't know the exact author or title. Going in person is still easier. But if you do know the info the convenience is great!  
1489 Having staff's help at our branch library is faster and more efficient.  
1490 We love kaneohe library. Especially the childrens book selection for our kids!  
1491 Online Holds--Limits should be taken off (Libby); We also should be able to renew our library cards online;  
1492 I prefer personal interaction with the great library staff.  
1493 21.12.23 We'd like to see a greater turn over in - I b r a r i a n s - Give the younger generations a chance Ω /s, Santa Claus and the Mrs.  
Melé Kalikimaka  
1494 I didn't realize you could access the library on line and need to find out how to do it.  
1495 It is a huge shame that the Hawaii library system prevents unvaccinated people from entering the library!!  
1496 Unaware of LibrariesHi App and what it does. Already have my library card. Unaware of virtual programs offered. You need to do a lot of OUTREACH.  
1497 internet not available to this households. A real problem  
1498 More than disappointed that unvaccinated members of the public are not allowed in to libraries. This is discrimination.  
1499 I've find public library to be missing the whole point of why it exist. Some of the people working there are really unfriendly. If they fear of Covid, they should resign, instead of being a mask Nazi!! Truth is most people will die from obesity or other disease before covid  
1500 I find the library online services to be very straightforward and easy to use.  
1501 At this point, I'm a print-only library user.  
1502 Somehow I think it didn't work. I've gotten no feedback on my request.  
1503 I am sorry I have not used the available services but will now.  
1504 I would love to utilize the digital resources the public library has to offer, but it has many years since trying to use it as anytime I have attempted to use it, it had felt not used-friendly, overwhelming and complicated. Hopefully this system will improve.  
1505 It should be easier to switch between holds/wishlists/search and what I have currently checked out. The book symbol means two different things.  
1506 This suture has taught me features I did not know existed with the HI Library system  
1507 I'm excited to learn about the things one can do with the app!  
1508 I just use overdrive and read on my kindle
<table>
<thead>
<tr>
<th>ID</th>
<th>Text</th>
<th>Date/Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>1509</td>
<td>I am deeply offended and saddened by your draconian policy of shutting out life long users and monetary supporters of the library system for not having a vaccine</td>
<td>12/23/2021 1:37 PM</td>
</tr>
<tr>
<td>1510</td>
<td>The I nine renewal is great. Is there a new policy with auto renewal? That is so nice. I have had several occasions this year when I wasn't quite done with a book and it auto renewed for me, I was so happy!</td>
<td>12/23/2021 1:37 PM</td>
</tr>
<tr>
<td>1511</td>
<td>Libby app sucks</td>
<td>12/23/2021 1:37 PM</td>
</tr>
<tr>
<td>1512</td>
<td>Since I was refused renewal of my library card, how can I feel comfortable using any of your services?</td>
<td>12/23/2021 1:37 PM</td>
</tr>
<tr>
<td>1513</td>
<td>Paying fines and late fees online would be helpful, but the state libraries only accept cash, which is okay.</td>
<td>12/23/2021 1:37 PM</td>
</tr>
<tr>
<td>1514</td>
<td>I use OS X not windows</td>
<td>12/23/2021 1:36 PM</td>
</tr>
<tr>
<td>1515</td>
<td><a href="https://www.change.org/Petition_for_legal_suicide_in_America">https://www.change.org/Petition_for_legal_suicide_in_America</a></td>
<td>12/23/2021 1:36 PM</td>
</tr>
<tr>
<td>1516</td>
<td>NEED HIGH-SPEED INTERNET CONNECTION</td>
<td>12/23/2021 1:36 PM</td>
</tr>
<tr>
<td>1517</td>
<td>Other than putting a hold on a book and renewing materials online I have not done any of the other things, thus I have no opinion.</td>
<td>12/23/2021 1:35 PM</td>
</tr>
<tr>
<td>1518</td>
<td>NA</td>
<td>12/23/2021 1:35 PM</td>
</tr>
<tr>
<td>1519</td>
<td>Will there be a way to make online due/renewal payments?</td>
<td>12/23/2021 1:35 PM</td>
</tr>
<tr>
<td>1520</td>
<td>Just on vacation in HI each year.</td>
<td>12/23/2021 1:35 PM</td>
</tr>
<tr>
<td>1521</td>
<td>does this use of my Hawaiian Library Card with the Overdrive App?</td>
<td>12/23/2021 1:35 PM</td>
</tr>
<tr>
<td>1522</td>
<td>I didn't know about LibrariesHI App. I have been using Libby App. I just downloaded the app and will be using Libraries HI app instead. Didn't know you could check out books yourself with the app. Excited to try it!</td>
<td>12/23/2021 1:35 PM</td>
</tr>
<tr>
<td>1523</td>
<td>I'm a visitor and just borrow books</td>
<td>12/23/2021 1:34 PM</td>
</tr>
<tr>
<td>1524</td>
<td>I love the new option to skip a hold and be placed next in line. Thank you for this.</td>
<td>12/23/2021 1:34 PM</td>
</tr>
<tr>
<td>1525</td>
<td>Sometimes, the app doesn't update properly with my current account info, but that is usually a temporary issue that is sometimes fixed by closing and reopening the app.</td>
<td>12/23/2021 1:34 PM</td>
</tr>
<tr>
<td>1526</td>
<td>Love the Libby app! :)</td>
<td>12/23/2021 1:34 PM</td>
</tr>
<tr>
<td>1527</td>
<td>The app could include details such as a short description. Oftentimes two movies have the same title but no indication of their respective details on the front.</td>
<td>12/23/2021 1:34 PM</td>
</tr>
<tr>
<td>1528</td>
<td>The app is great - love it! I really like that it makes it easy to access materials from any location.</td>
<td>12/23/2021 1:34 PM</td>
</tr>
<tr>
<td>1529</td>
<td>I use Libby Ap and could not live without it. Fabulous for travel</td>
<td>12/23/2021 1:34 PM</td>
</tr>
<tr>
<td>1530</td>
<td>The online library card allowed me to search databases. However, I did not succeed in reserving any books for pickup at a branch. There seemed to be a mismatch between the services offered online.</td>
<td>12/23/2021 1:34 PM</td>
</tr>
<tr>
<td>1531</td>
<td>I was not aware there are virtual programs at the library, but I am now and will be looking into and attending!</td>
<td>12/23/2021 1:33 PM</td>
</tr>
<tr>
<td>1532</td>
<td>Waitin for a new mandate</td>
<td>12/23/2021 1:33 PM</td>
</tr>
<tr>
<td>1533</td>
<td>Stop your discriminatory exclusion of the unvaccinated in the libraries</td>
<td>12/23/2021 1:33 PM</td>
</tr>
<tr>
<td>1534</td>
<td>Can never renew online</td>
<td>12/23/2021 1:32 PM</td>
</tr>
<tr>
<td>1535</td>
<td>I cannot believe there is no ability to pay fines online. That is pretty archaic in my opinion</td>
<td>12/23/2021 1:32 PM</td>
</tr>
<tr>
<td>1536</td>
<td>I'm anxious to learn about these services and use them since I haven't been going to the library because of the pandemic and the fact that I'm a vulnerable senior.</td>
<td>12/23/2021 1:32 PM</td>
</tr>
<tr>
<td>1537</td>
<td>In Portland Oregon what is helpful is notice that book you have borrowed has people on hold. This allows you to hurry and read or return quickly when you know you can't finish book before due date. I also like their system that automatically renews on due date if book has no hold.</td>
<td>12/23/2021 1:32 PM</td>
</tr>
</tbody>
</table>
There is no limit on number of times book can be renewed. No overdue charges or charges if hold not picked up

1538 I tried to get ebooks with the app, but it always kicks me out when I attempt that.  

1539 I need to renew my library card. Can I do this online? 

1540 Often have trouble with Overdrive. Problem with downloading to non-Kindle e-reader. No problem with holds. 

1541 I’m horrified and disappointed that the library is NOT following the science and is actively discriminating against people not vaxxed for covid. Vaxxed people get and spread covid. People who have not taken it are not putting others at risk since it’s mostly vaxxed people spreading. Are you going to start discrimination against fat people? They take up more hospital beds than unvaccinated. Shame on you. 

1542 amazing services… I moved to austin tx half a year ago from HI and let me tell you.. the HI library system, especially its ordering and transfer system is way better than over here.. its hard to know what youve got til its gone.. HI library system is the best so far. ive also been to libraries in other islands.. your system was even better than my college library system in NY.. I even found it better than many bames and nobles bookstore.. the only thing unfortunate is that ive moved to tx and wish I could still enjoy the convenience you all offer.. really appreciate what you guys do.. 

1543 Libraries have been unavailable during the lockdown so couldn’t use it. In the past sometimes I would use the computers. Didn’t know I could reserve them online. 

1544 Online renewals are amazing 

1545 I do lots of historical research and use newspapers.com often. I would like to know if the library might be useful for my research on Hakalau. 

1546 The whole library on line system is difficult to read and not intuitive 

1547 The library does a great job with limited resources but definitely needs a goos and continuing flow of those resources. We are in a remote area so the need is greater on the islands. 

1548 I didn’t know if the library was open 

1549 I am impressed with how many books I can access through placing holds. Thank you! 

1550 I especially appreciate being able to place a hold on line. It is very helpful for getting books I want to read. 

1551 Online services are easy to use. 

1552 I like using the library website to check out e-books. I wish you could set your search to exclude audio books. 

1553 We are just visitors to Maui, but very much appreciate the library services and try to leave a donation for the Kheil library before we leave. Mahalo, The Boyds 

1554 eBooks and Audiobooks accessed through Overdrive (Hawaii Public Library). Many books have very long wait times (months). Please add to your selection and increase the number of copies to reduce Hold times. Mahalo! 

1555 Love that you can search the catalog and any book owned by the library system will be delivered and held at my local branch. 

1556 We should not have to have a vaccine passport to enter the public library ! NOT ACCEPTABLE to any of us!! 

1557 The online service for me is Great! I thoroughly enjoy the books when I cannot be there in person. 

1558 I like browsing for books in the library rather than online 

1559 May use my card to borrow books in the future. 

1560 Sometimes the app has glitches and doesn’t show me what books I have checked out or what books I have on hold. Also experienced the app not showing the call number when I was looking for a book in the library shelf.
1561 I wish I were more aware of the opportunities and offers available and more access to try them.
1562 I love the library app
1563 I would like to know more about virtual programs.
1564 I have not use my card yet will find out about it next year
1565 Please let us use the app (library card number) to check out books. I was told I needed the physical card even though the card number is on the app. Doesn't make sense.
1566 Love the app
1567 None
1568 Not aware of online library programs. Would probably attend if I was notified
1569 Every time I try to renew a book online, it says it's not possible. But then I get an email on the day the book is due, saying that they automatically renewed the book.
1570 Tried to place a hold on a book online. But kept encountering an error saying my id number was invalid even though I double checked to make sure it was correct.
1571 Pretty easy to reserve books online but a little slow
1572 Stop enforcing "vaccine" and "covid" discrimination mandates that are not enforceable in a court of law before you end up getting sued.
1573 I have never been successful checking out library books myself, but it isn't a big deal.
1574 Didn't know about the LibrariesHI App. I'll have to look into it!!
1575 I have a difficult time navigating the program therefore have not used it often.
1576 Personally, I would like the library to concentrate on acquiring books faster and in a larger quantity...plus making sure facilities are OPEN, quiet and safe.
1577 Staff at the Wahiawa library is not that friendly. Don't know their names but it's an older woman.
1578 The App is great but it could be even better with some small changes. A cursor would be an improvement.
1579 Good system started by Carnegie of my hometown, of Pittsburgh
1580 I did not know any of the services existed!
1581 We need Kailua to open the bookstore and to take magazines again. I'm not willing to drive to another library and I don't want to toss all this paper in the landfill. Mahalo.
1582 Unable to renew my library card online
1583 I'd like to see how many holds and How many copies there are of a book I want to place hold on
1584 I love Libby!
1585 I refuse to patronize the library because of the vaccine mandates.
1586 I'm going to go check out these services. Maybe you should have a series of YouTube tutorials? I would watch and learn that way...
1587 Sometimes when I try to renew a book, it immediately tells me I can't. It would be less disappointing if the app or website just didn't show the renew button when it isn't going to allow it.
1588 Good Customer Services, keep on the good job. Mahalo
1589 The only thing I use the library for is to accept my donated books.
1590 Takes too long for an ebook to become available
1591 Looks like there is a lot out there I did not know about. I do want to renew my library card online - how do I do that?
This is the first time I've received an email from the library, aware of services...

Did not know you can renew library card online. Will need to do that

App and website could be improved, cf. Seattle Public Library

Easy to use! Love it, super convenient

Digital library books have changed my life. Thank you!

Half the time I have tried self check out with app there has been an error --faster to just see staff if I have a lot of items to check out.

self checkout did not work on some items more than once. this defeats the purpose; i don't bother with it anymore and just take everything to the desk.

I am a voracious reader; however, I generally can afford to buy both paper and ebooks; occasionally if I am looking for something new or heard about a book that I want to read then I will look for it in the app.

The App doesn't always connect to the server, I get a lot of error messages, as do many people I've talked to about it. I don't like that the new app shows items checked out through OverDrive or Libby.

Renewing is so much easier now.

It would be really helpful to be able to pay fines through the app

Why are there 2 systems of library cards? The online one is not clear that it is NOT for checking out books. Staff were unpleasant about making a "real" card
Q15 Have you used a Chromebook at the public library?

Answered: 12,783   Skipped: 1,568

<table>
<thead>
<tr>
<th>Answer</th>
<th>Responses</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>371</td>
<td>2.90%</td>
</tr>
<tr>
<td>No</td>
<td>12,412</td>
<td>97.10%</td>
</tr>
</tbody>
</table>

TOTAL 12,783
Q16 What did you use the Chromebook to do? (Check all that apply.)

Answered: 356   Skipped: 13,995

**ANSWER CHOICES**

Connect to the Internet.

Provide testimony to the legislature.

Participate in a digital literacy class.

Total Respondents: 356

**RESPONSES**

<table>
<thead>
<tr>
<th>Choice</th>
<th>Percentage</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Connect to the Internet.</td>
<td>97.47%</td>
<td>347</td>
</tr>
<tr>
<td>Provide testimony to the legislature.</td>
<td>3.09%</td>
<td>11</td>
</tr>
<tr>
<td>Participate in a digital literacy class.</td>
<td>7.02%</td>
<td>25</td>
</tr>
</tbody>
</table>

**COMMENTS**

1. Great service
2. Use the inhouse printers
3. Paperwork
4. Years ago before covid when I came to the library a lot
5. Used my own Chromebook, I did not know they had them available for use as my main library is not open for browsing etc.
6. Excellent connection and fast response.
7. A few years ago, the library had these small laptops on loan for 3 weeks you could take home, unfortunately they stopped this program...they were handy for late evening use at home. The screen size was bigger than my phone!
8. Check the library catalogue.
9. I dont know what a Chromebook is. I see now i never used one
10. We need a wider access to online devices (with cheaper page costs!) and with less wait-time for access.
11. Download Libby audiobooks
12. I called that I would be late due to down trees in the road, after Hurricane. I was told that I would lose my time slot!
13. I’d like to know more about digital literacy classes
Homework and checking email  
12/23/2021 1:21 AM

Thank You  
12/24/2021 12:13 AM

Do you mean My Chromebook?  
12/24/2021 10:55 PM

Read books from Hawaii State Library on my computer. I’m most sure if this is Chromebook.  
12/23/2021 7:49 PM

PRINT DOCUMENTS  
12/23/2021 7:47 PM

I did this once since the space was so lovely upstairs on the 2nd floor at the Kapolei library with all the sunlight coming through the glass windows. I just wanted to see how it worked. normally I would sit at a library computer I’ve never NOT been able to get a computer spot when I wanted one - And this is without reserving it.  
12/23/2021 5:40 PM

To use Microsoft Word to type reports  
12/23/2021 4:57 PM

Had to ask librarian how to access internet when first logging on. Printed instructions posted would be nice  
12/23/2021 3:35 PM

I did not specifically use a Chromebook, but an earlier laptop version.  
12/23/2021 3:30 PM

My children do their homework work at the library on chromebooks after school. WE LOOK FORWARD TO THE LIBRARY REOPENING ON WEDNESDAYS BECAUSE ITS A USUALLY A HEAVY HOMEWORK DAY.  
12/23/2021 3:29 PM

Provided AARP tax services.  
12/23/2021 3:26 PM

I used it for a virtual interview.  
12/23/2021 3:25 PM

lesson plan and grade student work  
12/23/2021 2:43 PM

Don't like my password is saved and I can't delete it myself  
12/23/2021 2:06 PM

To checkout items for patrons when our power went out.  
12/23/2021 1:48 PM

NEED HIGH-SPEED INTERNET CONNECTION  
12/23/2021 1:37 PM

Google  
12/23/2021 1:35 PM

However, I only used it to help patrons get familiar on how to work it. Working in the library, I never need to use one for personal use.  
12/14/2021 3:28 PM

Attend training sessions  
12/13/2021 4:58 PM

It's awkward  
12/11/2021 3:15 PM
Q17 In the next five years, what do you believe the library should be the place for? (Select up to five):

Answered: 12,550    Skipped: 1,801

Accessing educational... 80%
Learning and using new... 40%
Connecting to healthcare... 30%
Using devices like tablets... 30%
Connecting my own device... 40%
Quiet studying and reading 70%
Gathering and connecting with technology 40%
Connecting with technology... 60%
Reading physical book... 70%
Reading digital book... 50%
Learning early literacy skills... 50%
Learning digital... 50%
Other (please specify) 0%
Hawaii State Public Library System Patron Survey (11/29/21-1/2/22)

ANSWER CHOICES

<table>
<thead>
<tr>
<th>Choice</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accessing educational resource for keiki to kupuna</td>
<td>77.20%</td>
</tr>
<tr>
<td>Learning and using new technology (e.g. virtual reality, esports)</td>
<td>40.92%</td>
</tr>
<tr>
<td>Connecting to healthcare providers via telehealth</td>
<td>19.61%</td>
</tr>
<tr>
<td>Using devices like tablets, laptops and computers</td>
<td>37.26%</td>
</tr>
<tr>
<td>Connecting my own device (e.g. smartphone, tablet, laptop) to high speed internet</td>
<td>37.19%</td>
</tr>
<tr>
<td>Quiet studying and reading</td>
<td>72.04%</td>
</tr>
<tr>
<td>Gathering and connecting with the community</td>
<td>45.64%</td>
</tr>
<tr>
<td>Connecting with technology and community programs in library outdoor spaces</td>
<td>31.17%</td>
</tr>
<tr>
<td>Reading physical books and magazines</td>
<td>72.95%</td>
</tr>
<tr>
<td>Reading digital books and magazines</td>
<td>46.04%</td>
</tr>
<tr>
<td>Learning early literacy skills programming for keiki</td>
<td>46.28%</td>
</tr>
<tr>
<td>Learning digital literacy skills</td>
<td>43.13%</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>8.96%</td>
</tr>
</tbody>
</table>

Total Respondents: 12,550

# OTHER (PLEASE SPECIFY)

<table>
<thead>
<tr>
<th>Number</th>
<th>Comment</th>
<th>DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Classes on how to use all the resources listed above in person and zoom</td>
<td>1/1/2022 9:20 PM</td>
</tr>
<tr>
<td>2</td>
<td>Reading more foreign language materials (magazines and books), such as Japanese.</td>
<td>1/1/2022 7:54 PM</td>
</tr>
<tr>
<td>3</td>
<td>If resources and volunteers are available, the library is the place where people could meet and share their knowledge and skills, thereby, enhancing their communities.</td>
<td>1/1/2022 5:56 PM</td>
</tr>
<tr>
<td>4</td>
<td>Language learning community groups, even if online right now. Local connections matter!</td>
<td>1/1/2022 4:11 PM</td>
</tr>
<tr>
<td>5</td>
<td>all of the above!</td>
<td>1/1/2022 11:06 AM</td>
</tr>
<tr>
<td>6</td>
<td>Hawaii libraries should allow unvaccinated people. Food was never allowed so I’m confused as to why one would need to be Covid vaxxed to check out books.</td>
<td>12/31/2021 11:04 PM</td>
</tr>
<tr>
<td>7</td>
<td>1.) Borrowing inexpensively entertainment/educational DVDs and CDs. To view many of the better t.v. series and films, it takes multiple subscriptions to streaming services. Even PBS programming is not available on demand. 2.) Occasional performances, lectures, demos (post-pandemic)</td>
<td>12/31/2021 9:16 PM</td>
</tr>
<tr>
<td>8</td>
<td>Online workshops or meetings; also, is there such a thing as online DVDs or streaming movies from library?</td>
<td>12/31/2021 7:17 PM</td>
</tr>
<tr>
<td>9</td>
<td>Improve ambiance: improved lighting, comfortable seating, welcoming atmosphere -staff seems unwelcoming which leads me to believe managers are poor.</td>
<td>12/31/2021 6:32 PM</td>
</tr>
<tr>
<td>10</td>
<td>Helping people find information they need, regardless of the media.</td>
<td>12/31/2021 5:18 PM</td>
</tr>
<tr>
<td>11</td>
<td>Access to audio (music) and video (film) collections is also important</td>
<td>12/31/2021 4:43 PM</td>
</tr>
<tr>
<td>12</td>
<td>We love to music you have at times!</td>
<td>12/31/2021 12:31 PM</td>
</tr>
<tr>
<td>13</td>
<td>Community used bookstores (the one at Hawaii Kai library is AMAZING and such a great resource)</td>
<td>12/31/2021 3:42 AM</td>
</tr>
<tr>
<td>14</td>
<td>being a “senior”, i only use the library to find books.</td>
<td>12/30/2021 10:56 PM</td>
</tr>
<tr>
<td>15</td>
<td>quiet tutoring</td>
<td>12/30/2021 10:41 PM</td>
</tr>
<tr>
<td></td>
<td>16</td>
<td>Having free access to that dna genealogy website was nice and to be able to watch free movies.</td>
</tr>
<tr>
<td>---</td>
<td>----</td>
<td>---------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td></td>
<td>17</td>
<td>Love your digital library of movies and documentaries</td>
</tr>
<tr>
<td></td>
<td>18</td>
<td>English as a second language tutors, or homework helpers.</td>
</tr>
<tr>
<td></td>
<td>19</td>
<td>ALL of the things listed are important Library functions!!!</td>
</tr>
<tr>
<td></td>
<td>20</td>
<td>applying/renew passports/visas</td>
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<td></td>
<td>21</td>
<td>Passport and Government Paperwork connections</td>
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<tr>
<td></td>
<td>22</td>
<td>cultural programs like language and Hawaiian Life ways</td>
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<tr>
<td></td>
<td>23</td>
<td>Learning languages from multiple countries</td>
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<tr>
<td></td>
<td>24</td>
<td>Audio books</td>
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<td></td>
<td>25</td>
<td>More online mystery, craft, cookbooks.</td>
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<td></td>
<td>26</td>
<td>online free courses</td>
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<td>27</td>
<td>Ensure security when accessing banks, credit union or any log on access.</td>
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<td></td>
<td>28</td>
<td>genealogy resources</td>
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<td>29</td>
<td>local seed exchange</td>
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<td></td>
<td>30</td>
<td>Would've checked more, but not with Covid spreading so much. After the pandemic that would be different, but it seems to me that proposing or implementing much of this at present is risky, foolhardy and in direct denial of an opposition to the health snd wellbeing of this island's people. I'm sure many might want these things now, but it is out of a dangerous lack of in-depth knowledge of current, ongoing pandemic realities.</td>
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<td></td>
<td>31</td>
<td>Real Estate, not that kind, but like a Zen Place to just read or find something without distractions or disturbance.</td>
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<td></td>
<td>32</td>
<td>assistance with applying for services like housing, SNAP, Quest, addiction treatment, etc.</td>
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<td>33</td>
<td>In person classes and workshops</td>
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<td></td>
<td>34</td>
<td>having access to rare and out of print material</td>
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<td></td>
<td>35</td>
<td>I am retired, but see great benefits with all the above, and really enjoy the great DVDs available.</td>
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<td></td>
<td>36</td>
<td>I think all of these are the library's place!</td>
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<td></td>
<td>37</td>
<td>nothing I've moved</td>
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<tr>
<td></td>
<td>38</td>
<td>learning skills im technologies, crops, plants, meds, home improvement, physical fitness, forensics and more</td>
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<td></td>
<td>39</td>
<td>I don't want sick people at the library , even to call their doctor</td>
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<td></td>
<td>40</td>
<td>Subscribe to hoopla and allow access for all library card holders.</td>
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<tr>
<td></td>
<td>41</td>
<td>Audiobooks</td>
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<td></td>
<td>42</td>
<td>Voting and citizenship activities</td>
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<td></td>
<td>43</td>
<td>Accessing the incredible personal research skills and informative advice of actual human librarians!</td>
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<td></td>
<td>44</td>
<td>open longer in person hours</td>
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<td></td>
<td>45</td>
<td>Community Educational Family Events</td>
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<td></td>
<td>46</td>
<td>A place for learning (access physical and digital resources, social gathering (board games, etc) and community events, a safe place to go)</td>
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<tr>
<td></td>
<td>47</td>
<td>I love my bookmobile. I live in a senior facility and so enjoy the access and easy communication</td>
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</tbody>
</table>

SurveyMonkey

12/30/2021 10:00 PM
12/30/2021 8:47 PM
12/30/2021 8:37 PM
12/30/2021 8:35 PM
12/30/2021 5:57 PM
12/30/2021 4:36 PM
12/30/2021 3:27 PM
12/30/2021 3:06 PM
12/30/2021 2:34 PM
12/30/2021 2:04 PM
12/30/2021 2:04 PM
12/30/2021 1:22 PM
12/30/2021 1:16 PM
12/30/2021 9:37 AM
12/30/2021 8:32 AM
12/30/2021 2:23 AM
12/30/2021 1:36 AM
12/30/2021 12:52 AM
12/30/2021 10:30 PM
12/29/2021 9:40 PM
12/29/2021 8:21 PM
12/29/2021 7:50 PM
12/29/2021 7:11 PM
12/29/2021 6:54 PM
12/29/2021 6:54 PM
12/29/2021 5:45 PM
12/29/2021 5:30 PM
12/29/2021 3:44 PM
12/29/2021 3:29 PM
12/29/2021 3:11 PM
12/29/2021 2:51 PM
12/29/2021 2:29 PM
Learning languages.

Can't go in library because I am not vaccinated

As a Kapuna, we need free lessons on use of current technology

Audio books, more titles

Book drives or a way for the community to donate their books instead of disposing them in the trash. Maybe every other month a book sale.

Access to broad range of services and educational programming impacting low-income families and homeless community members

MONEY THAT'S ALL YOU NEED

Learning new skills

Coffee and smoothie shops

The library is a great place to connect young families with the resources they need, especially because of their locations. Programs like read-aloud time for keiki are so great for our communities. These can also be a space and time for partnering with different programs that offer services to young families, helping people make connections, and also some parent education. Rather than limiting the idea of paper-based to digital literacy, I think it would be important to see the library as a place of connection through all the literacies.

Social community gatherings/get togethers for talks or other events.

Just going to let kids find and check out the books they like.

Not discriminate people without vaccine.

book sales

The main library downtown would be a great place to browse and borrow books. But parking is so limited.

Why bother going to a library if the services are offered online. Any of the listed services, unless more value is added, really means nothing.

Tool and musical instrument checkout

Digitize non-circulating resources to make them more accessible especially from pacific hawaiian section.

A community/government place where you do not discriminate based on vaccination status

For Hawaii residents & short term visitors

The library has a tough job but in today's age providing connectivity to everyone in the community offers all people the ability to learn and find community to empower themselves.

Offer more teen and Kupuna programs

Open on Sunday and lower fines for keiki and kupuna. Sunday is an important day for finishing homework and school projects. Lower fines and an amnesty day for overdue books promotes more people to use the library. I feel the library should augment the community and be a resource for those in need. Hawaii's library system feels punitive compared to other states. It is a source for education and life long literacy.

Great place for cultural events. Would love to see rotating artwork displayed. I missed the self service art area like they had in the Ewa Beach Community School Library. It was a great place to start crafting projects and a convenient way to purchase large sheets of colored paper (for banners)

Seriously, all of the above

I don't think the library should become like a school or a Best Buy show floor, but definitely a source for information and exposure to the means of obtaining and discerning information even outside the library building has always been the library's mission. I love the physical buildings, but maybe over the next several years the library system would become more mobile? (I remember as a kid, my biggest hurdle with the library was getting to one.)
There are many adults and kids without access to computers. Before covid, they went to the library.

A place for youth to come and create things, i.e., music, production, video production, etc.

Wish DOE would provide new technology classes evenings/vacation time for adults and children, by Zoom perhaps?

Community outreach programs: seed/plant exchange, food share...etc.

We have to get kids help with reading, learning, homework support - lots of catch up for lost time. Also young parents need to know now important it is to read to keiki. I read to my kids from the day they were born. no kidding.

I need to find more about these areas. They sound great!

Conducting/accessing research

All of the above.

digital access to books and learning tools but also keep the physical books and magazines for people to physically visit the library. Let people enjoy being at the library and be able to select hard copies of books and magazines.

These five...and a number of the others! So much potential in our libraries.

I would like to see a program to help school age children to learn how to read. Volunteers could be vetted and children instructed about the rules. I was a casa volunteer for many years and could not get any help for these kids. Library is the perfect venue and should be the heart of the community.

Borrow movies and cds online

Other and traditional uses should continue, but budgets may need to increase for library resources

Years ago, the library collaborated with Manoa Valley Theater etc. and did live performances of works like Little Red Riding Hood, etc. I loved them! I think groups that meet at the library are fantastic including book clubs, these performances, and access for everyone to the amazing works that exist there. I would definitely participate in group-related events at the library. It's a way of learning new things, connecting with the community and supporting the library as an absolutely essential part of life. This could also include hobbies like sewing, quilting, photography etc. that focus on the resources available at the library while connecting with like-minded people. If any of this is feasible, PLEASE make some of them available after 5:00 pm. I work full time and often miss out due to my full time work schedule. Thank you!

Libraries are sanctuaries for many people they offer a quiet space and materials to read and a way to research many things. they are an essential community resource and I am very grateful for them. Mahalo

We don't live on Oahu anymore

Hawaii State Library needs to participate with Kanopy

Learning how to wade through online information services but to learn/know the difference between factual information vs. "made up" facts, i.e., someway of checking out facts

Continue Book fairs

Accessing the libraries Hawaiian CD music collection, as well as, music CDs of POP, Country, R&B, Jazz, etc.

Ability to copy and print part of info in digital books and magazines.

N/a

GET RID OF LIBRARY FINES ... shame on Hawaii Public Libraries for still using this draconian tactic!

Learn a new language

Public Libraries are so essential to community education and should never be closed. When I
pay late fees I am proud to pay because it’s my favorite charity:

99 Audio books
12/28/2021 10:14 AM

100 Technology center from AI to Virtual reality
12/28/2021 8:06 AM

101 Cultural educational presentations
12/28/2021 6:36 AM

102 provide a separate room for group study sessions; maybe even provide a drawing board (erasable)
12/28/2021 5:53 AM

103 Learning how to use Zoom, Flipgrid, Discord and other online audio-visual and distance education tools
12/28/2021 5:05 AM

104 Science based activities like scientific illustratiob
12/28/2021 5:00 AM

105 THE DIGITAL LIBRARY WILL BE THE END OF TRUSTED INFORMATION. Keep the libraries open always!!! gulags and social censorship is real and our freedoms are at stake.
12/28/2021 3:40 AM

106 Gathering for the community
12/28/2021 3:04 AM

107 Computer progarming.
12/28/2021 2:13 AM

108 ?
12/28/2021 2:04 AM

109 Idk what you want me to do with this question
12/28/2021 2:02 AM

110 Unfortunately none of the above. I grew up living at the kihei library, it was pretty much my mom's form of babysitting while she worked three jobs. Now I can't go there because of this mandate and I can't be vaccinated because I have adverse reactions to vaccines. Not your guys fault but it's a shame and I know I'm not alone in this.
12/28/2021 1:56 AM

111 besides digital literacy skills, would love to have other skills taught in classes (in person language classes, arts and crafts courses, etc) or even job fairs. I absolutely loved the book sales, hoping to have those come back soon
12/28/2021 1:54 AM

112 Our community wants to discriminate
12/28/2021 1:45 AM

113 Use other services such as References and photocopy
12/28/2021 1:35 AM

114 Please stay open for us to come there and read and study and learn
12/28/2021 1:33 AM

115 All of the above
12/28/2021 1:18 AM

116 giving homeless access to all of the above
12/28/2021 1:00 AM

117 None of these bc everything can be done at home if you have a computer and wifi
12/28/2021 12:43 AM

118 Displaying/providing recent books as they get published
12/28/2021 12:16 AM

119 These are all good things. The library needs to clean up its act and remove books depicting illustrated sex acts. The library is not, nor should it be, a source for pornography and that is what books such as “This Book is Gay” are.
12/28/2021 12:05 AM

120 All of the above
12/27/2021 11:59 PM

121 community information center -- somewhat different than the above “gathering and connecting with the community” choice
12/27/2021 11:34 PM

122 A place for everyone not just vaccinated super spreaders.
12/27/2021 11:34 PM

123 Allow people without vaccinations access to information and education
12/27/2021 11:22 PM

124 the library should be all of these things because different people have different needs. I like to browse through the books, check some out, and read.
12/27/2021 11:20 PM

125 Summer reading programs for the keiki as well as book clubs and incentive programs…our keiki should know the immense value books hold!
12/27/2021 11:08 PM

126 Love having access to DVDs and CDs.
12/27/2021 10:55 PM

127 It would be nice to end the vacation mandates to allow the unvaccinated to use the Library, this is so Discriminatory towards the unvaccinated, when the vaccinated people are spreading
the Covid virus as much if not more than the unvaccinated. The unvaccinated should not be punished for their choice and not being vaccinated.

Meeting places for book clubs, literary groups, writing workshops. 12/27/2021 10:32 PM

Teaching critical thinking skills and opening minds to the true meaning of words and how they are used to mind control everybody. 12/27/2021 10:14 PM

Come to the library like back in the old days to browse the books or use the computer 12/27/2021 10:00 PM

pleasure 12/27/2021 9:56 PM

All of the above 12/27/2021 9:49 PM

After school homework to complete with friends 12/27/2021 9:46 PM

All of the items listed above are appropriate uses of the library. 12/27/2021 9:44 PM

Online payment for fees 12/27/2021 9:42 PM

Depends who will be in control of libraries … 12/27/2021 9:29 PM

Meetings for Book Club 12/27/2021 9:23 PM

browsing materials (books, films, audio); receiving help from librarians; 12/27/2021 9:21 PM

Keiki read aloud story times and workshops 12/27/2021 9:19 PM

Providing streaming service for cultural and educational multimedia. 12/27/2021 9:12 PM

teaching computer literacy 12/27/2021 8:59 PM

The library is magical 12/27/2021 8:40 PM

Allow kupuna to attend grandchildren's remote university concerts/events 12/27/2021 8:33 PM

pre-school focus groups (like the keiki music program that was at Kahuku library) 12/27/2021 8:33 PM

It should still be a place to borrow printed materials! 12/27/2021 8:31 PM

Space available for workshops, trainings, fun community events. We came to a game day and loved it! We love the library! 12/27/2021 8:17 PM

I dont agree with the covid pass that is in place 12/27/2021 8:11 PM

Fine Arts 12/27/2021 8:10 PM

just stay here physically please with real books and keep the inter library loan system! 12/27/2021 8:09 PM

Idk 12/27/2021 8:03 PM

Place to check out movies and music cds 12/27/2021 8:03 PM

Hosting Tabletop and/or Board-games. Many of these involve many rule and lore books. 12/27/2021 7:58 PM

Open library to all humans DROP COVID mandates!! 12/27/2021 7:57 PM

Access for underserved communities 12/27/2021 7:45 PM

A makers space, a place for groups to meet like chess clubs or Toastmasters clubs. 12/27/2021 7:17 PM

Pāhoa needs a library which has parking, and more space. What happened to the funding for this? Residents shouldn't need to park in a shared space with the school. 12/27/2021 7:12 PM

not sure anymore 12/27/2021 7:11 PM

self-service checkout 12/27/2021 6:57 PM

Being able to browse the shelves and check out books to take home. 12/27/2021 6:56 PM

Borrowing and returning books and other items that are offered. 12/27/2021 6:52 PM

Reading both digital and physical books and magazines 12/27/2021 6:24 PM

Obviously, the Public Libraries need to cater to 'the times' so young people will utilize the services throughout their lifetime. Community Activites, storytellers, musicians, learning labs 12/27/2021 6:19 PM
and round-table discussions bringing people in touch with people again.

163 A place that allows for inclusion regardless of vaccination status.  12/27/2021 6:18 PM
164 All of the above including resources to outside learning programs  12/27/2021 6:14 PM
165 yes to all of the above  12/27/2021 6:09 PM
166 I like all of the above. They don't all suit or are needed by me but all of it is for someone. Yes, do it all.  12/27/2021 6:05 PM
167 All of the above, esp, reinforcing the internet connectivity for community use for educational/technology outreach  12/27/2021 6:02 PM
168 Book clubs  12/27/2021 5:56 PM
169 I don't know  12/27/2021 5:50 PM
170 Borrowing videos and music CD's. Access to digital periodicals (magazines and news papers).  12/27/2021 5:37 PM
171 A welcoming place where anyone can access without discrimination.  12/27/2021 5:31 PM
172 It should still be available to all. Vax and Unvax children should be able to use this facility.  12/27/2021 5:20 PM
173 Reading by author or guest reader for children. Like a childrens hour on special days. Christmas, Easter etc.  12/27/2021 5:20 PM
174 thank you for recognizing the importance of libraries in our communities and working to improve the existing system. MAHALO  12/27/2021 5:19 PM
175 Ebook borrowing to personal Kindle device  12/27/2021 5:15 PM
176 Have equal access to all people.  12/27/2021 5:08 PM
177 using audiobook holdings with access to other library systems  12/27/2021 5:07 PM
178 Audiobooks  12/27/2021 5:07 PM
179 dvd rentals  12/27/2021 5:04 PM
180 The Des Moines Public Library offers free kitchen pans to use and return.  12/27/2021 4:58 PM
181 Kupuna classes on computer programs  12/27/2021 4:52 PM
182 Serve ALL of Hawai'i  12/27/2021 4:50 PM
183 Being a deeply detailed research resource for local history and making that resource accessible via online.  12/27/2021 4:45 PM
184 I was used the audio book loan everyday and live it! I did not see it mentioned but maybe I overlooked it. This is what I valued the most during the pandemic. Wish we could get email reminders about what the library offers virtually bc then I would use it more.  12/27/2021 4:43 PM
185 All of the above. PLEASE ALSO re-open the library to people who cannot be Covid-19 vaccinated due to medical exemptions.  12/27/2021 4:42 PM
186 Become a place for after school care for those kids that can to their homework quietly.  12/27/2021 4:41 PM
187 Enjoying the library with my grandchildren  12/27/2021 4:39 PM
188 Book talks by local authors and illustrators (for keiki)  12/27/2021 4:37 PM
189 I would like to see the library sponsor simple computer/technology classes (especially for seniors/non computer literate persons) so that we can take advantage of all these resources. It is a bit daunting to try to navigate things by yourself.  12/27/2021 4:36 PM
190 Learning to play an instrument. Checking our games, puzzles, pictures to hang, Learning to sew and to garden, and any other life skill.  12/27/2021 4:25 PM
191 Cant even think the library should be around when you medically discriminate. You allow sex offenders in the library.. How about welcoming to ALL?  12/27/2021 4:25 PM
192 Have the library a vocal point to further knowledge about Hawaii and the local people..ie meetings to the public with speakers, etc charge a fee for income to the Library  12/27/2021 4:23 PM
browsing to see what's available
Childrens programs
Not segregating people by injection status
Access to canopy
more audio book availability
I have selected more than 5, actually just about everything.
Meeting community needs, as possible.
all of the above
Extended library hours, seven days a week, or even 24 hours would be so nice.
Lift your mandates and be fair and humane.
Being able to borrow or access physical books, since I prefer physical books to digital ones.
Offering a physical space for taking certification exams
Allowing to access a library normally without a requirement of a covid test or vaccination like before
Lots of these things sound valuable but I don't know about the needs of others so I've only selected what's relevant to me
A place where the public can paid to use technology like 3D printers.
should probably take me off line. Trump and republicans have left a bad taste in my mouth, likely won't be back
The library's should be way more friendly and catering to keiki. Take notes from libraries in other cities. Kids should be free to explore and play so the experience is joyful not meant to stay quite and still. More interaction and play with reading.
Open 24 hrs for YA to have a safe space at night to hang out
A research department that helps students learn researching skills and note taking
Urge City Council to fund a public restroom system because homeless people still have to use the restroom like the rest of us.
Peace and quiet time
Community building literacy programs ( I know that's combining two but it's important to )
Borrowing computer games like Xbox and PS5 games.
N
All of the above. I love our library.
Before my keiki were old enough for school we enjoyed story mornings at the library.
Modernize the libraries please. They smell like 1970, and most are not appealing nor aesthetically pleasing spaces, unfortunately.
Financial literacy for all ages
Make sure you accommodate those of us that are disabled
I am a summer visitor with a 5-yr. card. The Lihue Library is my all time favorite library of all the libraries I know. I borrow 25- 30 books when we visit Kauai. I use the audio and ebook loans year round. Mahalo!!!
We'd love if in person classes and workshops resumed for kids and families.
LEARNING THE PROPER WAY TO TELL THE STATE OF HAWAII TO GET STUFFED FOR LYING TO THE PEOPLE ABOUT CV ... ITS THE FRICKIN FLU! NUREMBERG 2.0!
Allowing all community members in regardless of vaccine status
226 Please enjoy your holidays with God's blessings; keep up great work
227 Providing physical entry to all people to enjoy access to all services regardless of vaccination status. End the discrimination.
228 My pre-COVID daily visits during work breaks were always "tempered" by visitors (inside and out) who I'm almost certain weren't there to use the library as it was intended. The couple of regulars who slept at the tables with books they were "reading" stacked next to them (so they wouldn't be kicked out?) made me feel uncomfortable. I don't think I'll be back for a while. The "respite" I used to find at the library is no longer there, and I think I can find most of what I want online these days.
229 Accessibility Awareness
230 I'm interested in investigating library increasing healthcare assess by "connecting to healthcare providers via telehealth" options and have been a telehealth provider for years.
231 Plenty of large type books
232 Having printer access
233 Teaching basic Hawaiian language skills
234 COVID is forcing libraries to reduce hours which appears to force patrons to exclusively digital services. A "brick and mortar" library is critical to the "community image" of libraries. I refer to Andrew Carnegie establishing libraries throughout the U.S. I fear that a total conversion to digital libraries will lose the "reality" of the need for "live librarians" to serve the small communities. Further digital services are not fully secure with certainty as the applications and terminals have no guarantee of privacy protection for all the services being considered. Privacy and security are critical. Mahalo
235 Use of the computers/printers
236 All of these are vitally important resources for the community. Cannot say only five that matter.
237 There are too many homeless or mentally unstable people that enter the library. This deters me from feeling clean or safe in there, other than the main lobby.
238 The library should be a place to find any information a person might need, it should serve as the connection between people who need them and the resources available. I think the local library could do more to act as that bridge and to help people know what they can get help with there.
239 Learning literacy skills for anyone who needs it. And while it's nice to connect via programs outside of the library, what's wrong with meeting inside as well?
240 All these items are important keep it up... we need you
241 Genealogy
242 not currently in Hawaii
243 Offer college courses
244 Allowing burg vaccinated and unvaccinated people to use the library, not discriminating against unvaccinated children to use library!
245 Access to online books etc.
246 To be used by everyone
247 All of these seem important and desirable!!
248 DVDs
249 The location of the library should be relocated closer to the people that live in Lahaina & not in the middle of a overpopulated tourist area. Not conducive or convenient to the audience they should be catering to!
250 providing links to early reader books that are adult oriented for adults with ID/DD.
251 Interlibrary loans. I would like more information about access to university collections here and
on the mainland. New academic books or those advertised in the TLS (London Times Literary Supplement) are not available. I am not affiliated with the University of Hawaii; it's not easy to access their collection. books

252 Accessing audio digital books, accessing movie downloads 12/26/2021 8:15 PM

253 interacting with the arts 12/26/2021 8:05 PM

254 In person, one-on-one, adult literacy programs (18 yrs and older) using library digital tools as appropriate: like the now defunct CALC 12/26/2021 7:38 PM

255 audiobooks!!!!!! 12/26/2021 6:54 PM

256 cultural gathering place 12/26/2021 6:42 PM

257 Green buildings ie: solar, low carbon, more handicapped parking, healthy budgets, actually all the above are worthy goals 12/26/2021 6:37 PM

258 It would be wonderful to reinstate the summer reading program for especially children where they can actually go to the library to get their little prizes. My children loved being able to choose their prizes and it made summer reading a lot of fun for them. 12/26/2021 6:13 PM

259 Please assure the public that Hawaii's libraries will never ever be privatized by big companies that are trying to monopolize libraries across the country - this must be stopped. please see & listen to this article: https://fair.org/home/a-for-profit-company-is-trying-to-privatize-as-many-public-libraries-as-they-can/ 12/26/2021 5:42 PM

260 Loved reading to my daughter at Lahaina Library. The big chair and keiki area is wonderful. Its a fine balance between noise and reading aloud for the use of a Library. A few programs for reading and learning, but I prefer a more traditional library quiet space. 12/26/2021 5:35 PM

261 Anything to do with learning and research 12/26/2021 5:18 PM

262 Opportunity for all ages to have access to reliable information 12/26/2021 5:15 PM

263 Although most people have their own smart devices at home, there are still families with disadvantages and the library is a great tool for these groups. The library is important. 12/26/2021 4:49 PM

264 More activities/events for keiki 12/26/2021 4:15 PM

265 Teaching adults, especially seniors, how to use the new technologies 12/26/2021 4:14 PM

266 public health support access (e.g. distribution of free at-home COVID tests) 12/26/2021 4:09 PM

267 we visit Kauai each year, and we love to place books and movies on hold before we go so we are able to read/watch materials during our visit. We appreciate having this servie available. 12/26/2021 2:10 PM

268 Fact checking, how to verify accurate digital information online and on a cell phone 12/26/2021 1:44 PM

269 Workshops 12/26/2021 1:14 PM

270 Browsing book shelves. 12/26/2021 1:06 PM

271 online banking 12/26/2021 12:23 PM

272 No illegal mask and vaccine mandates 12/26/2021 11:46 AM

273 Technology access, 3d printers, computer programming 12/26/2021 11:44 AM

274 As a long time patron of the Kihei Hawaii State Public Library I deeply appreciate the availability and resourcefulness that you provide with your services. Not only have you helped a wide span of generations of Keiki further their education where it might be otherwise lacking due to for example the Covid-19 virus, but you have also built a strong community where several people can come together and share ideas and learn. I personally loved the times when you had a special guest come to sing and read with several children of the Kamaina. Once again, thank you for all that you do. Special Mahalo to all the staff that spend their time to make a powerful difference! P.S. Please say hi to John’s mom for me - The Jonas Family 12/26/2021 10:58 AM

275 Very often the rotating displays are marvelous for the community to learn from or identify w/ such as the famous people who were foster kids or Pearl Harbor Day, etc. 12/26/2021 10:05 AM

276 Create a hybred library/coffeshop, offering both paper and digital information and drinks. High speed Internet is a must 12/26/2021 9:39 AM
277 Tutoring for writing, math and other subjects
278 Meetings
279 A place to develop a love for social programmes which actively work to improve our community and family lives.
280 borrowing digital films, movies, cds
281 No place to provide other comments like: Are there FOL membership and volunteer opportunities? What is being done to keep patrons safe during COVID?
282 as a source for books, magazines, ebooks, music, and movies
283 Guess I’m asking for a lot here, but I really value libraries!
284 Providing unbiased factual news local up to international. Be a place the community can trust for facts. There is a need.
285 open the main library on king street
286 Checking out movies to play at home.
287 Reading both physical and digital books and magazines
288 possible gateway for some governmental services, particularly for those in rural areas, low income, or elderly populations, where they might not have access to state or county offices.
289 Borrowing audiobooks
290 Host weekly book-swap-meet, with, or without, a limited farmer's market!
291 All the above
292 None of the above. The public library system should be accessed exclusively online, the facilities should go to the state and used as medical or other needed services that need a physical location.
293 Add more copies of popular audio books.
294 book tours
295 On line courses thru the library system
296 obtaining a GED at any age, help to apply for social security and legal aid and DHS services
297 Libraries cost too much to operate. Should close some. Make everything online.
298 Please Reinstall keiki storytelling. It's an superior influence in improving our society's literacy!!
299 Getting referrals or recommendations from library employees on books, authors, DVDs based on my interests.
300 a place to support those who do not have other access to services like Telehealth etc (so not for ALL but targeted to those who need the service due to lack of other resources)
301 Borrowing tools or specialized electronics such as troubleshooting tools, use 3D printer, use computer controlled cutter, use/borrow magnifying glass, borrow Zoom camera, borrow telescope, borrow portrait camera, genetic sequencing equipment, borrow microscope, borrow/use industrial sewing machine, borrow drill press, borrow jewelry making tools such as mandrel and anvil, use high definition scanner with feeder for 4"x3" to 11"x18", use high definition oversize scanner
302 Legitimate community meetings held in the conference room when the library is closed.
303 Learning about the local history of the community where the library is located.
304 lockers and showers for unhoused people
305 more programs inside library involving Hawaiian culture; authors who live in Hawaii and discuss their books; continued involvement with the Kilauea Point Natural Wildlife Refuge, and others; storytime for keiki.
306 More educational resources for adults. Guest speakers on variety of topics and would want to see alerts or invites on new program/learning info.
307 Literacy for adults
308 Hopefully a place where us un-vaxed can access.
309 A place where groups if people can watch a movie together
310 Use as gathering place for the local residents.
311 Quiet studying & reading, reading physical books & magazines (can’t choose just 5!) 
312 Increase the hours you are open
313 I would use the library for obtaining books.
314 Friendlier staff! Why are the staff so grouchy&rude?not a homeless hangout(Waikiki/kaimuki branches)decent areas to sit and read! but mainly get rid of rude staff at all branches!!! My kids got turned off from the library because staff look so mad and unapproachable!!!! they seem to hate their job and feel we are bothering them!!!
315 Private room for people studying to use
316 Every one of these is a critical function for our communities.
317 Access to a computer is important
318 Storytime for children, activities to encourage children and teenagers to read and discuss books.
319 It would be great to have an area where Keiki could work on group projects as teams for “rented out” rooms with access to simple items (staples, whole puncher, lamination etc.
320 More audio books
321 Be a quiet place.
322 I will be making some changes in the coming year.
323 I wish the library was able to offer classes for kids during breaks. Similar to say, like the YMCA or the discovery kids program. Also, technology needs to be updated.
324 Thank you
325 Access to a physical printer.
326 Community outreach/reading advocacy
327 I really like that awesome ideas presented here. This points to an exciting role that libraries will play going forward.
328 N
329 Fix the search of books so you can search filter the author’s collection by date released
330 Story time
331 I don’t know
332 All of the above, really
333 It is a tough thing to balance, but physical books AND digital books are both important to different parts of our community. The poor don’t have access to technology and the library is a critical resource for them. Thank you for all you do.
334 To use for job interview
335 reading stories to kids and teaching them real history. Help out homeschooling community!
336 learning using online technology like zoom
337 being able to rent classic and new films from countries other than china and korea (hilo library)
Hawaii State Public Library System Patron Survey (11/29/21-1/2/22)

338 No comments
339 Traditional library resources, borrowing books, accessing current events, learning, studying, etc...
340 borrow DVDs
341 I really have been enjoying the "overdrive" and "kanopy" applications. I hope more and unlimited resources will be available in the future!!
342 I think that the system is disfunction and does not serve the community needs. I will no longer support the library system in the future. I think the whole culture of the library being mostly for the benefit of employees will in the end sadly wither away and become nothing more than a memoire.
343 Help with using a smart phone.
344 Not sure
345 Was nice that Kaimuki Library had a tropical fruit seed exchange box
346 Letting unvaccinated back to the library. I can't take my grandson to the library and this is so wrong. Covid count is not going down because the vaccine doesn't work only harm the body.
347 Feeling safe in and around the Hawaii State Library
348 Supplement resources research for college study
349 Place to connect and enjoy the world of books. Place to get enriched with the human wisdom.
350 Providing educational classes, like programming classes, guest speakers etc.
351 Offering a variety of resources, not just left leaning materials. There is value in having access to a variety of viewpoints even those we don't agree with
352 a place for us to socialize quietly while we explore new things/ideas
353 Sorry ... ask the younger adults .
354 internet access 24/7 outside the library when necessary will help many people, including me.
355 All of the above are important to only those who have no internet connection in their homes. Most people like myself lead busy lives and there is really no need to have to go to a library in search of information. Therefore, I believe the public library will be a place for the unfortunate few and elderly who either need somehow to connect to get something done or rather aren't tech savvy at all and need assistance in doing so.
356 Be living examples of aloha & being cordial which my experience at Makawao with the head librarian lacked!
357 Art and Cultural events
358 Holiday programs, programs with entertaining or practical appeal (big audience rather than crafts)
359 Access to physical daily newspapers as currently available at WPL (difficult @ LPL due to rcvg via usps/days late).
360 opening on Saturdays and one more weekday evening
361 Probably good to see where the needs are (like for the kids with low literacy in the schools and try to reach to assist them)
362 Õ
363 Not on Maui long enough to need to use it
364 libraries need to be a source of information, news, culture/arts and community for people who otherwise lack access. I am troubled by efforts on the continent to “ban books” that people disagree with. I do not want to see this come to Hawaii. However, the openness of libraries make them hangouts for homeless, mentally ill and perverts. Sadly, security and the cost of security are something we have to live with.

SurveyMonkey

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199 / 232
365 None

366 A place to access for volumes on history.

367 Keeping a love of learning alive

368 Hub for volunteering with nonprofit organizations across the islands. These orgs do not have a central hub where kama'aina and tourist can go to browse volunteering opportunities, as well as learn about them. The library would be a great hub for this exposure. For example: travel2change has half day activities for both locals & visitors to volunteer, and so do many others, yet these nonprofits do not have the means to market themselves especially in a single source like at the library. The library too could showcase their own needs where volunteers are welcome.

369 Checking out books

370 Borrowing materials to take home!!

371 Fully utilize online programs

372 Access to CD's & DVD's

373 Attending talks (author/expert lectures, etc.) and other community activities and programs.

374 A place for literacy tutors to meet learners one on one

375 While I totally support Covid vaccinations, the requirement to prove it is ridiculous. A mask and distancing are sufficient.

376 Research for my projects

377 Genealogy research

378 Offer in person class for basic computer use online ie; browsing; virtual use; photography or emailing esp the ones w no tech skills.

379 Constitutional education

380 I value the library system before Covid restrictions and borrowed an array of books for pleasure and research.

381 Recycling books, magazines and video material for funds for libraries

382 Please keep Mountain View Public Library open to do all of the above and allow kids to touch and read books

383 Checking out physical & digital reading materials-with an easily accessible login and menu for the technically challenged

384 I physically do not go to the library. I only use the library for audio books, so this does not apply to me.

385 Letting unvaccinated people have access to the library and stop descriminatin

386 Help to renew passports

387 K

388 Esports is the opposite of learning. Don't be fooled by marketing. VR, depending on its uses could be a major learning resource, but it's in its infancy. The library should be a place of community learning and self betterment. If the future of the library is to be obsessed with technology, it should support productive uses of technology. A makerspace, though it has nothing in common with traditional libraries, has much more in common with it's goals than esports ever will. Maybe you should team up with the makerspace community. Those people are lifelong learners in every sense of the word.

389 Need to get back in the library

390 A place for all who are not sick to use.

391 All

392 When can I browse and check out books at state library--it has been years
Providing more computers!

Show and Tells... The “tillandsia” lady’s pre COVID presentation at the state library was most informative and enjoyable.

A place for all people to visit and develop the love to read without discrimination.

ability to order books not otherwise available

offers a place for community gatherings

Have plug in capability for outside laptops and adequate space & time for use.

A place where people can congregate and have coffee

exploring new technologies, such as 3D printers & laser printers

All of these activities are important. To limit 5 options was difficult for me. I value the public libraries with supporting the community in improving their literacy skills and accessing resources.

its great just as it is !

A crucial part of a community to gather

There are a lot of books you don’t order for public like classics “Howl”, Twain some others I have recommended for reading in computer.

Please stay open on a regular basis. It’s important and American.

In Vancouver, Wa the library provides a small amount of freee copying. this s very useful. I do not feel like the Kona library is welcoming at this time. i would love to do a small amount of copying on a regular basis

I think your services are quite adequate as they are, but I’m 85 years of age and am not infected with the high tech bug.

Don't see the library need in the next five years

Being open on Wednesdays so I can take my grandkids on a day they are out early from school.

Continued learning

All of the above.

Browsing and selecting books

Half of all my knowledge has come from reading books I acquired from the public library. Keep it UP!

Browsing for both adults and keiki. Great place to take kids. Kids love libraries!

Language learning programs

Major resource center for varied topics to include access to rare/restricted books via digital forms. Like a physical “Goggle” access center!

hope to retire in 6-7 years, then I’ll have more time

Please hire more people and keep the library open 8 hours a day at least 6 days a week

I think all of the above apply

Everything is going to on line platforms (e.g. Metaverse) - the public library would be a wonderful and safe place for this

Being a publicly open resource to access information. Democracy, requires an informed public.

access for the unjabbed

Already responded to this survey.

Research
Not invading peoples privacy by asking for medical information. I have no trust in the library
A place for all children to borrow books-vaccinated and non-vaccinated!
Everyone is important since Covid started to use our HI library- Mahalo!
Physical newspapers
A starbucks setting place where there is a food court connected to it only no food and drinks or noise allowed in the library area
I would like to get involved - the technological aspects
Everyone not just the vaccinated.
Doing research
I also appreciate the audio/visual section the library. I would like to see this section expanded beyond movies/tv shows/music to also include more audiobooks
I live in Kapaa and probably will never go back into the Kapaa Library. Throughout Covid, the staff has treated many of our residents with anything but friendliness and discrimination. My suggestion is get rid of these people and hire user friendly staff! Until then...you won't be seeing me there again, along with many others in the community that feel the same way.
expanding literacy in the time of ignorance and illiteracy
tax preparation at least basic level, some basic investment program
Having access to knowing new highly rated novels and novels that have won awards.
Promote Japanese and Hawaiian Languages with Community Activites and non-English Books
Providing unbiased current information and ensuring information is fact checked, to ensure bogus information is not further disseminated.
If you continue to support vaccine passports I hope you go out of business
Defund the library, sell the assets and use Google
Learn
more online audiobooks and books, online education and high quality information
Just being able to go to the Library in person without restrictions
work for a few hours
Pandemic friendly virtual programs
Newsletter on website was short-lived — need to emphasize local branch Friends groups as well as the Friends of the Library of Hawaii.
Cd stories
Don't have any ideas on this matter.
Provide access to computers for underprivileged keiki's and kupuna in remote areas of the Island
The library is the last place on earth I can simply hang out for free. For those with nowhere to go, this is everything. Thank you for your hard work.
It would be nice to go look at books in the future , I was told I could not go thru the aisles
All of the above mentioned
Open more and not closing due needless fear of COCVID
Libraries have always been a great, inclusive community resource for everyone. Important to maintain this opportunity.
Open on saturdays so that community can access what is available during the week.
More audiobooks choices.
458. Simple postal services such as dropping letters for pickup.

459. renovate library with improved air conditioning and extending hilo library hours and full week end usage

460. love the canopy streaming movies. thank you.

461. We hardly frequent the Kapolei Library anymore because staff give stink eyes to kids who are thrilled to see books. Having a Library that encourages a passion for reading is important. Sustaining a culture requiring kids to tip-toe about and whisper will make the Library obsolete.

462. Enforcing the 'no cell phone use' rule. (Joins to "Quiet studying and reading."

463. Reading of any sort - both digital and physical

464. watching films


466. All of the above

467. Assistance for older adults to access technology and other resources

468. borrowing physical books & magazines because not everyone has electronic devices

469. Leting us in.

470. There should be someone with computer knowledge to help assist. I've had to fix the library’s printer on more than one occasion

471. Auto repair manuals

472. Borrowing paper books!

473. More audiobooks- and a stronger focus on award-winning audio books

474. Movies, educational programs (like the presentation you had on whales)

475. Book signing events

476. All of the above except gathering to meet with community and connecting your own devices for high-speed internet

477. Culture - book talks, etc.; research for business community

478. Do not spend time duplicating for healthcare or keiki programs that are offered at school. That is paying twice for the same service.

479. All of above.

480. More audiobooks please.

481. borrowing and downloading audiobooks

482. Preservation of and access to information about our community and state that is unavailable elsewhere (e.g., Hawaiian, local newspaper archives).

483. Hoopla

484. Sponsoring more book clubs, virtual or otherwise. I am a member of a HSPLS book club, but not in a library in my home community. I have to drive to another town.

485. A NON-POLITICAL resource! I do not feel comfortable this will not be a data gathering source for advertising/state/political/more agendas.

486. Library is doing a good job offering programs to all.

487. I applaud the library to offer borrowing ukuleles.

488. I only go the library to check out and return books. I don't feel comfortable sitting in the library during Covid. The Thelma Parker library in Waimea had an unvaccinated security guard checking people's Vax cards in order to enter. I applaud the library sytem for checking my card but it was a real disconnect to have an unvaxxed guard still employed there and checking
those of us who are vaccinated. Therefore I concluded that that particular library didn't maintain a healthy environment for its patrons.

I prefer to go to the physical library and check out books in person. I also look at some books on the shelves.

Not for homeless people to sleep and take up all the tables. I sat on the floor briefly because of that and got yelled at right away.

Some of each from above pending on individual needs

Accessing Audio books with shorter waiting periods

I have a computer and can do much of this at home if I chose to. Focus on children and their needs— especially in this pandemic.

I've been satisfied with what I know about using the library online.

Borrowing other useful items like tools, museum passes, etc

learning more foreign languages

Connecting schools and community

providing tax help, legal aid, and various other community education on practical stuff, like how an auto/student loan and credit scores work.

I am doing research for a book I am writing and would like to use these resources to acces historical research items.

Wow so many options. Very difficult to do it all, but the library has always been a sanctuary for learning and librarians helpful teachers. Please don't lose that in the effort to be more technologically proficient.

Supporting every member of the community, and allowing ALL people. I don't support fascism, so I don't want to support library programs that don't support the ENTIRE public.

Buying withdrawn from circulation library books; recycle books; buy donated books

I really don't have an idea.

IT’S ALL GOOD IF YOU HAVE THE TIME, AND NO VIRUS!

It would be great if the library will provide their space for any classes for education like languages learning, small business consultation, craft/hobby learning, etc.

read magazines on Saturdays

I applaud your progressive thinking. Chase the path to knowledge.

Renew StoryTelling time. FYI: An Avid reader, I found Moi'ilili-McCully a wonderful influence with my son Kaimuki is an option well done as we evolve. My heartfelt Mahalo-nui for these of infinite gifts!

Nothing

Growing the audiobook selection

All of the above

I believe whatever the library can do to enhance literacy, it should, however it can be done.

Please see the article about the library in Memphis that was in Smithsonian Magazine.

Crafts

Provide private meeting rooms for small work groups/sewing circles

Yes, all of these are great ideas. I loved when they had craft classes. I wish that the classes could be recorded for viewing later when I couldn’t attend.

all kine kid stuff book and learning and reading related

All of it
519 Vocational resources for the unemployed
520 non discriminatory policy so everyone can use library in the first place
521 Age: 92 in March 2022; still learning :-)
522 Ending the war upon the Constitution, common decency and the crime against humanity by ending the lockout of taxpayers who have elected to not take Doktor Tony "Mengele" Fauci's latest poison.
523 Mostly I'd like books I've ordered to arrive in Mt. View in a much more timely manner. Under a week would be grand.
524 All of the above.
525 Having access to actual books.
526 The present library set up is like a museum & is not meeting the communities needs.
527 I mainly use the library for research. But I mainly check out digital and audio books online. I wish I had time to hang out in the library and read. Perhaps when I retire.
528 Lecture/informationals from experts
529 use the library to save our democracy - library to operate as a public square
530 venue music, art, dance, drama and cultural performances
531 Attending the variety of programs
532 the library should morph into what bookstores once offered - quiet place to connect device, study/read, drink coffee, meet in small study groups - with the loss of bookstores, and the increase in drive through coffee shops, this is an area of need - there should also be more "active" places for little ones to learn and explore literacy activities and for young adults to engage in online research/esports/social venues
533 I don't really have a real position on any of these issues. I'm happy with the library as it is. The only thing I might like is more books that are non fiction Available for a Audio. This is possibly because I don't really know how to look up what you have available in audio very well. So probably my bad. I so appreciate the librarians and the wowbrary access.
534 Please keep paper books in the library! Alot of peple like myself like the physical feeling of reading an actual book. I also there is a comeback in younger people reading actual books.
535 i've been alone for so long, I do not have any desire to reach out any more.
536 Reservable meetup space for personal events
537 Listening to audiobooks
538 As long as no pass needed
539 Tax Help
540 Tax filing
541 There may be great opportunity to enable Kapuna to use a small private office to hold private meetings with doctors or financial planner.
542 Multimedia workshops
543 Should be disbanded and trashed you aren't public quit calling your self that. You are the vaccinated library.
544 Your pandemic policies are very segregating and reduce children's and people's abilities for the resources they pay for in their taxes. I am very disappointed in how you are handling the health passport system in our public libraries.
545 While reading materials are going to online, i still prefer paper book. I see libraries be a resource to all types of information, it seems like the libraries maybe a good place to teach basic technology classes, virtually or in person. People need places to gather comfortably in-person and libraries could offer that for all types of educational, technological, skills, and others. There are alot of folks that don't understand the basics or capabilites of common

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A VARIETY OF MAGAZINES AND JOURNALS
546
Non resident
547
All people should have access to the library. Stop segregation.
548
Meeting, Testing, for school, etc.
549
Recorded books
550
checking out movies on CDs
551
Borrowing books and audiovisual media.
552
Often Publicizing the services you offer to the community at large.
553
Tutoring adult literacy students
554
printing, coping
555
Just a note...many users of the library may have limited access to technology. Therefore they
may not even have the means to receive or respond to this survey. I may not need many of
these resources but THEY might.
556
Requesting books you don't carry
557
Being able to go in without illegal mandates like masks and vaccinations. Wake up!
559
Special performances were very enjoyable.
560
N
561
More fiction available
562
DVD movie and TV series rentals
563
Increased audiobook books for isolated people with poor transportation
564
Repository for Hawaii language, history and culture
565
Perhaps local art by local residents or Hawaii residents, traveling exhibits, etc.
566
All of the above. A great resource for learning!
567
Virtual prep classes for various entrance exam(s) i.e: LSAT, GMAT, ASVAB
568
Have more books available in house that aren't able to be borrowed.
569
learning and using votechn skills - loan/use of woodworking/carpentry/kitchen tools
570
Browsing books if I don't know what I want, and then checking them out.
571
with the increasing development of the internet, libraries should switch to virtual sites instead
of brick and mortar establishments.
572
Do not ever offer drag queen story time at your library for our Keiki or anyone!
573
I don't use the library because it is full of homeless people sleeping.
574
Hosting writers and other speakers
575
Forgiving library fines for Keiki. Access for all! Start there!
576
Maybe hosting/sponsoring community cultural activities, speakers, poetry readings,
musicians, etc
577
become a community hub. host community events. host non-profit events. offer cafe options.
become a relevant municipal resource. modernize library infrastructure to meet todays'
578
579 Indoor facilities for children to play, places specifically children can read/study with aids available for helping children, ability to bring in food and drinks

580 It should not be a place for the homeless to gather in air-conditioned comfort.

581 Leveraging community resources to provide short-term access to information, literature, art, etc., for all members. Should not be a venue, where people spend extended periods of time on computers for such things as gaming, social media, etc. Since parking is limited, people should not be encouraged to spend long periods at the library.

582 conducting used book sales inside the library and using an outdoor area outside of the library.

583 We need to expand. Libraries should have a area for beverages, light snacks and to eat your lunch at. Large Rooms for mini community Star Wars thing for May 4, Serving Pie for Pie Day, Day for March 14. Then finally entering the library, adults can bring a drink to stay hydrated as long as their drink can be capped, or has a lid, self book checkout(it exists), a area for teenagers to do their work and socialize, then on the other side the regular quiet area. Glass see through (bedroom size) rooms inside the library, with a TV a table with chairs for meetings or to watch a virtual class(if its a big school teacher or College Professor), or for a meeting where the speaker can hook their computer up to that tv, to conduct the meeting. No more carpet! Carpet is for the mainland to help keep their library warm. There are floors that dont soak up water now, that are easy to clean up should their be a liquid or solid accident. Better yet, you guys could hire me and I can get the learning started. Libraries need to be more enjoyable. Adults who are starving while they are trying to make a resume. Computer attendant. Its so hard being a single mom trying to get a job, but you got all your stuff out, and your child or yourself has to go in the bathroom and you habe to pack everything up, use the bathroom and unpack again? Parents lose time because of bathroom breaks and other people have to wait longer to use a computer. There should be a glass study rooms with a lock where parents can study, and let their kids bring their own toy, a attached bathroom so attendants are not needed. All rooms must be signed up for.(family and nursing bathrooms available all through the library). That place is so interactive with their community. I could be the Activities Director. Let me know.

584 For all humans not just ones that meet certain requirements.

585 Na.

586 having an extensive e-book collection

587 A place we all can use

588 I'm an annual visitor for a month each year so I use the library differently than a resident would.

589 Classes to build knowledge and skills

590 Hearing lectures and attending workshops.

591 Audio book check out

592 entertainment

593 Libraries should remove copier and computer technology since it is a “presently” a continual "cleaning." Libraries should continue with 1:1 staff for the actual sites. I prefer VIRTUAL LIBRARY EVENTS (ie, library patron can EventBrite register and receive link to connect to library event...!).

594 Having more selection of books, magasone videos.. and a better search engine, not easy to find title, authors, subject..

595 community educational events and programs

596 Areas where noise & verbal interactions are acceptable just as space and/or glass panel rooms where Quiet study and reading still works!

597 Provide classes that improve business skills, playing an instrument, art & craft classes.

598 Public Libraries are becoming obsolete.
599 Checking out DVD's
600 Socially meet other people with similar interests.
601 Tool Lending library & free dvd lending.
602 A place to browse, and to borrow books that enhance my visit to your wonderful State.
603 Audiobooks
604 all of the above
605 Open Saturdays
606 Hoopla free movies and shows
607 All the above
608 DVD movies etc
609 Socializing
610 Hosting programs of interest to the community, and remaining open to ALL community members
611 Cultural Programming - Live presentation
612 Within the next five (5) years and IMMEDIATELY the Library's ought to have EXTENDED hours - having funding that MORE Library employees can be hired ASAP - So that the Working Class taxpayers are able to use the Library's - MAHALO Plenty -
613 Resources ie: ref. Books, too maps, ref and direction flg or various projects. Books or interests.
614 As a resource for students to use the Internet those students who don’t have access at home. I know you're part of DOE but as online learning expands DOE could set up a spot at the library because you already have space and connectivity
615 Local authors virtual readings and interviews. Links to Hawaii Book and Music Festival. Access to more audiobooks. I Now use Overdrive. I love it but new books and MacBooks that aren’t popular with masses are often not there.
616 Providing access to digital technology and the Internet for less affluent members of society
617 checking out books
617 Tax preparation help
619 A non discriminatory place where people can gather information without fear
620 Everything listed above is important
621 Facility to print papers and documents when needed. A good color laser at a cheap cost per page is what I’d like.
622 Community activities
623 Browsing through materials at the library.
624 reading investment resources such as Valueline
625 The library system is one of the best uses for taxpayer monies.
626 Geneology Data Bases for Hawaiian Ancestry Specifically
627 Educating the public about the benefits of reading books, the specific benefits (creativity/imagination stimulation) that are promoted when reading books and decay when screens are the substitute.
628 All of the above!!!
629 After school programs for keiki
630 Used book and other media exchange such as yearly book sales of donations and at year-round shelves near entrances.
Offering of audio books 12/23/2021 5:26 PM
Movie rentals. My family really appreciates your vast selection of movies and television programs on DVD. We cannot afford modern streaming services like Netflix and Disney+. You offer new releases on DVD, which means the world to my low income family.

Offering in person Educational Presentations without masks and vaccine passports .......................... 12/23/2021 5:23 PM

Freedom 12/23/2021 5:22 PM
Digital movies 12/23/2021 5:20 PM
Will try audio books soon 12/23/2021 5:17 PM

Expanded hours and open on weekends 12/23/2021 5:17 PM
Being in a harmonious space with the community 12/23/2021 5:14 PM
arts and craft (all ages), Lego Club 12/23/2021 5:11 PM

I know that libraries are a vital source for keiki to explore the world. It broadens their view of the world outside of their own household. Libraries bring a source exploration for keiki. 12/23/2021 5:11 PM

Taking out books that you can't afford to purchase to read. 12/23/2021 5:10 PM
All of the above. I love the library ❤ 12/23/2021 5:09 PM
More free computers / printing 12/23/2021 5:07 PM

I guess I won't use all the resources that the library has to offer I simply just like to read books. 12/23/2021 5:06 PM

The entire library system is outdated and should be completely overhauled 12/23/2021 5:06 PM
literacy for anyone 12/23/2021 5:05 PM
No longer in HI 12/23/2021 5:05 PM
Any future literary new technology 12/23/2021 5:05 PM
New book acquisition suggestion 12/23/2021 5:03 PM
Learning languages 12/23/2021 5:03 PM

Providing access to global newspapers (if not all countries, the major ones the US does business with, allies, or promotes cultural exchanges with. Would help boost language education and understanding of different cultures, beyond tiny Hawaii. 12/23/2021 5:02 PM

Programs for Kapuna 12/23/2021 5:01 PM
Checking out DVDs, if still available? 12/23/2021 5:01 PM
All of the above 12/23/2021 5:00 PM
Job and resume skills, life skills 12/23/2021 4:59 PM
Keiki story time. I use to take my granddaughters every week to Kapolei Library. 12/23/2021 4:59 PM
accommodating staff close to the internet area to help those including me about computers 12/23/2021 4:59 PM
Research 12/23/2021 4:58 PM
All of the above. 12/23/2021 4:58 PM
Libraries are wonderful resources for the community! New uses are a great idea. 12/23/2021 4:56 PM
Learning about educational opportunities (e.g., colleges and universities, MOOCs, online certificate programs, etc.) 12/23/2021 4:56 PM

A mask-less, accessible, publice library for school age children. They are not at risk for COVID and the variants, please bring yourselves up to date on the research. Let our public libraries represent the back to normal movement in Hawaii! 12/23/2021 4:53 PM
Let it be the best resource for books, info by keeping the widest range of reading material. There is a new area of learning on the internet in politics, science, health that the library is not up to date with.

Digital audiobooks!

The library should support computer/information literacy for all and serve as a dynamic community resource and meeting place as well as providing a floor or section for quiet reading and contemplation. A small coffee shop would also enhance the library’s role as a community meeting place. If s single branch is unable to fill all these roles then perhaps different branches could be designated for certain purposes. Ultimately, however, every library should serve its community as a resource for education, information literacy, socializing, and spiritual renewal and escape from stressed from an increasingly strident world.

All of the above

Self check out inside library

Digital video streaming

please allow for the library to expand and be present in our communities for as long as it can. Let it evolve.

The Reference Section and its librarians are unprofessional and lacking in wordliness.

Accommodating academic research and pursuits as an extension of the UH university system

a place where people are allowed to go without vaccine requirement

Virtual programs

More story times for Keiki in rural libraries

Every month there should be a different activity to draw in the kids.

Unvaccinated should not be forbidden from the libraries and their resources

library is obsolete due to poor comms with the public. no need for paper books. Funds should go to community centers.

Honestly, all of the above are wonderful services our libraries could potentially provide, now and in the future!

Children’s programs are vitally important. F

Hosting local authors to celebrate stories from Hawaii

Jigsaw Puzzles at tables where people can partially or fully complete puzzle and others can jump in. Comfortable reading areas. Cooking/baking kits in a bag with a local recipe and the pan plus utensils needed that you can check out. Multiplayer board game nights. Book clubs.

A children’s play area/room.

All

movie nights; book, magazines, cd and dvd sales; community forums with guest speakers talking about community concerns like crime, homelessness, illegal fireworks and no police action to curb such activities; easement issues; mental health and its effects on the community; and fitness programs to engage the community.

to feel safe

Open doors for all.

Something easy for retiree ... pick n read

Finding and borrowing actual printed books and DVD's. Odd that you don't even mention this. Have you forgotten the purpose of a library?

bookmobile for nondrivers

Requiring a vaccination to have access to a PUBLIC library is disgusting and you should be ashamed.
I wish the library would be a place that could connect the community they are in with wellness and educational opportunities.

Allowing both Unvaccinated and Vaccinated individuals to be able to go to the library.

Helping kupuna to use the internet and Office productivity software (Word, Excel, Outlook).

Anything and everything else the community needs. Mahalo nui

continue to partner with the Statewide Cultural Extension Program to bring arts and culture performances to libraries

Genealogy research

Not being medically segregated

Keeping in touch with Hawaii from a distance

Free space for lectures, meetings, gatherings--FREE of vaccine/mask mandates.

Learning other languages and cultures

Print station

Increasing all art book (non-digital) collections. The creative arts are the foundation of culture.

access to more (other) data bases

Just keep it quiet. I don't see how virtual reality can be anything but disruptive.

A wonderful collection of books to lend folks

DVD's

Learning computer skills.

I haven't used the library since they started closing, and I only use it to check out recreational reading material.

All of above

Improving language skills

All of the above

More books to borrow on Libby

All of the above

Experiencing live /and educational offerings performances not otherwise easily accessible in this community

Supporting people who don't have access to apply for jobs if they do not have computers. Supporting kids who don't have parents to help them learn technology. KEEPING BOOKS IN THE LIBRARY. Since I still love reading books no matter how much tech is out there. Thanks for all your hard work.

Keeping CRT books. Magazines, etc OUT OF OUR LIBRARIES

just a place to go and browse, in summer with A/C it is a good place to cool down..

all of the above are great community services

A place that everyone, keiki included, enjoy going to.

include classes for adults learning to read, many children graduating today do not graduate with reading skills.

I like to see the library as a community resource with computer and physical books, a quiet place to study, but also a place for community events a resource may be that can connect me to help to find a job, mental health, health insurance, help with computer literacy It could be a great hub

In-library programs and special events for public again (once COVID is over or under control)
The outreach programmes of the Hawaii Library System is a valuable and important resource for the ability of people to make good decisions. I truly value the state library system and their inclusiveness.

I wish all branches had meeting rooms like Nanakuli. I use Kapolei most.

information source

No medical discrimination for entry to library!!!

Music

Not enforcement of vaccination library has no right to see this it is no emergency and we have rights

I like all of the above; whatever it takes to keep the educational/research resources available to any one.

Small conference rooms for inperson meetings.

Place for the community to have access to lap top or computer

I only need to get books to read.

the current library hours stink, open up regular hours

Love audio books & even if computers phones tech not for me o believe important to students & people of all ages who want to learn

Digital College/University Lectures

Space for community gatherings & community enrichment class offerings

Continue to be a dry, warm and safe space for all of our community

please eliminate vaccine requirement. this is not how a public agency should be run. It should be available to anyone in the community. it is our right to not receive a for-profit chemical injection.

I find google helps mewith many needs for information. I do like to be in the physical space of the library.

Keeping kupuna socially connected

Printing

I grew up with using the library as a physical space to borrow and read books and like it that way

Stand up against fear based tyranny as it's destroying our country from within.

Audiobooks!

Perhaps providing meeting spaces for groups and local businesses. Virtual work space?

borrowing ebooks and audiobooks

I think being a repository of children's books and having children's programs is the most important function of the public library

Saving and protecting hard to find books.

Regular hours Monday through Saturday even Sundays. Right now the hours and days are so irregular. That's the main reason I don't use the library.

borrowing books to read at home

Adult literacy and education

having access to helpful staff, a wonderful collection of print materials and movies as well as computer and printer

We love the keiki activities (like the one in Aina Haina Library)

borrowing dvds
755 Offering courses that teach skills for the current job market (marketing, coding, etc) 12/23/2021 3:27 PM
756 Make the Library Great Again! 12/23/2021 3:27 PM
757 Browsing physical books--still the best way, I believe, for new discoveries 12/23/2021 3:26 PM
758 Are there classes offered to educate the elderly, in computer use and other online programs? 12/23/2021 3:26 PM
759 Book clubs 12/23/2021 3:24 PM
760 All of the above. They are all important and worth investing into. 12/23/2021 3:24 PM
761 Story telling for keiki! 12/23/2021 3:23 PM
762 Crafts 12/23/2021 3:22 PM
763 More audiobooks! 12/23/2021 3:21 PM
764 all the above 12/23/2021 3:21 PM
765 I would hope the library pursues programs that help the most needy and challenged in the community. 12/23/2021 3:21 PM
766 Supply more audio books 12/23/2021 3:20 PM
767 Reading books not technology. I believe that should be housed in a separate building. Many homeless people just sit at the computers and watch movies or listen to music videos. That is not what I feel a library is for. Those should be housed in a media center. 12/23/2021 3:19 PM
768 All of the above would be great. Hard to choose just one 12/23/2021 3:18 PM
769 financial literacy 12/23/2021 3:16 PM
770 Perhaps literacy skills, on paper, between people? 12/23/2021 3:16 PM
771 being a safe space and conduit for learning 12/23/2021 3:16 PM
772 Accessing a printer 12/23/2021 3:15 PM
773 If all the Covid nonsense continues, the State Library system will cease to exist due to communism. 12/23/2021 3:15 PM
774 I am a retired senior and have my own internet, I use the library "from home" 12/23/2021 3:14 PM
775 Open 12/23/2021 3:14 PM
776 Public restrooms. 12/23/2021 3:12 PM
777 OPEN UP FOR PUBLIC USE! NOW! 12/23/2021 3:12 PM
778 Continuation of the ordering and transfer of books and movies for pickup at my library!! 12/23/2021 3:12 PM
779 A place for people to escape to fb, tt, twitter, Instagram and other media outlets may it be in a book or to actually learn something useful (language/history/cooking) 12/23/2021 3:12 PM
780 Being open to all residents regardless of health status. 12/23/2021 3:08 PM
781 Having access to fiction and non-fiction books 12/23/2021 3:08 PM
782 Paper books and literature 12/23/2021 3:06 PM
783 Story time! 12/23/2021 3:06 PM
784 Rooms for tutoring students with homework, tutoring High School students ACT and SAT 12/23/2021 3:06 PM
785 Please do not go too virtual- (ex: virtual reality)- we need our community firmly planted in the reality we live in and to find solutions and compromises in our current world- not to escape virtually to another world. 12/23/2021 3:04 PM
786 everyone 12/23/2021 3:03 PM
787 Learning languages 12/23/2021 3:03 PM
788 The library need to get a 3D printer so people who has the need can go there and print their 12/23/2021 3:03 PM
More availability of Audiobooks and more audiobooks in that collection in general

SERVICING ALL TAX PAYING CITIZENS OF HAWAII, ALLOWING ALL TO PHYSICALLY USE THE LIBRARY, NOT ILLEGALLY PROHIBITING BASED UPON PRESUMED OR ANY MEDICAL STATUS!! You will see the public library system be eliminated and people will lose their jobs. Your own workers have illegally discriminated fellow tax paying citizens while attempting to simply get books for their keiki. No aloha.

What about good old borrowing books?

Fine free

assistance/tutorial to learn more computer skills for elderly.

A place for ALL regardless of their vaccination status. Those whose taxes pay for the library resources should not be denied access to the library.

think you should open up without the current paranoia requiring masks and vaccines...it's all a scam so WAKE UP!!!

Increasing collection of ebooks

CDs & DVDs

Open classes, discussion topic, hands on class experiences, puppet shows, place play card group activities young and old. Reading story book time with puppets, magic show, discuss diff HI cultures, hl dance class, phylosophy discussions, , reading club meet once wk discuss book reading , poetry cub discuss what writing is talking about in his poem, children's art day, finger painting, recreation in lib for children, play area small children fun colorful area parents can set read to children , open book story telling , quite are for seriousness,

Gatherings according to public health conditions and recommendations at the time

Emphasis on reading ACTUAL physical books. Please don't get rid of them!

More places to sit and read would be great!

All of the above

Continuing to offer used books for sale./ I patronize 5 or more libraries depending on where I may be at the time. Please continue to keep the library branches open.

Telehealth? Is that a joke? Keep HI's libraries as physical places to gather & read in person! Drop the vaccine passports & let the community access the library in person. Get books in hands!

I enjoyed featured artwork from local artists & music performances

All of the above

Hub use of library laptops/Chromebooks for training and meetings.

better online choices, more stable audiobook platform

Special training for senior citizens to be able to use on-line services offered by the library

Able to go to multiple locations for reading, safety and info. Depending on your daily/weekly schedule.

For anyone to come to learn or have a quiet place without being discriminated against.

A place for all to gather regardless of vaccine status. Stop discriminating as to who can and can't enter the library!

All sound good. Not very many people seem to study for fun. Other reasons.

The most important functions are not listed. Finding and being able to access the huge range of valuable books in the world and especially new books in every field are most important. Creating a method for your users to suggest acquisitions would add great value.

More programs for keeping at all libraries not just Lihue branch
<table>
<thead>
<tr>
<th>ID</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>816</td>
<td>Borrowing musical instruments</td>
</tr>
<tr>
<td>817</td>
<td>all of the above...AND...I want to be able to sit down at a table and spend an afternoon getting my work done again.</td>
</tr>
<tr>
<td>818</td>
<td>Programs for public use would be so beneficial to the community. Helpful for those who have limited income and appreciate these public and free services. I am most content to have available and current books for home reading.</td>
</tr>
<tr>
<td>819</td>
<td>Gathering as a community</td>
</tr>
<tr>
<td>820</td>
<td>Checking out books, picking up tax forms/instructions</td>
</tr>
<tr>
<td>821</td>
<td>All, I appreciate your work in digital equity and in making our libraries places of learning and community</td>
</tr>
<tr>
<td>822</td>
<td>I believe the Library is a magic place. It is a place of wonder and knowledge, but it is also a safe and comfortable place to be to explore and discover our world.</td>
</tr>
<tr>
<td>823</td>
<td>I think all of these are important!</td>
</tr>
<tr>
<td>824</td>
<td>Source for lending reading materials for at home use</td>
</tr>
<tr>
<td>825</td>
<td>All of the above</td>
</tr>
<tr>
<td>826</td>
<td>No Vaccine mandate! It goes against our personal rights!</td>
</tr>
<tr>
<td>827</td>
<td>Anything to assist or bring or keep community in the know about what library systems and programs offer</td>
</tr>
<tr>
<td>828</td>
<td>?</td>
</tr>
<tr>
<td>829</td>
<td>Going into the library</td>
</tr>
<tr>
<td>830</td>
<td>Not a place that turns users away</td>
</tr>
<tr>
<td>831</td>
<td>Sorry, but I haven't explored all that's available at my local library. In fact, during the Covid lockdown I have avoided going to the library. I don't even know if my library card has expired.</td>
</tr>
<tr>
<td>832</td>
<td>The Library should focus on essentials such as printed books and a quiet pleasant environment for studying and reading.</td>
</tr>
<tr>
<td>833</td>
<td>Work study programs for High School attendees</td>
</tr>
<tr>
<td>834</td>
<td>The library should not discriminate against the unvaccinated.</td>
</tr>
<tr>
<td>835</td>
<td>professional research</td>
</tr>
<tr>
<td>836</td>
<td>Research and connecting with Academic resources such as the UH Library system.</td>
</tr>
<tr>
<td>837</td>
<td>All of the above.</td>
</tr>
<tr>
<td>838</td>
<td>safety</td>
</tr>
<tr>
<td>839</td>
<td>Customization/specialization by locations (cultural, academic, educational, technical, social hub, lab and meeting room, community resources...) that fit the best and highest needs specific to each location. Public &amp; private partnership/sponsorship for additional funds.</td>
</tr>
<tr>
<td>840</td>
<td>I am hoping for top of the line online technology. I can dream right?</td>
</tr>
<tr>
<td>841</td>
<td>All the above sound good</td>
</tr>
<tr>
<td>842</td>
<td>accessing books from other libraries</td>
</tr>
<tr>
<td>843</td>
<td>cut down the staff, all i see is all of you people talking and laughing, am i correct?</td>
</tr>
<tr>
<td>844</td>
<td>Learning about and accessing new books, materials, technology</td>
</tr>
<tr>
<td>845</td>
<td>Be a source where books can be borrowed.</td>
</tr>
<tr>
<td>846</td>
<td>Do not segregate people.</td>
</tr>
<tr>
<td>847</td>
<td>I refuse to use or support the library with the vaccine mandate you have in place.</td>
</tr>
<tr>
<td>848</td>
<td>Offering online databases for research</td>
</tr>
</tbody>
</table>
The question is not relevant to me.  

Voter registration and education  

Checking out real books and doing research  

As long as I can borrow books I don't care. Hours open are for state employees not in best interest of public. Rarely does library have new books  

Broader online book availability with more copies to borrow so there is no waiting for books on hold.  

Education for keiki about using library tools  

Should be open to all people, vaccinated or not. And the library should help homeless people with access to technology, id applications.  

all of the above  

Research  

All of the above and featuring real life presentations or meet the author of popular books and publications, entertainment for music enthusiasts, etc  

Giving equal access to everyone and not discriminating based on their medical records.  

All of the above.  

Special programs for special monthly events: Earth day, Black history, women's history, local knowledge/culture/environment  

All of the above. It should also be more friendly towards closing time. Firm but friendly. One or two staff could have 15 minutes to lock down the library after closing time (they could also begin their shift 15 minutes later than others) instead of the last 15 minutes being only about shutting down the library and not about patrons.  

Promoting early literacy skills (I think that's what you meant with "Learning early literacy skills..." but the phrase didn't make any sense to me.  

All the above  

Learning digital computer skills  

Accept 100& Digital Application for Hawaii Library Cards..., get your IT encryption so HDL and US Passports can be scanned in for online Member Card application. HMSA & other medical groups have encryption software, so individuals can share highly sensitive information over the Cloud & Internet.  

It needs to be physically accessible to everyone. Please state this to the governor.  

You offer so very much ~ thank you  

Children should have things to do at the library and look forward to going there instead of constantly being shushed. They wouldn't be loud if they had puzzles, toys, etc. to play with while their parents look for books real quick. I avoid taking my kids to the library because I don't want them to get in trouble, but the library should be a place where children Want to go and enjoy.  

Allowing the library to be a space for ALL people, not just for those vaccinated  

Borrowing Physical and digital books and magazines (but not necessarily a reading-room/lounge)  

How about opening the libraries so we may use that which we paid OUR TAXES?  

this is my place to gather info. from local elected officials (Senator's, Rep's, Councilmembers, Neighborhood Boards, Etc)  

When I last went to a local library I was told no services to handycapped people were available so I do my own thing.  

Providing reading material from stacks.
Ukulele! I absolutely love that you are making them available to check out -- would love to see more programs with ukulele music, playalongs (people bringing their own to join in), etc.

It should be a place for learning, but we are unable to participate due to the vaccine passport requirements. Our family has a rare gene mutation that makes us unable to be vaccinated, and we hate that we are being disqualified from using these public facilities.

I’ll have to think about. I used to go often and just look through books. I’d take the ones that were interesting and then get the next volumes in the series.. Covisid put a stop to that.

All above

Open on weekends and holidays

I feel I am unworthy to answer such an important question! My depression controls my life

Learning the new digital tech and progressive tech needed, moving forward. All designed educational resources will be accessible in language towards keiki to kupuna.

Being a library; not making political statements.

Until you drop mandates the library should be abolished

Borrowing other community items

Unfortunately unless you allow all people the use the resources without segregation or discrimination, many will continue to boycott

A place to help teach ppl and learn things

Movies for the blind

larger selection of large print books-

Not sure what the main purpose of a library is for in this digital age and age of the pandemic.

All of the above and more with friendly greeting smiley faces. Don’t take away anything. During Covid and how they ran it was really annoying. We pay for this facility and we could barely use it the way we wanted to or are use to using. Terrible !!!

Really all of the above. Had to uncheck a couple to make a comment.

DO NOT HAVE AN ANSWER AT THIS TIME

Online access to eBooks and AudioBooks

computer availability for people without computers. ENOUGH chairs so homeless dont utilize all the chairs

In this survey, and in the library, it would be helpful if you used English translations after the Hawaiian words.

Stop acting like Nazis and asking for vaccine passports

Attending programs related to hobbies: crafts, gardening, cooking, art, music, etc.

Community oriented

You didn’t ask but the limited parking is the biggest reason I can’t access the Hilo library

All of the above

JUST MAKE LEARNING SIMPLE

library sponsored cultural programs

Better parking Lahaina

Story readings!

For you to learn to live by the library’s own charter to serve ALL the community without discrimination.

My use of library is so limited, I feel I cannot speak intelligently about its potential; I essentially pick up/drop off books and leave 😊
a neutral physical space for community to gather

don’t approve of book restrictions

librarians need a good work environment

a neutral physical space for community to gather

librarians need a good work environment
shut down in protest. I’m disgusted that a place that normally breaks down barriers regarding economic status etc, would stoop to this level of discrimination. Vaccinated people are catching and spreading Covid just as unvaccinated people are. In fact my do so more readily as they may be more a symptomatic. It had brought me to tears that I cannot take my book loving children to the library anymore. This institution should be ashamed of themselves that they are allowing this discrimination - you cannot always take the stance of “I’m just following orders and doing my job.”

940 Allow people to bring a Starbucks cup of coffee into the library, but not food.
941 Everything for everyone. No discrimination
942 Sadly I will never step foot in the library again because I do not agree with the route you are taking to screen for vaccination status.
943 renting laptops
944 Be open more. It’s the only safe and drug free place people can go to.
945 provide wide range of entertainment videos
946 avoiding COVID
947 used book sale ongoing
948 Meeting for physical book clubs/reading events for children
949 Outreach and resource for individual growth, community organizing and bottom up democracy
950 Continuing education for adults
951 Accessing book loans, both physical and electronic.
952 Audio books
953 A more selective selection of books and a more patient and careful elimination of books.
954 hobby and interest, financial, news
955 a bigger resource for audiobooks
956 Expand audiobook resources
957 Online educational courses. I think Covid will be a problem for the several years so in-person offerings will be difficult.
958 research - esp. Hawaiian historical materials, access to Hawaii legal materials, booksales, art displays, cafes, online connection to UH special & Hawaiian collections
959 All of these. Wow only 5 no all. You guys just don’t get it. Please visit a library in another state please just please.
960 Being an active part of each community, really increasing the digital collection.
961 Source for classroom literature and read alouds
962 keiki storytime!
963 All of the above
964 Demos, STEM/STEAM technologies for checkout, printing, borrowing tools, small private spaces to reserve/check out for study/work/remote meetings
965 Making sure everyone has access to knowledge
966 Gathering place for seniors games events
967 Should be shut down completely so that our tax dollars are no longer funding them. I’m done supporting the library.
968 Book clubs (maybe even virtual)
969 community programs and talks from experts; children's programs;
970 Am happy with ebooks

12/23/2021 1:56 PM
12/23/2021 1:56 PM
12/23/2021 1:56 PM
12/23/2021 1:56 PM
12/23/2021 1:55 PM
12/23/2021 1:55 PM
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12/23/2021 1:53 PM
12/23/2021 1:53 PM
12/23/2021 1:52 PM
12/23/2021 1:52 PM
12/23/2021 1:52 PM
1027 Keiki programs please! Especially should please have more story time, crafts, etc because the keiki missed out on these during the pandemic closures.
12/23/2021 1:38 PM
1028 Vaccinated and unvaccinated. Stop the segregation and discrimination against kids whose parents are not vaccinated or who are not vaccinated themselves. Vaccines don't stop transmission.
12/23/2021 1:36 PM
1029 Some libraries are connecting people with affordable housing applications. Hawaii seems like a place that could use this.
12/23/2021 1:36 PM
12/23/2021 1:36 PM
1031 A real heart of the community in learning
12/23/2021 1:36 PM
1032 Connecting with libraries around the other 49 states with ILLIAD or other inter-library loan program.
12/23/2021 1:36 PM
1033 https://www.change.org/Petition_for_legal_suicide_in_America
12/23/2021 1:36 PM
1034 Have books for checkout
12/23/2021 1:36 PM
1035 Improving access to digital resources especially books and magazines
12/23/2021 1:36 PM
1036 Provide links public videos
12/23/2021 1:35 PM
1037 I did take a course and it was a waste of time because of how set up could not find out answer when wrong had to go over and over and still not know answer too frustrating
12/23/2021 1:35 PM
1038 Please increase after work/after school hours. The library is not very accessible to working people and families because the hours of operation is mostly when parents are working. Please increase evening hours.
12/23/2021 1:35 PM
1039 Purchase hoopla subscription for every library card holder.
12/23/2021 1:35 PM
1040 The library will need to be all these things.
12/23/2021 1:35 PM
1041 A hub for information about local services in events. We don't have a daily or even weekly newspaper on Lana'i, and I frequently miss out on local events and meetings that I would have liked to attend, but did not know about. The Lana'i 96763 website is pretty much useless for local information, outside of the classifieds.
12/23/2021 1:35 PM
1042 learning foreign languages
12/23/2021 1:34 PM
1043 Summer reading programs for keiki
12/23/2021 1:34 PM
1044 How to navigate computer capabilities
12/23/2021 1:34 PM
1045 Library should realize if a book requires many hours to read they should provide checkout time for a longer period. We started reading a James Michener book and could not complete due to total hours required to read it. We would have to sit 8+ hours per day to complete reading it. Otherwise the staff was absolutely wonderful and very welcoming. They helped us with member enrollment. Appreciate all they did for us.
12/23/2021 1:34 PM
1046 Resource for audiobooks
12/23/2021 1:34 PM
1047 provide CD library of at least Hawaiian artists
12/23/2021 1:33 PM
1048 There needs to be more resources for kids, like kid computers that they can “read” or listen to online books via earphones or learn how to type on colored keys, etc
12/23/2021 1:33 PM
1049 I disagree with using libraries for telehealth
12/23/2021 1:33 PM
1050 Won't be using library services in protest of current vaccine mandate
12/23/2021 1:33 PM
1051 Study and reading quietly
12/23/2021 1:32 PM
1052 ability to pay fines online
12/23/2021 1:32 PM
1053 All of the above
12/23/2021 1:32 PM
1054 All of above including out of the box imaginative resource services that is freely available to the public
12/23/2021 1:32 PM
1055 Allow more seating inside the library and let student helpers back!
12/23/2021 1:32 PM
Please push to have the library end discrimination against patrons for their vaccination status.

Please consider resuming services and open your doors up to the unvaccinated.

Audible access?

All of the above

My local library, Moiliili, should be open.

Use schools after hours for teaching lots of things

One thing it shouldn't be as a daycare shelter for homeless people. That's why I don't go anymore.

Generally, I like coming in a reading or checking out books. But also the more the library can put online, the better

Donation of books and dvds

Learning how to use the resources the Library has to offer.

In general, retaining the classic form and function of libraries as archives for safe, quiet study, but also allowing public access to modern technologies.

Due to the rudeness & unhelpfulness of waikiki staff i stopped using the library. (I'm 66 years old).

Learning about how Hawaii intentionally stayed so far behind everyone else at the end of the pandemic, in the nation and many parts of the world.

Moved to las Vegas

I'm highly disappointed in the library's discriminatory practices. Tax payers should not be required to share protected health information in order to be inside the building. I will be putting you on notice for violating our US Constitutional Rights and depriving my keiki of the right to be inside the library.

Like a modern bookstore, I'd like to have a vending machine for coffee etc. More $ for the library. My opinion only.

Gallery for collections of local talent from schools, contests, local artists. Forum for Public issues (an argument for a cause: rai, I sovereignty construction)

a quiet and safe place to work and study

Return to the role as public servant

The main reason I visit our libraries is to look at their books for sale section. For me finding authors I like and having one of their books to read at an affordable price is a dream come true. Usually I pass the book on. I no longer keep many. I do not take advantage of all the technology. That's not what I need or want at this stage of my life.

85 so much of the above has no relevance to me.

Interesting programs / demonstrations offered for the community.

Quickly entering and exiting to check out books and audio books. As little time spent indoors possibly ex's posed to COVID.

Author events

X

Programs to improve hawaii's literacy rates (I would volunteer)

MASK AND VAX FREE USE OF OUR PUBLIC SPACES!!!!!!

Better policies that don't discriminate against the unvaccinated

game clubs (chess, Magic, strategy games, D&D etc)

Library in Kakaako - as a community hub for learning, culture, gathering, reading, engagement
for all walks of life. support services+resources for the houseless, an desirable place for all member of the community (all economic-level) to enjoy. a place that people actually want to go and hang out. there are so many wonderful library examples around the word -- we can borrow and learn from those high-engagement successful models.

https://www.designboom.com/architecture/the-5-best-public-libraries-from-around-the-world-in-2021-07-07-2021/ it would be great to build a strong collection of works by contemporary Hawaiian authors, also a strong collection of works by asian-american contemporary wrtiers, and all books that represents the demographic composition of Hawaii. Reading is fun and fundamental. It is heartbreaking to see that Hawaii is behind on literary levels and the young ones are below benchmark in their reading abilities......

1001 We need to do everything possible to gather people in the spirit of aloha again. 12/23/2021 1:42 PM
1002 Allowing children regardless of vaccination status to access these resources. It’s heartbreaking to have lost this privilege. 12/23/2021 1:42 PM
1003 Flexible schedules 12/23/2021 1:42 PM
1004 Hard to say with COVID-19. A lot of these sound good but not when you have to social distance 12/23/2021 1:42 PM
1005 I’m computer savvy and have my own laptop but many others aren’t so fortunate. 12/23/2021 1:42 PM
1006 have a reading/book club 12/23/2021 1:41 PM
1007 Na 12/23/2021 1:41 PM
1008 movies. 12/23/2021 1:41 PM
1009 Hosting community events like speakers & local musicians 12/23/2021 1:41 PM
1010 Checking out books 12/23/2021 1:41 PM
1011 Checking out physical books and DVDs 12/23/2021 1:41 PM
1012 research geneology 12/23/2021 1:40 PM
1013 learning new language 12/23/2021 1:40 PM
1014 . c o f f e e and more live performances • Melé Kalikimaka 12/23/2021 1:40 PM
1015 Crafts and trades 12/23/2021 1:40 PM
1016 The library should serve as a valuable and accessible community resource. It should partner with schools and other resources/agencies in its community to provide needed services to advance literacy in various forms: print; electronic; meta. Its staff should consist of librarians, but also paid/contracted/volunteer educators, IT specialist, and others who can advance its missionl. 12/23/2021 1:40 PM
1017 book and movie use 12/23/2021 1:39 PM
1018 Being able to enter the library without a vaccine. 12/23/2021 1:39 PM
1019 Research and self improvement learning center 12/23/2021 1:39 PM
1020 It would probably be extinct, no point, everything is online. 12/23/2021 1:39 PM
1021 Borrowing books and whatnot for home use. Not to linger around. 12/23/2021 1:39 PM
1022 Honestly, libraries are gathering places for homeless people, and literacy is a big problem among the homeless. Libraries would seem to be the ideal place to meet these people where they are and to help them by learning to read. 12/23/2021 1:39 PM
1023 Homeless Outreach, portable sanitation stations, needle exchange on a rotating basis bi-weekly 12/23/2021 1:39 PM
1024 I use my Hawaiian Library Card to read and listen to books of all sorts with the Overdrive App. 12/23/2021 1:39 PM
1025 A place for all patrons whether Covid vaccinated or not - your policy to exclude the unvaccinated is unacceptable and poses a threat to our freedoms! 12/23/2021 1:38 PM
1026 Gathering place to connect with others 12/23/2021 1:38 PM
1056 More & more keiki programming and music, been to several wonderful music programs at our local library❤❤

1057 Borrowing books

1058 Request titles from libraries outside of Hawaii Library System and on mainland.

1059 Stop discrimination

1060 We hope the library continues to be a central gathering okace for the community in a wider reach physically and online

1061 I only check out physical media I can't dictate what others want to do with their library privileges

1062 maker space = 3d printer, lazer, and more

1063 Occasionial speaker forum in politics, religion, the economy, etc.

1064 offering awareness to the community

1065 Offering a cafe setting with coffee and food.

1066 Home deliveries for the house bound using volunteers similar to Meals on Wheels but for reading materials

1067 The open and free!! Remember that it is my body,my choice!!

1068 Letting anyone inside like you used to.

1069 Take away the vax mandate and a lot of us will return to the library

1070 No Comments

1071 archiving

1072 Study for test in the library gives you more focus and quiet time.

1073 Enabling as much digital, audio, and video resources online as possible -- so far so good!

1074 Research

1075 Donations of books

1076 Outreach to incarcerated populations so they can read and be empowered through access to print and digital media.

1077 Have no idea about using any library resources yet

1078 maybe in person check out

1079 All forms of reading and learning

1080 I think there should be more used book sales and more events to inspire kids to love books and science. I don't have a kid but I remember all the cool library events from my home town in CA that inspired me to love books and science. I think there should be more reading recommendations based on other books you like, hands on science activities and reading challenges for kids. Obviously not everything can happen in Covid times

1081 I really like Libby

1082 giving undiscriminated access to learning

1083 Especially like the access to Large Type books

1084 Educational gatherings

1085 checking out magazines

1086 Audio books

1087 Abolish

1088 Checking out physical books to read at home
<table>
<thead>
<tr>
<th>ID</th>
<th>Comment</th>
<th>Date/Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>1089</td>
<td>Last of civilization</td>
<td>12/23/2021 1:26 PM</td>
</tr>
<tr>
<td>1090</td>
<td>open for unvaccinated people</td>
<td>12/23/2021 1:26 PM</td>
</tr>
<tr>
<td>1091</td>
<td>After school tutoring and homework help</td>
<td>12/23/2021 1:26 PM</td>
</tr>
<tr>
<td>1092</td>
<td>Safe, clean space for keiki to kupuna to read/learn</td>
<td>12/23/2021 1:26 PM</td>
</tr>
<tr>
<td>1093</td>
<td>More audio books</td>
<td>12/23/2021 1:26 PM</td>
</tr>
<tr>
<td>1094</td>
<td>A quiet place amongst all the noise.</td>
<td>12/23/2021 1:26 PM</td>
</tr>
<tr>
<td>1095</td>
<td>More audiobooks</td>
<td>12/23/2021 1:26 PM</td>
</tr>
<tr>
<td>1096</td>
<td>Allowing tax payers to use their services regardless of medical status. Why am I paying taxes to fund a service that I am prohibited from using based on my medical status?</td>
<td>12/23/2021 1:26 PM</td>
</tr>
<tr>
<td>1097</td>
<td>Stay open longer poo</td>
<td>12/23/2021 1:26 PM</td>
</tr>
<tr>
<td>1098</td>
<td>Quiet study and reading, teaching how to use electronic devices and allowing the community to use them as well, allowing the community to use the facilities to gather, connect, and participate</td>
<td>12/23/2021 1:26 PM</td>
</tr>
<tr>
<td>1099</td>
<td>vaccination should not be required to enter! That is personal choice</td>
<td>12/23/2021 1:26 PM</td>
</tr>
<tr>
<td>1100</td>
<td>No need</td>
<td>12/23/2021 1:25 PM</td>
</tr>
<tr>
<td>1101</td>
<td>The library could be used for many wonderful programs but the buildings and furnishings need refurbishing. The environment (particularly in the Hawaii Kai library) is neither attractive or comfortable and parking availability is awful.</td>
<td>12/23/2021 1:25 PM</td>
</tr>
<tr>
<td>1102</td>
<td>Accepting donated books</td>
<td>12/23/2021 1:25 PM</td>
</tr>
<tr>
<td>1103</td>
<td>My keiki can't use the library anymore due to vax mandates. We won't be using any services until that changes</td>
<td>12/23/2021 1:25 PM</td>
</tr>
<tr>
<td>1104</td>
<td>Open public space for ALL</td>
<td>12/23/2021 1:25 PM</td>
</tr>
<tr>
<td>1105</td>
<td>student support, elderly support, child programs and read alouds, education and access for people new to computers. Love our libraries!</td>
<td>12/23/2021 1:25 PM</td>
</tr>
<tr>
<td>1106</td>
<td>Genealogy research</td>
<td>12/23/2021 1:25 PM</td>
</tr>
<tr>
<td>1107</td>
<td>More Manga books to read.</td>
<td>12/23/2021 1:25 PM</td>
</tr>
<tr>
<td>1108</td>
<td>Informative programming for all age groups - story time, book events, author events, community talks or gatherings around social or political issues (that are informative, not persuasive)</td>
<td>12/23/2021 1:25 PM</td>
</tr>
<tr>
<td>1109</td>
<td>I believe people should be allowed in the library again, vaccinated AND unvaccinated. You are discriminating against a huge chunk of your community by only allowing vaccinated in. I am a teacher who has already had Covid, and am high risk for the vaccine. I am a teacher who loves the library, but have been very limited to the use based on my health.</td>
<td>12/23/2021 1:25 PM</td>
</tr>
<tr>
<td>1110</td>
<td>no comment</td>
<td>12/23/2021 1:24 PM</td>
</tr>
<tr>
<td>1111</td>
<td>stay open to be used</td>
<td>12/23/2021 1:24 PM</td>
</tr>
<tr>
<td>1112</td>
<td>Being a space where all are welcome for free. You guys are the best.</td>
<td>12/23/2021 1:24 PM</td>
</tr>
<tr>
<td>1113</td>
<td>Helping folks get access to apply for jobs, housing, social services</td>
<td>12/23/2021 1:24 PM</td>
</tr>
<tr>
<td>1114</td>
<td>Connection to social service and community resources for people who need support</td>
<td>12/23/2021 1:24 PM</td>
</tr>
<tr>
<td>1115</td>
<td>Haven't given it any thought.</td>
<td>12/23/2021 1:23 PM</td>
</tr>
<tr>
<td>1116</td>
<td>Civic engagement, using the library as a hub for things like voting, community meetings, etc.</td>
<td>12/23/2021 2:46 AM</td>
</tr>
<tr>
<td>1117</td>
<td>I've used services such as Hoopla with other libraries for streaming and ebooks, it would be wonderful if the system here had that option as well.</td>
<td>12/17/2021 4:39 PM</td>
</tr>
<tr>
<td>1118</td>
<td>the library is too loud. it needs QUIET activities</td>
<td>12/15/2021 4:09 PM</td>
</tr>
<tr>
<td>1119</td>
<td>Being a resource for the community to research and to teach research techniques.</td>
<td>12/15/2021 1:52 PM</td>
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<tr>
<td>ID</td>
<td>Text</td>
<td>Date/Time</td>
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<tr>
<td>1120</td>
<td>crafts</td>
<td></td>
</tr>
<tr>
<td>1121</td>
<td>Partnering with other community organizations that provide service for underserved communities.</td>
<td>12/14/2021 3:31 PM</td>
</tr>
<tr>
<td>1122</td>
<td>accessing educational resource, learning &amp; using new tech, connecting my own device, using devices, reading physical books &amp; mags, reading digital books &amp; mags</td>
<td>12/13/2021 2:14 PM</td>
</tr>
<tr>
<td>1123</td>
<td>Library specific in-person programming like book clubs, author talks, author/book readings</td>
<td>12/14/2021 5:01 PM</td>
</tr>
<tr>
<td>1124</td>
<td>Digitizing high use content that's only currently available in print format now, like Hawaiian titles. Explore controlled digital lending.</td>
<td>12/12/2021 3:33 PM</td>
</tr>
</tbody>
</table>
Q18 What library location do you visit most often?

Answered: 12,574   Skipped: 1,777
<table>
<thead>
<tr>
<th>Library Name</th>
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<tbody>
<tr>
<td>Kealakekua Public Library</td>
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<tr>
<td>Kihei Public Library</td>
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<tr>
<td>Koloa Public and School...</td>
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<tr>
<td>Lahaina Public Library</td>
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<tr>
<td>Lanai Public and School...</td>
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<tr>
<td>Laupahoehoe Public and...</td>
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<tr>
<td>Library for the Blind and...</td>
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<td>Lihue Public Library</td>
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<td>Liliha Public Library</td>
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<tr>
<td>Makawao Public Library</td>
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<tr>
<td>Manoa Public Library</td>
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<tr>
<td>McCully-Moiliili Public...</td>
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<tr>
<td>Mililani Public Library</td>
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<tr>
<td>Molokai Public Library</td>
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<tr>
<td>Mountain View Public and...</td>
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<tr>
<td>Naalehu Public Library</td>
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<tr>
<td>Nanakuli Public Library</td>
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<tr>
<td>North Kohala Public Library</td>
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<tr>
<td>Pahala Public and School...</td>
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<tr>
<td>Pahoa Public and School...</td>
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<tr>
<td>Pearl City Library</td>
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<tr>
<td>Library Name</td>
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<tr>
<td>Aiea Public Library</td>
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<td>Aina Haina Public Library</td>
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<td>Ewa Beach Public and School Library</td>
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<td>Hana Public and School Library</td>
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<td>Hanapepe Public Library</td>
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<td>Hawaii Kai Public Library</td>
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<td>Hawaii State Library</td>
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<td>Hilo Public Library</td>
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<td>Honokaa Public Library</td>
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<tr>
<td>Kahuku Public and School Library</td>
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<td>Kailua Public Library</td>
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<td>Kailua-Kona Public Library</td>
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<td>Kaimuki Public Library</td>
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<td>Kapaa Public Library</td>
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<td>Kapolei Public Library</td>
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<td>Keaau Public and School Library</td>
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<td>Kealakekua Public Library</td>
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<td>Kihei Public Library</td>
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<td>Koloa Public and School Library</td>
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<td>Lahaina Public Library</td>
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<td>Lanai Public and School Library</td>
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<tr>
<td>Laupahoehoe Public and School Library</td>
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<td>Library for the Blind and Print Disabled</td>
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<td>Lihue Public Library</td>
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<td>Liliha Public Library</td>
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<td>Makawao Public Library</td>
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<td>Manoa Public Library</td>
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<td>Mililani Public Library</td>
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<td>Molokai Public Library</td>
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<tr>
<td>Library Name</td>
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<tr>
<td>Mountain View Public and School Library</td>
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<tr>
<td>Naalehu Public Library</td>
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<td>Nanakuli Public Library</td>
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<td>North Kohala Public Library</td>
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<td>Pahala Public and School Library</td>
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<td>Pahoa Public and School Library</td>
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<td>Pearl City Public Library</td>
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<td>Princeville Public Library</td>
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<td>Salt Lake-Moanalua Public Library</td>
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<td>Thelma Parker Memorial Public and School Library</td>
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<td>Wahiawa Public Library</td>
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<td>Waialua Public Library</td>
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<td>Waianae Public Library</td>
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<td>Waikiki-Kapahulu Public Library</td>
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<td>Wailuku Public Library</td>
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<td>Waimanalo Public and School Library</td>
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<td>Waimea Public Library</td>
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<tr>
<td>Waipahu Public Library</td>
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<tr>
<td>TOTAL</td>
</tr>
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</table>
Q19 What is your age?

Answered: 12,574    Skipped: 1,777

14 and under: 0%
15-19: 0%
20-24: 0%
25-29: 0%
30-34: 10%
35-39: 20%
40-44: 30%
45-49: 40%
50-54: 50%
55-59: 60%
60-64: 70%
65-74: 80%
75-79: 90%
80 and older: 100%
<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
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<tbody>
<tr>
<td>14 and under</td>
<td>0.43%</td>
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<tr>
<td>15-19</td>
<td>0.49%</td>
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<tr>
<td>20-24</td>
<td>0.94%</td>
</tr>
<tr>
<td>25-29</td>
<td>1.92%</td>
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<tr>
<td>30-34</td>
<td>4.39%</td>
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<td>35-39</td>
<td>6.17%</td>
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<td>40-44</td>
<td>7.66%</td>
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<tr>
<td>45-49</td>
<td>7.21%</td>
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<tr>
<td>50-54</td>
<td>7.69%</td>
</tr>
<tr>
<td>55-59</td>
<td>7.43%</td>
</tr>
<tr>
<td>60-64</td>
<td>10.85%</td>
</tr>
<tr>
<td>65-69</td>
<td>14.74%</td>
</tr>
<tr>
<td>70-74</td>
<td>15.42%</td>
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<tr>
<td>75-79</td>
<td>9.61%</td>
</tr>
<tr>
<td>80 and older</td>
<td>5.05%</td>
</tr>
<tr>
<td>TOTAL</td>
<td>12,574</td>
</tr>
</tbody>
</table>
The table below depicts the location that the survey respondent visits the most. While the question was optional, 12,550 patrons (87.4%) provided an answer.

<table>
<thead>
<tr>
<th>Location</th>
<th>Responses</th>
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<tbody>
<tr>
<td>Aiea Public Library</td>
<td>310</td>
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<tr>
<td>Aina Haina Public Library</td>
<td>313</td>
</tr>
<tr>
<td>Ewa Beach Public and School Library</td>
<td>125</td>
</tr>
<tr>
<td>Hana Public and School Library</td>
<td>11</td>
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<tr>
<td>Hanapepe Public Library</td>
<td>83</td>
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<tr>
<td>Hawaii Kai Public Library</td>
<td>405</td>
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<td>Hawaii State Library</td>
<td>928</td>
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<tr>
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Total Responses to Location Question: 12574