

Board Action on State Librarian's evaluation for 2021-2022
Fiscal Year: end of year evaluation

STATE LIBRARIAN END-OF-YEAR REPORT

Stacey A. Aldrich | June 16, 2022

STANDARDS

Professional Standard	Ratings
Standard 1: Visionary Leadership and Organizational Culture	Effective
Standard 2: Operations, Resources, and Personnel Management	Effective
Standard 3: Board Governance and Policy	Effective
Standard 4: Communication and Community Relations	Effective
Standard 5: Ethical Leadership	Effective
Component 1 (Professional Standards) Overall Rating	Effective

Justification

When I reflect on the past year, it feels like more than a year has passed with all of the work that has been done. We had a convergence of managing the ongoing pandemic, less staff, changes in staff, multiple facilities projects, statewide projects, an influx of federal funding, and new opportunities to work with partners to support our ever-changing communities. We used all of these things to continue to move our organization forward.

I am grateful for the staff that I work with each and every day. All of the amazing work at the Hawaii State Public Library System happens because of a great team and dedicated staff. It has been another rough year, and people continue to be fatigued, but staff continue to focus on serving and supporting our communities.

The following examples are just a snapshot of the work done this year.

PRIORITIES

State Librarian Priorities	Ratings
State Librarian Priority 1	Effective
State Librarian Priority 2	In progress
State Librarian Priority 3	In progress
Component 1 (Professional Standards) Overall Rating	Effective

Justification

Priorities are key markers on the road forward. As with last year, we had shifting landscapes that required readjusting our time and focus. The pandemic, multiple building initiatives, staffing challenges, working on a project with multiple partners and processes, and the National Governor’s Association Grant impacted the work done on each of these projects. We are still on the right road just slowed down a bit.

Priority 1 is in progress.

Priority 2 is almost completed. The LSTA Five-Year Plan for FY23-27 is due to IMLS on June 30.

Priority 3 is in progress. There are multiple partners, programs and funding that are being coordinated.

More detail is in the report below related to each priority.

STANDARDS

STANDARD 1

STANDARD 1: VISIONARY LEADERSHIP AND ORGANIZATIONAL CULTURE

RATING: Effective

JUSTIFICATION:

The pandemic has continued to create challenges for us as an organization. Some days are better than others because everyone is trying to navigate the trauma of the pandemic in different ways. Our focus continues to be on finding the best ways that we can serve all of our communities and grow into the future. We have made ongoing changes to balance service and safety for our patrons and staff. We also look for ways to learn and improve from our experiences. The following are a few examples to highlight the work done in this area.

EXAMPLES:

1.1	Clearly aligns leadership actions, staffing, and resources to a patron-centered vision and ensures the vision is evident in the culture of public library branches;	<p>Our public libraries are vital places to our communities. As I have said before, we support self-sufficiency and the success of each person who walks through the physical or virtual doors. The health of our communities is enhanced when we have strong libraries that provide opportunities for learning 21st century skills, connecting people to the world of information and ideas, and creating spaces for community engagement.</p> <p>Staffing</p> <p>In order to do this, we need to have a nimble organization that can support services and programs. This year we created a new structures that are designed to have dedicated positions that can focus on the important infrastructure needs, so that we can better serve our communities. Our first reorganization has been of our Administrative Services Office. It was too big with too few people to manage human resources, facilities, logistics and the budget. Our facilities suffered from lack of focused attention and management of issues. We had to deploy the Special Assistant to the State Librarian to manage not only the day-to-day facility issues, but also major building projects that are now funded by the legislature in both more Repair and Maintenance and Capital Improvement Project Funding.</p>
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STANDARD 1.1

1.1	<p>Clearly aligns leadership actions, staffing, and resources to a patron-centered vision and ensures the vision is evident in the culture of public library branches;</p>	<p>The new structure will enable us to return the Special Assistant to other crucial work, and provide us with the structure we need. We now have a Fiscal Office (fiscal, budget and logistics), Human Resources Office and Facilities Office. The new Facilities Office has two full time staff positions and one .50 assistant. We are currently working on position descriptions for the Fiscal Officer and the Facilities Office, and are hoping to have staffing in place by the end of 2022.</p> <p>Facilities</p> <p>We have focused on creating better spaces for our communities to visit, sit, read and connect with each other. Our strategy has been to not just fix one long term project in a facility, but “refresh” and do as much as we can to upgrade and resolve longstanding issues. This year we re-opened Liliha and McCully after extensive renovations. The spaces are bright, open, flexible, have new signage in English and Olelo Hawaii, and dedicated areas that reflect the needs of those communities. In Liliha, where we have a large Chinese material collection, we created a special Chinese Reading Room. In McCully, we reorganized to create a more effective layout for the special Korean collection. We also created some more interactivity in our children’s spaces to encourage learning and fun at the library. And we also improved our meeting room spaces, so that these communities will have access to meeting spaces once again. Every community deserves a great library!</p> <p>Services</p> <p>We have had to continue to modify our services with the changing landscape of the pandemic. When Governor David Ige required all people entering state buildings to provide proof of vaccinations, we had about 12 hours to figure out procedures and how we could support people who could not come in. We created press releases, information on our website and signage to help inform our patrons. Staff did their best to be kind, some even offering plastic cases for vaccination cards, and continued to provide door service for those who could not come into the library. If a patron needed access to the internet, staff checked out Chromebooks so they could link to the wifi signal outside the building. While not ideal, staff continued to find ways to support the public under the requirements of the Emergency Order.</p>
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STANDARD 1.2, 1.3

1.2	Creates an organizational framework that guides the library system in the development of people, place, collections and services/programs;	<p>We continue to use our HSPLS Framework for planning and communicating internally and externally. It helps us focus on what is important, and also leaves space for addressing the details. We use the language of people, place, collection and services/programs as our common vocabulary for the way we think about and articulate our complex organization to stakeholders. The Executive Team also uses the Framework in review of work and planning exercises to focus our energy and resources.</p> <p>We have begun our process to update and expand the HSPLS Framework to include community driven areas of focus. This will further help us to focus our resources to meet the needs of our communities.</p>
1.3	Nurtures an organization of working together, trust, and high expectations by supporting leadership and staff who work behind the scenes and in branches to make decisions that improve library services;	<p>The Executive Team and myself work to keep communication open and encourage ideas and questions from all levels. During the past two years, we have continued to get as much input as possible from the library branches before making any major changes. We meet with the branch managers and often times ask them to discuss with staff for further input. We usually provide a starter scenario and then make changes as we understand the issues and concerns from the staff. We do our best to find the best balance. When a decision is made, we provide detailed emails and accompanying documents to all staff, including talking points as necessary.</p> <p>For example, with the rising numbers of COVID in our communities, we had a conversation with the Branch Manager's about masks and whether we wanted to push for requiring mask use in the library at this time. After a long conversation, listening to many different branches and the challenges they are facing, we decided as a group to change our signage to request that people wear masks at this time. We are giving this change some time and then we will check in with the branches to see how it is going.</p> <p>Our standard practice for launching new services statewide, beyond the addition of a new electronic resources, is to do a pilot project in one or a small handful of carefully selected communities. It enables us to try new things, learn, share and determine if we should expand the service. This year we piloted a modified "parklet" outside the Princeville Public Library to provide space for patrons to sit and safely gather outside. Upcoming pilots will include eSports and telehealth projects.</p>

STANDARD 1.4

1.4	<p>Leads and supports the use of quantitative and qualitative data to identify priorities, assess organizational effectiveness, identify effective practices and promote continuous organizational learning, and inform services and programs for administrators and library staff; and</p>	<p>Data is crucial for our decision making. We must be able to have not only the quantitative data, but also qualitative data to help us make good decisions. With a new Data Librarian, Jessica Hogan, we are looking at new ways to collect, review and report our data. There are three new methods we are using to capture information that is important for our operations.</p> <p>Closures</p> <p>We need to understand the when, where, and why our public libraries are closing, in order to do a quick identification of issues and potential solutions. We also need to be able to annually report the number of hours we are open to the public at the federal level. Accurate data can be used to articulate the needs of our system and the impacts on services to the public.</p> <p>Instead of a stream of emails with no easy way to track closures and the underlying reasons for the closures, Public Library Branch Director Stacie Kaneshige, who manages operations for 49 of 51 branches, created a simple database that is used to record the information. We now have a simple, sortable collection of data which captures all relevant data to provide us with a high level view of the closures of branches. For example, very quickly we are able to determine that this month, we have had 3 full closures due to staffing issues for a total of 9.5 hours less of service for the public. Two of the libraries were on Hawaii Island and one was on Maui. We also had one library drop to door service due to staffing issues. When reviewing the whole database, it is clear that the closures happening the most are on Hawaii Island and the reason is staffing. We are under staffed and do not have enough people to temporarily move staff from one library to the next to keep all libraries open on most days. We are working on a variety of solutions, but in the end, we will need more staff to ensure that we can keep our doors open to the public and provide equitable access.</p> <p>Programs</p> <p>We need to have information about the programs that we are providing in our branches. This information not only helps us understand the amazing programs that our branches are offering, but also a way to share information across our system about what other library branches are doing, so that it can be replicated. This information is shared at the federal level each year.</p>
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STANDARD 1.4, 1.5

1.4	<p>Leads and supports the use of quantitative and qualitative data to identify priorities, assess organizational effectiveness, identify effective practices and promote continuous organizational learning, and inform services and programs for administrators and library staff; and</p>	<p>Programs continued...</p> <p>Instead of a monthly form being completed by each branch and sent to only the Data Librarian, Jessica Hogan, created a new online database for staff to add their program information as they complete them or by the end of the month. She also created a guide and training for staff to use this new system. All staff who enter information about their programs can see what each other is doing and find out more to replicate for their communities. While we are not into our pre-COVID robust programming schedule due to the pandemic, this new data collection process will help us learn and share more effectively across the system.</p> <p>Security Incidents</p> <p>Instead of relying on a paper system that could not easily provide reporting on the security, property damage, denial of uses, and trespasses, we have found a simple and easy to use online database for collecting this information. It is called Incident Tracker. Each library and branch manager will have a logon, so that they can enter pertinent information about incidents in the library. Staff will be able to share information with other branches and receive alerts when there are potentially dangerous situations in other locations. We will be able to run reports and spot trends, issues or potential issues to make better decisions about how to support the safety of our patrons, staff, and facilities.</p> <p>We have done an overview of Incident Tracker and will be launching by next week with staff. By the end of summer, we will have a better sense of how the system is working and be able to make adjustments as needed. We are looking forward to being able to run more robust security reports and improving.</p>
1.5	<p>Ensures all staff receive relevant and continuous professional development, including leadership development, that directly enhances their performance.</p>	<p>Ongoing development is vital for the support and growth of our staff. I am an advocate for supporting professional development opportunities as much as possible.</p> <p>Our Staff Development Coordinator, Danielle Todd, has continued to do amazing work to create and coordinate learning opportunities for staff. She sends out a learning newsletter with learning opportunities and adds training modules to Niche Academy, our internal staff learning platform. Danielle also coordinates small groups of staff that attend virtual or in-person conferences or learning opportunities, so they in turn can share what they learned with their colleagues via webinars. All of the presentations are archived on Niche Academy.</p>

STANDARD 1.5

1.5	<p>Ensures all staff receive relevant and continuous professional development, including leadership development, that directly enhances their performance.</p>	<p>Ongoing development is vital for the support and growth of our staff. I am an advocate for supporting professional development opportunities as much as possible.</p> <p>Our Staff Development Coordinator, Danielle Todd, has continued to do amazing work to create and coordinate learning opportunities for staff. She sends out a learning newsletter with learning opportunities and adds training to Niche Academy, our learning platform. She also coordinates small groups of staff that attend virtual or in-person conferences or learning to share with colleagues via webinars. All of the presentations are archived on Niche Academy.</p> <p>This year there were 49 official opportunities for learning. This includes attending conferences, online courses provided by staff, and special online training that was made available to staff. In a snapshot, there were 36 trainings in: event program calendar usage, Zoom meeting/webinar orientations, virtual program iPad training, and learning and development meetings with children's and teen librarians. A total of 467 staff attended with offerings.</p> <p>We also paid for the registration for teams of staff to attend the following:</p> <ul style="list-style-type: none">• Dealing with Hostile and Potentially Dangerous Library Users (and Staff) Behaviors• When Library Make Serious Mistakes with Customers• How to Break the Rules: Offering Great Customer Service to Everyone• Social Emotional Librarianship• Understanding and Assisting Library Patrons on the Autism Spectrum• Social Media Bootcamp specifically for our Library Development Staff <p>Small teams of staff were also invited to attend virtual conferences and in-person conferences, including: Association of Rural and Small Libraries, Rural Library Summit, Hawaii Library Association Annual Conference, COSLA Continuing Education Forum, Public Library Association and the American Library Association Annual Conference.</p> <p>We will continue to grow our professional development opportunities for staff to build a culture of learning, so that staff can keep growing with the needs of our communities.</p>
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STANDARD 2

STANDARD 1: OPERATIONS, RESOURCES, AND PERSONNEL MANAGEMENT

RATING: Effective

JUSTIFICATION:

I believe in systems thinking and make a point to understand how all of the parts of our organization function and work together. I work with my colleagues to continually learn, understand and find ways to improve our operations and the use of our resources, so that we can effectively serve our communities. The following are examples that highlight the work done in this area.

2.1	Monitors and evaluates the management of operational systems to ensure the effective and efficient use of human, fiscal, capital, and technological resources;	<p>Our Executive Team is our core leadership. They are the leaders from all parts of HSPLS and ensure that we can all see the system as a whole. We meet weekly to share information, work on system level challenges, plan, budget, and discuss operations and projects. I now meet monthly with each member to catch up and provide support on the details that relate to their specific areas.</p> <p>Our Administrative Services Officer left in the Fall of 2021 and we began our reorganization process. The Special Assistant to the State Librarian, Mallory Fujitani and myself have been working directly with our amazing fiscal staff to monitor and manage our budget and expenditures. In particular, we have had to closely monitor our personnel budget because we are operating without funding for 69 full-time positions and about 80 additional positions that became vacant during the pandemic due to retirements, changes in jobs, and sadly the loss of two staff this year. We have had to make strategic decisions about which vacant positions will need to wait, so that we can fund the crucial positions to maintain operations.</p> <p>I work closely with our Human Resources Office to understand issues, concerns, processes and recruitment. There is still much work to be done to improve our people capacity and this coming year we hope to implement some new strategies to make sure we have staffing. This includes but is not limited to thinking about more part-time positions, internships, and working on professional development that can help us grow our own.</p>
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STANDARD 2.1, 2.2

2.1	Monitors and evaluates the management of operational systems to ensure the effective and efficient use of human, fiscal, capital, and technological resources;	<p>Last year, I reported that I had been managing IT. I am happy to report that we have a new IT Manager, Arthur Louie, who has hit the ground running on major IT initiatives. He is continuing work on the broadband connectivity upgrade eRate funded project. Hawaiian Telcom has told us that all of our branches, with exception to Hana for technical reasons, should be at burstable 1G connectivity by September 2022. Arthur is also working to update and upgrade all of our computers and technology to ensure our patrons have optimal access to match our new network. We are also trying new technologies that will offer new capabilities like teleconferencing for meetings, training, and programming across branches. The new technology is supported with \$2.3M that we received in ARPA funding through the Institute of Museum and Library Services. This one-time funding is helping us to build better infrastructure to support digital access and literacy in our communities.</p>
2.2	Develops and ensures the implementation of procedures and structures to support compliance with local, state, federal laws and regulations;	<p>I work closely with staff to ensure we are following the appropriate local, state and federal laws and regulations.</p> <p>Over the past several years, we have been working with DAGS, AG's Office and the EPA to resolve a cesspool issue. We were not aware of this issue until we were notified by the EPA that we were in violation at two of our branches (Waialua and Kealahou). We began immediately to remedy the situation and worked on a study of our other locations to ensure compliance as a part of the settlement with the EPA. The study was done by The Limtiaco Consulting Group, who did an amazingly thorough report that was completed before the EPA deadline. We learned a lot about cesspools and federal EPA laws and have completed the required work. I want to thank Mallory Fujitani who led the work with DAGS to ensure we met all of the requirements. I would also like to thank our former Deputy AG, Melissa Kolonie who was supportive and represented us through the process.</p>

STANDARD 2.3, 2.4

2.3	<p>Implements personnel procedures and programs to recruit, hire, and develop personnel;</p>	<p>I continue to work closely with our Human Resources Office (HRO) to ensure that we have the appropriate resources and procedures to support staff. We continue to look for ways to improve within the limitations of the state requirements.</p> <p>Over the past two years, I have worked closely with HRO to build processes for our staff to meet the staff vaccination requirements. We had to follow the state's guidance but worked to build smooth processes to get information. We also have worked together to ensure that we have standard and consistent practice for the reporting of COVID exposure and cases within the library, and supporting staff. The guidance is ever changing and we worked to make sure we understand the requirements and then try to make sure the information is understandable for staff.</p> <p>HRO staff have been working diligently to get recruitments out and potential candidates for interview. We continue to have challenges filling our library branch leadership positions. The current economy, housing, cost of living, salary and general uncertainty creates a challenge to find the right people. We have been very lucky to hire a few new leaders, but it is clear we need to look for new ways to grow our own.</p>
2.4	<p>Guides the process of fiscal planning and budget development, makes recommendation based upon the public library system's current fiscal position and future needs, makes sound fiscal decisions aligned with the library framework, and ensures all fiscal practices are clear and accountable;</p>	<p>We must be good stewards of our public funding, and we work to ensure that our fiscal practices are clear and accountable.</p> <p>I work with staff to build our budget requests as they relate to our HSPLS Framework. As you know, our budget is not complicated. We have General Funds, Special Funds (special fines and fees) and federal Library Service and Technology Act (LSTA) funding. Eighty percent of our budget is people and twenty percent is basic operations.</p>

STANDARD 2.4, 2.5

2.4	Guides the process of fiscal planning and budget development, makes recommendation based upon the public library system's current fiscal position and future needs, makes sound fiscal decisions aligned with the library framework, and ensures all fiscal practices are clear and accountable;	<p>Over the past several years, we have been gathering data and presenting to the legislature the needs of our library system to support increases in our budget. Over the past four years, the Special Assistant to the State Librarian, Mallory Fujitani, and myself have worked to create the message and documentation to support our needs. When the Governor signs the budget bill, there will be \$1.5M for collections in our general fund. When I began 7 years ago, we had \$0 and relied entirely on the special fund and salary savings for collections. We are grateful to the Governor and Legislature for their support, and look forward to working with many of them in the future to continue to build the budget that our 51 branch public library system needs to support our communities.</p> <p>I have also been analyzing peer libraries on the mainland to understand their resource allocations and what they can do for their communities. I ran a comparison report with our main peer in size and population, the King County Library System in Washington. They have a few more bookmobiles than we do, but they serve nearly the same population with 49 library branches. Their operating revenue is \$127M compared to our \$40M. I've attached the comparison report.</p> <p>Throughout the year and at the end of the year, we spend time reviewing our budget, analyzing expenditures and planning for the next year.</p> <p>In terms of revenue, this past year we have been able to raise funding for specific library branches that film and tv makers want to use for their projects. We have had many local tv shows and films use our locations. The funding helps support the programs and services of the branch.</p>
2.5	Monitors facilities use and needs and works with staff to develop and implement strategies for creating spaces that are safe, well-maintained, welcoming, and able to serve the library needs of each community;	<p>As I began in last year's report, I want to recognize and thank Mallory Fujitani, Special Assistant to the State Librarian, and her assistant Dana Remigio for their amazing work in managing all of our complicated facilities projects. They juggle the small details and the large project management. I also want to thank DAGS on all of the islands for their continued support for our projects.</p>

STANDARD 2.5

2.5	<p>Monitors facilities use and needs and works with staff to develop and implement strategies for creating spaces that are safe, well-maintained, welcoming, and able to serve the library needs of each community;</p>	<p>Our facilities are vital parts of our HSPLS collection. They are the palaces for our people. They are places to read, learn, gather, connect and just sit in an air conditioned space. We are dedicated to continuously improving our spaces, while also maintaining them.</p> <p>Our biggest challenge in our libraries is maintaining operating A/C, which is not only vital for the people but also the collections.</p> <p>Over the past several years we have received CIP funding to work on a variety of projects that are in the works now, and initiated the process to update our Planning for Libraries in Hawaii document from 1968. The intent is to build a new plan to help guide future facilities development.</p> <p>This year we did complete renovations and reopened the Liliha Public Library and the McCully-Moilili Public Library. Along with important repairs, we updated the library spaces to be flexible and more open, and we created special areas for children and unique collections.</p> <p>We also opened up our new renovated Naalehu Public Library. It grew from a single trailer to a beautiful triple-wide space with a bathroom. The community and staff are thrilled with the new space, which is also flexible, bright and inviting as a community space inside and outside.</p> <p>While we struggle with some of the everyday repair and maintenance issues due to availability of vendors to do repairs and supply chain issues with parts, we continue to work on the projects identified in my mid-year report.</p>
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STANDARD 2.5

2.5	Monitors facilities use and needs and works with staff to develop and implement strategies for creating spaces that are safe, well-maintained, welcoming, and able to serve the library needs of each community;	<p>Current Projects include:</p> <ul style="list-style-type: none"> • Kailua-Kona – A/C replacement and other interior improvements. The project has been slowed down by supply chain issues for the parts. In the meantime, we are seeking temporary solutions to keep the building cool. • Kahului – Completed major repairs, but project was slowed to a stop due to significant DAGS Maui staffing issues. We are hoping to move as soon as DAGS staff are onboard. • Makawao – We are working with the consultants on the wrap-up for planning, and then working to contract consultants for design and construction. • Waimea (Kauai) – The project to update the public restrooms, meeting room and parking lot has slowed due to some design work that needed correction before construction can be completed. <p>New Libraries:</p> <ul style="list-style-type: none"> • Kapaa – The consultant for our planning study has been working with us to identify locations and get community feedback an online survey. At the same time, the consultants working on the Samuel Mahelona Memorial Hospital development project are also providing planning and proposals for the same potential area for a new Kapaa Public Library. We continue to be grateful to Rep. Nakamura for her support. • Keaau/Mt. View – The planning study for the consolidation of the Keaau and Mt. View into one new library is complete. The location that has been identified as ideal is property just above the current Keaau Public and School Library. We have funding for design and construction and are working with DOE staff to figure out the best possible way to move forward. Keaau and Mt View school campuses will get two buildings back for use by the adjacent schools as we move to a single consolidated location that is more easily accessible by the public and students. • Pahoa – We are working with the County of Hawaii to be included in their transit-hub planning study to see if we could co-locate a new Pahoa Public Library near or with the new transit hub. • Pearl City – We have begun working with our planning study consultants for this project and look forward to the Governor signing the budget bill with \$28M for a renovated library and new Community Library Learning Center. • Waikoloa – We are working with DAGS, DLNR and the County of Hawaii to identify the lot size, and create a leasing agreement for us to build a new library in Waikoloa. There are many people to thank for support of this project, but this year I would like to give special thanks to Rep. David Tarnas and Russell Tsuji from DLNR.
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STANDARD 2.6, 2.7

2.6	Works with staff to develop collections that effectively balance local, island, and statewide resources;	<p>I continue to work with our Technical Services Section Manager, Christine Weis, and new Hawaii State Library Branch Manager, Baron Baroza, on how we can continue to improve our collections and processes and how to balance the virtual and physical.</p> <p>Our Collection Hui teams continue to meet and we are finding some are more successful than others. This coming year we plan on reviewing and debriefing with staff to understand what is working and what are the challenges of working together to be more deliberate about the materials that are bought locally, on islands and statewide. We must find the balance, so that we can make materials available to our communities in the best possible ways.</p> <p>While I still love physical books too, digital collections are of great interest to me because I tend to be more of a digital library user. (I recommend the downloadable audio version of Frank Herbert's Dune.) We continue to refine our practices and align funding to support more access to not only ebooks but informational databases and learning opportunities. This year we added ArtistWorks to our Libby app, which provides instruction on how to play a variety of instruments. You can now check out an ukulele from any public library branch and learn how to play it through the Libby app and your free library card.</p> <p>It is not only developing physical and virtual collections that we are working on, but rethinking how do we curate access to the multiple formats on different topics to make more accessible.</p>
2.7	Works with staff and community to develop programs and services that support the library needs of all community members; and	<p>Our public libraries are about connecting our communities to local resources and new opportunities, and partnerships are a great way to do this. Many of our partnerships are related to Digital literacy and will be reported in Priority 3. The following are just a few additional examples:</p> <ul style="list-style-type: none"> • AARP – We partnered with AARP for not only tax preparation support in some locations, but a Kupuna Tech Day. For one day across several branches, kupuna could stop by the library and find people to help them with PC, MAC, Internet, broadband access and library questions. They could make an appointment for time or drop in. We learned that communities are different in their needs. Some communities wanted to learn about how to get connected, others focused on the basics, and some focused on higher level questions like how to display their mobile device on their smart TV. It was a good experience that is helping to inform our future programs.

STANDARD 2.7

2.7	Works with staff and community to develop programs and services that support the library needs of all community members; and	<p>Our public libraries are about connecting our communities to local resources and new opportunities, and partnerships are a great way to do this. Many of our partnerships are related to Digital literacy and will be reported in Priority 3. The following are just a few additional examples:</p> <ul style="list-style-type: none"> • AARP – We partnered with AARP for not only tax preparation support in some locations, but a Kupuna Tech Day. For one day across several branches, kupuna could stop by the library and find people to help them with PC, MAC, Internet, broadband access and library questions. They could make an appointment for time or drop in. We learned that communities are different in their needs. Some communities wanted to learn about how to get connected, others focused on the basics, and some focused on higher level questions like how to display their mobile device on their smart TV. It was a good experience that is helping to inform our future programs. • TRUE: Hawaii Executive Collaborative – We are grateful to be introduced to this group that is looking for ways to support technology, skills and the future economy. We made a presentation to them about our libraries and future ideas, and an eSports project was born. eSports is a growing industry that is creating new jobs and opportunities for the future. TRUE is providing us with the equipment and people support to pilot an eSports young adult project at our Waipahu Public Library. New high speed computers, monitors, furniture, mentors and curriculum are being provided to build not only an eSports team but support the development of new skills related to programming, gaming, and potential skills for future career development. The goal is to create opportunities for youth to learn, have fun and be a part of this growing field. We hope to learn from this pilot project and expand across our islands in the future. Many thanks to Leilani Farinas from TRUE for her coordination of this program and the staff of the Waipahu Public Library for their willingness to experiment with this new program. • National Oceanic and Atmospheric Administration – We are grateful to NOAA for partnering with us to provide access to virtual programs about the oceans and climate during the pandemic, and also for providing us with downloadable kits for kids to explore our oceans during our Summer Reading Challenge this year – Ocean of Possibilities. Our communities have access to amazing resources that are curated by NOAA. • Music for Life Foundation – I’ve reported about our partnership with them for the past 2 years. I am pleased to announce that we now have ukuleles in all 51 of our library branches. We are so grateful to the masterminds behind this project to make ukuleles available for free with a library card, Leo Daguioag, Founder and Executive Director and Jake Shimabukuro, co-director of the ukulele sponsorship. We hope to develop more collections and opportunities in the future.
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STANDARD 2.8

2.8	<p>Guides the process of review of technology and implementation of new technologies that create more efficient and user-friendly services for the public.</p>	<p>With a new IT Manager and several projects in the works, especially the broadband upgrade statewide, the reopening of the Hawaii State Library, Liliha, Naalehu and McCully, IT staff have been busy. In terms of technology, this year we continued the use and implementation of our newer technologies in our libraries.</p> <ul style="list-style-type: none">• Our Chromebooks were used to connect people to the legislative process, training and internet access.• Patrons continue to download and use our new app. From just January – February 2022, there were more than 7000 self-checkouts using our app. We continue to work on ways to improve it.• Staff in all of our branches has received training to use our virtual programming kits and they are starting to develop more virtual programs. <p>We spent a significant amount of time doing technology planning to determine what was needed and what we could fund with our IMLS-ARPA funding. It is the perfect opportunity to upgrade our computers, monitors, laptops, informational and interactive monitors for learning and programming, basic earphones for public computers, wireless printers to support our mobile tech and patrons who need to print, network equipment and training for IT staff. We reviewed needs and our IT Manager has been identifying and ordering the resources needed to build our foundations.</p> <p>Next up for technology, we are looking at a statewide RFID project for better materials management, easier processes for staff to complete inventories and find materials, and ability of patrons to easily check out materials through self-checkout stations. RFID also begins to prepare us for Automated Materials Handling Systems. If you have seen videos of Amazon with the conveyor belts and packages moving to the right place, that's what we would have in our large circulating libraries for books. Items would be put down on the sorter, which would automatically check-in materials and put on carts for shelving or in bins for redistribution to another branch. This saves staff time and gets materials back on the shelves faster.</p>
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STANDARD 3 (3.1, 3.2)

STANDARD 1: BOARD GOVERNANCE AND POLICY

RATING: Effective

JUSTIFICATION:

I cannot do my job if I am not able to communicate effectively the structure and complexities of the Hawaii State Public Library System. I am looking forward to working with the Board to continue to improve our libraries and services.

3.1	Understands and articulates the system of public libraries governance, differentiates between policy-making and administrative rules and roles, interprets and executes the intent of Board policies, and advises the Board on the need for new and/or revised policies;	<p>I am able to effectively explain how our public libraries are organized and managed by policies and administrative rules with our varying stakeholders. With elections and new leadership, I am looking forward to making connections and helping everyone understand our Hawaii State Public Library System and to establish new forms of communication to help us serve our communities more effectively.</p> <p>We still have some changes that need to be made to update our administrative rules and I will be looking to the board for support in the future. These changes are designed to support access and use of our libraries in the 21st Century. A few examples include the definition of a library card since we now can have our cards on our library app, requirements for library cards, and fines and fees.</p>
3.2	Works with the Board to develop a vision, mission, and framework for continuously evaluating and improving public library services statewide; and	As we go through our refresh of our vision, mission and enhanced HSPLS Framework, I look forward to working with you all to continue to build a flexible structure that supports local, island and statewide library needs of our communities.

STANDARD 3.3

3.3	<p>Provides professional advice to the Board with appropriate recommendations based on thorough study and analysis and keeps the Board informed with the data and reports that enable effective and timely decision making;</p>	<p>I continue to provide ongoing updates to the Board liaison, Executive Director and Board Chair to make sure communication of positive news, challenges or need for assistance are provided. When there are questions, I am always available for assistance.</p> <p>I am grateful to Board Member Kili Namauu for being our liaison. She has been supportive and helpful in my thinking through issues. I appreciate her time and wisdom.</p> <p>I am also extremely grateful to Chair Catherine Payne for her ongoing support during her tenure and always being available to listen and advise on issues of importance.</p> <p>I hope that in the coming year we may have the opportunity to schedule a meeting that is dedicated to libraries, so that we may focus on not only public libraries but school libraries as well.</p> <p>As always, I am more than happy to provide more information as needed to the Board.</p>
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STANDARD 4

STANDARD 1: COMMUNICATION AND COMMUNITY RELATIONS

RATING: Effective

JUSTIFICATION:

Being engaged and always seeking ways to improve communication and community relations is always on the forefront of my thinking and what we do. I am always seeking new ways to improve communication internally and externally.

4.1	Uses effective public information strategies to communicate with all stakeholders in an appropriate and timely manner, promoting the value, programs, and services of the public library system with patrons, the media, state officials, and the community at-large;	<p>Communication in the 21st Century is a challenge because we live in a world of information overload and there are so many different channels for communicating. Our communication strategy includes our website, press releases, social media, outreach opportunities and media opportunities. We also launched our first eNewsletter this year, which helped us get 14,000 responses to our services survey.</p> <p>This year one of our greatest challenges was communicating with the public about the requirement to show vaccination cards to enter the library. When we found out that we had to implement the Governor's Emergency Order on this, we immediately created a press release, information on our website and new signage. That worked for a majority of our patrons, but for many it was not acceptable. During the first several days of the new requirement, staff were spit on, called names, yelled at, and had things thrown at them. We were called fascist and Nazis. It was brutal and uncomfortable for our staff who were just trying to do their job, and were also trying to offer services at the door. We immediately started to contact the local media. I did two news interviews. One from the Kailua Public Library where I worked on a Saturday to see what was happening and support staff. We also woke up early to be part of the morning news with multiple segments to talk about the new requirements – the why and how it works. And an article was written in the Star Advertiser. While it didn't completely stop behaviors, it improved the situation and patrons showed support to staff.</p> <p>In the coming year, we hope to work more with the legislature to get information out through their newsletters.</p>
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STANDARD 4.2

4.2	Works with staff and other community members to build mutually beneficial resources that support the needs of the community; and	<p>We have amazing staff who are always reaching out to the community and looking for ways to provide support. Here are just a few examples:</p> <ul style="list-style-type: none">• Our former branch manager of the Princeville Public Library, Kat Bengston, worked with her local Friends of the Princeville Library group to build concepts for a “parklet”. A local architect volunteered his time to build plans for creating outdoor spaces for patrons to sit, read, study and use wifi, while Kat created a proposal. The Friends of the Princeville library reviewed the proposal and offered to support the project. Before Kat left for the mainland, she was able to create a flexiable outdoor seating area for her community. It was not the fully developed idea due to a few challenges including an upcoming building project, but it was the start of a pilot for us to think about how we create outdoor spaces for our patrons.• Our branch manager, Sheryl Lynch, from Waianae Public Library has been working with the courts to provide community court access in their meeting room. The program started before the pandemic and then stopped, and now they are looking to restart. This provides those who cannot make it to downtown Honolulu a place to go to address their legal issues.• Phyllis Kanekuni from the Thelma Parker Public and School Library is an amazing community connector. She has been working with the NASA@ My Library program for many years and has created relationships with local astronomers, geologist and other scientist to do education programs for their community. Because of her work she has been included in a potential National Science Foundation grant that created more science and learning connections for the community.• While our Waimea Public Library is closed for repairs and renovations, our Branch Manager, Michelle Young, wanted to make sure the library services would still be available. The Kauai Community Science Center opened it’s doors and has allowed the library to offer “Pop up services”. Pick up of materials, reference and access while the formal library is closed. We are grateful to Sarah Styan for her support. It has opened up so many opportunities for future programs.
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STANDARD 4.3

4.3	<p>Establishes effective communication within the public library system, promotes interpersonal relations among staff, and creates a “spirit of aloha” atmosphere of openness, honesty, humility, and respect.</p>	<p>Communication is important. Every day we work to improve our communication channels through email, Teams meetings, webinars, visits, and just basic connecting with our colleagues, but there is always more work to be done.</p> <p>As we come out of the pandemic, we know it is time for us to evaluate our communications, so we did a survey of staff about the methods of communication we use, what people prefer, what they want to know more about, what creates barriers and how frequently. We had about 247 responses and learned that most participating staff prefer email and that a monthly update that included more information about facilities projects and staffing. They also face barriers finding information and that information does not always get shared with staff from managers. We are currently reviewing all of the responses and will be working to make improvements with our colleagues.</p> <p>We also know when we have communication breakdowns and we spend time debriefing on what worked and what do we need to do better next time. Recently, our facilities projects have hit bumps in communication. Not always because there wasn’t communication but that maybe it was not clear. In many instances, we are embarking on projects that we’ve never pursued before. We are going to be debriefing our processes and look at how we can improve communication between administration and staff as we work on facility projects.</p> <p>My door is always open to all of my colleagues at HSPLS, and I listen openly. I know we can always learn from each other and work together to build the canoe that we are all sailing in together.</p>
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STANDARD 5

STANDARD 1: ETHICAL LEADERSHIP

RATING: Effective

JUSTIFICATION:

Aloha is a practice of ethical leadership. I observe and listen always to identify ways to improve myself and my environment. The following are examples to highlight the work done in these areas.

5.1	Demonstrates ethical and professional behavior, a high level of self-awareness, and reflective practice;	I hold myself accountable for my actions and words. If I make a mistake, I apologize. I am curious and always learning, and I spend time reflecting on each day and what worked and what I can do better the next time. The Aloha Response continues to be an important part of my work and life practice. I will forever be grateful to the late Pono Shim for his mentorship, friendship and support. I continue to share the Aloha Response with colleagues when thinking about how we work with and respond to the people around us, which also helps ground me in my own practice. It is a continuous journey of learning.
5.2	Encourages and supports high levels of performance and recognizes those who excel in the work they do for their community; and	I always try to find time to thank staff for the work that they do. In email, in person, a small note, or finding a way to support their growth. I think there are more ways that we can recognize excellence and would like to work with staff to identify ideas for doing this.
5.3	Recognizes and respects all members of the community and works to ensure that information and collections are accessible.	<p>Accessibility is important to fair and equitable access to resources. We must continue to find ways to support multiple languages, physical challenges and other kinds of barriers that may prevent people from connecting to our resources. There are new partnerships waiting for us to explore to support our communities.</p> <p>Our Library for the Blind and Print Disabled (LBPD) is an amazing library that serves those who cannot read standard print due to a physical challenge. We are only serving a small percentage of eligible patrons and we want to reach more people, so we are building new strategies and connections in the community. We also want to be able to provide accessible programs like experiencing art through touch programming and digital literacy using accessible technologies.</p>

PRIORITIES

PRIORITY 1

PRIORITY	INDICATOR	REPORT
Refresh the Hawaii State Public Library System's missions and vision and expand the Strategic Framework.	By January 30, 2022, consultant is selected to support the process.	As reported during the mid-year review, I was behind on this project. Besides the challenges of day-to-day operations, staffing and juggling sensitive projects, I wanted to push our planning a little further into the year. The pandemic has had a deep impact on our psyche and what is possible. As we are now in the learning to live with it phase, it feels like we may be able to use the process as a way to help us all move forward. Solutions Pacific was selected as our consultant for this process and has begun the building process with us.
	By April 30, 2022, stakeholder input process will be completed.	Solutions Pacific is working with the Executive Team to formulate a few different ways to get community and stakeholder feedback. There will be online/paper surveys for the public and a few focus groups to get input from specific groups like teens. We plan on using many networks to invite people to take the survey. There is a survey being developed for staff and also some focus group opportunities. And there is process being designed to get feedback from the Board of Education. Stakeholder input will be done in June/early July.
	By June 30, 2022, new and /or updated mission, vision and expanded HSPLS Strategic Framework completed for presentation to the Board of Education.	Solutions Pacific will be facilitating the Executive Team's review of stakeholder input and the development of an update mission, vision and expanded HSPLS Strategic Framework in July. Our goal is to have everything completed by early August with presentation to the Board of Education at the earliest convenience.

PRIORITY 2

PRIORITY	INDICATOR	REPORT
Complete Library Services and Technology Act Evaluation for LSTA Five-Year Plan for FY18-FY22 and Update LSTA Plan for FY23-FY27.	By December 30, 2021, consultant selected to complete evaluation of LSTA Plan for FY18-FY22.	As reported in the January mid-year review, OhioNet was the winning bidder to work on our evaluation of the LSTA Five-Year Plan.
	By March 1, 2022, consultant completes LSTA evaluation.	The consultants completed the evaluation on time.
	By March 20, 2022, LSTA evaluation is submitted to IMLS and presented to the Board of Education.	The evaluation of the LSTA Plan for FY18-22 was submitted on time to the IMLS. It is attached for review. The learning from the evaluation was that we need to create realistic goals for measurements. We were able to do the work, but we were not able to meet the 100% goals. We did not have as many innovative projects as we projected for two reasons: (1) challenges with the pandemic and managing the basics and (2) the influx of \$2.3M in IMLS ARPA funding. Normally, LSTA is our method for doing innovation with technology. The large amount of funding and the timelines for spending the funding, and also supply chain issues created challenges. Our consultants and IMLS have validated that this was a challenge for most states.
	By May 1, 2022, The LSTA Plan for FY23-FY27 is completed and presented to the Board of Education.	Given the reliance of this funding to support technology, access and training in the HSPLS budget, we have updated the current plan with some small modifications based on learnings from the evaluation. The draft plan has been completed and is attached. If there is any feedback on the plan, please let me know.
	By June 22, 2022, the LSTA Plan for FY23-FY27 is submitted to IMLS.	We plan on submitting our LSTA Plan for FY23-FY27 on time by June 30, 2022.

PRIORITY 3

PRIORITY	INDICATOR	REPORT
Support Digital Equity in Hawaii through access to digital literacy skills learning opportunities and programs that support connections to digital health resources through HSPLS.	By September 30, 2022, Northstar will be accessible to the public.	Northstar was launched on October 1, 2021 on the Hawaii State Public Library website. The adoption has been slow. I believe this is partially due to how it is labeled on our website. We will be working on a more robust Digitally Literacy curated collection this coming year to support our communities and more marketing about how to become more tech saavy. I also think as we offer more Digital Literacy 101 training sessions in our libraries, we will see more people using it because they will be introduced to it.
	By March 30, 2022, Digital Health Navigators will have begun to work in libraries to provide support.	The telehealth project is complex because there are so many partners. We have not reached any of these target dates because the Department of Health just hired our Project Librarian, Karen Kessing. She began work a little over a week ago and is getting grounded in what needs to be done, and meeting partners. Karen is responsible for building the program based on the original design. She is working on job descriptions for project managers who will manage the digital health navigators in our libraries, and will be creating a pilot project in one library on one island to test the format. She is also responsible for coordinating the technology processes to help get Chromebooks and hotspots in the hands of patrons to help them connect to their doctors via telehealth. And lastly, there is the work with professional evaluators to help design measurements and then report them. There will be more to report in in FY23.
	By April 30, 2022, telehealth hotspots will be available in our pilot public libraries for check out.	
	By April 30, 2022, the identified pilot libraries will be open locations for patrons to make appointments to connect to their health care providers.	
	By June 30, 2022, an evaluation of the programs will be provided to the Board of Education.	

PRIORITY 3

PRIORITY	ADDITIONAL WORK
<p>Support Digital Equity in Hawaii through access to digital literacy skills learning opportunities and programs that support connections to digital health resources through HSPLS.</p>	<p>Digital Equity has been on the forefront of the work I have been doing this year. As a part of the Broadband Hui, I have been able to build relationships with partners from across the state to build foundations for digital literacy skill building at the public library.</p> <ul style="list-style-type: none"> • As reported in my mid-year report, we have partnered to make digital literacy 101 classes accessible at some of our library locations. We are part of efforts to expand this program to support more people through support from Representative Ed Case. We are working with DLIR's Workforce Development program to move this project forward. • We are in the process of receiving 100 refurbished laptops from DBEDT that we will be able to provide to participants in digital literacy classes held at our public libraries. Patrons who attend will not only learn, but leave with a laptop to continue to use and practice. • Senator Misalucha created SB2214, which adds language to the statute that public libraries are responsible for providing and coordinating resources, programming and support for digital literacy in our communities. It includes a Digital Literacy Librarian position to coordinate and focus our efforts statewide. It passed and is now waiting for the Governor to sign with the other Digital Equity bills. • As also reported in my mid-year report, I was asked by the Governor's Office and Workforce Development to write and lead a Workforce Innovations grant from the National Governor's Association. The grant is focused on building a comprehensive plan to support digital literacy skill development for Hawaii's workforce. Our consultants have completed the information gathering phase through virtual and in-person focus groups and now we are in the process of writing the draft. Next week we will be presenting what we have completed at the National Governor's Association meeting of grantees in New Orleans. We hope to learn from the other states and be able to incorporate edits into a final plan, which will be presented to the Governor in early July. I think the plan will offer a framework for our state to think about how we can support our workforce and ensure everyone has the digital skills they need to succeed. • We are working on a new project to provide a digital skill building workforce tool called Skillfinder. It was developed in Australia during the pandemic and is a single portal to finding free courses to learn technology related skills for workforce development. We just completed the procurement phase of our subscription to the service. Next we will be working with them to customize the portal for Hawaii. We want to make it as easy as possible for people to find courses that support their job skill development.

**Board Action on State Librarian's evaluation for 2021 Fiscal Year: end of
year evaluation**

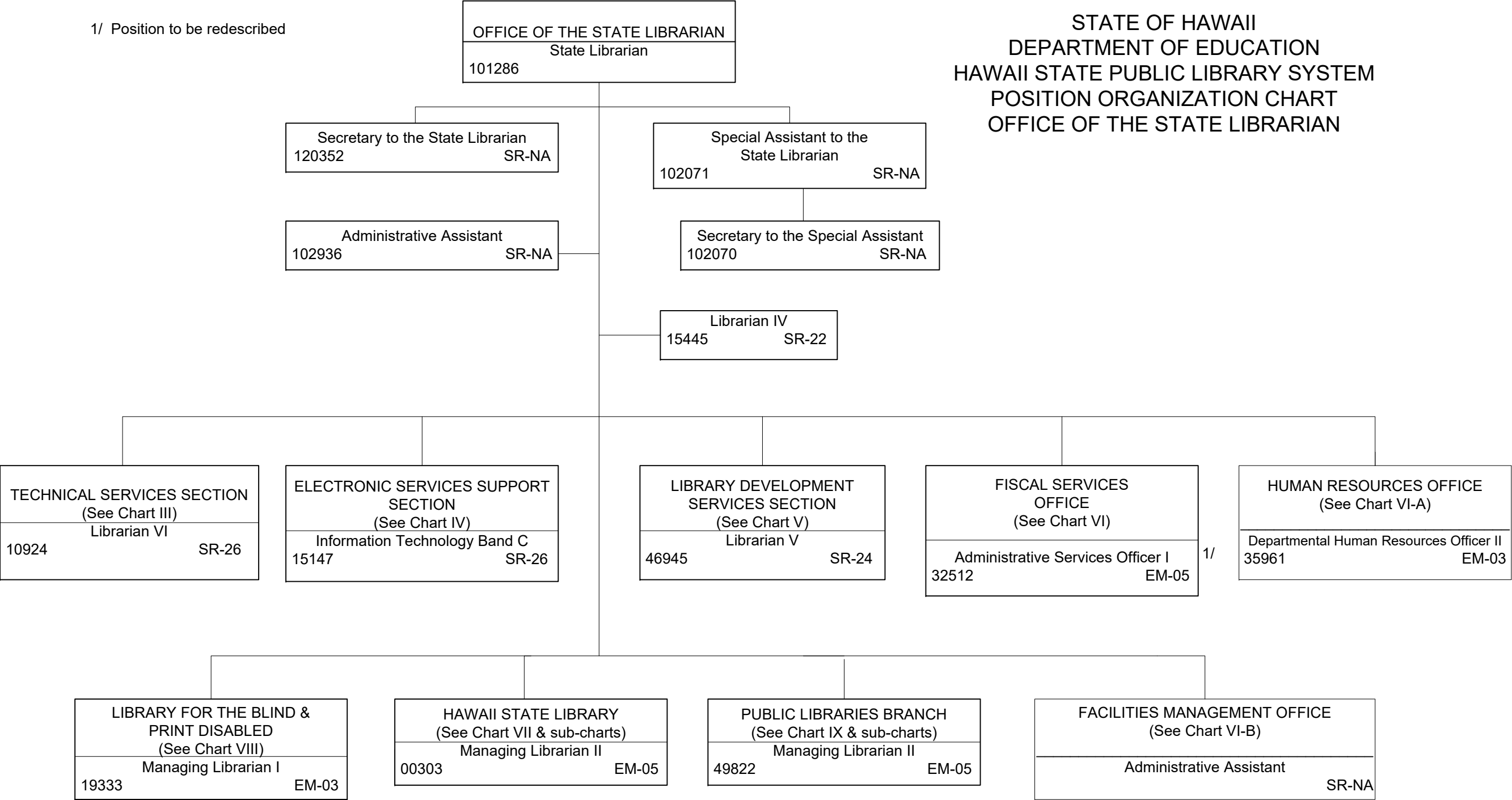
ATTACHMENTS INDEX

STANDARD/PRIORITY	ATTACHMENT	NUMBER
Standard 1.1	Proposed Reorganization	1
Standard 1.1	Signage for Vaccination Requirement	2
Standard 1.2	HSPLS Framework	3
Standard 1.3	New signage based on work with staff	4
Standard 1.4	Sample of new closure database	5
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Standard 2.5	Liliha Reopening Information	8
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ATTACHEMENT 1

1/ Position to be redescribed

STATE OF HAWAII
DEPARTMENT OF EDUCATION
HAWAII STATE PUBLIC LIBRARY SYSTEM
POSITION ORGANIZATION CHART
OFFICE OF THE STATE LIBRARIAN



As of 6/30/22

CHART II

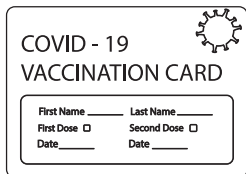
Stacey A. Aldrich
State Librarian



In accordance with Governor Ige's
Executive Order 21-07,
effective September 13, 2021:

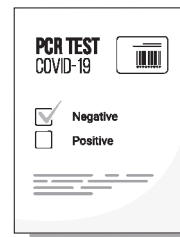
ALL VISITORS 12 years and older must
show two documents to enter the Library

1



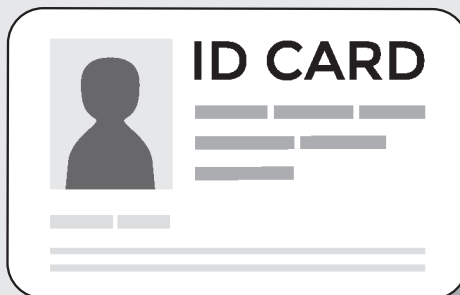
**Vaccination Card
(digital or
hard copy)**

OR



**Proof of Negative
COVID-19 Test Result
Issued Within the Last
72 Hours**

2

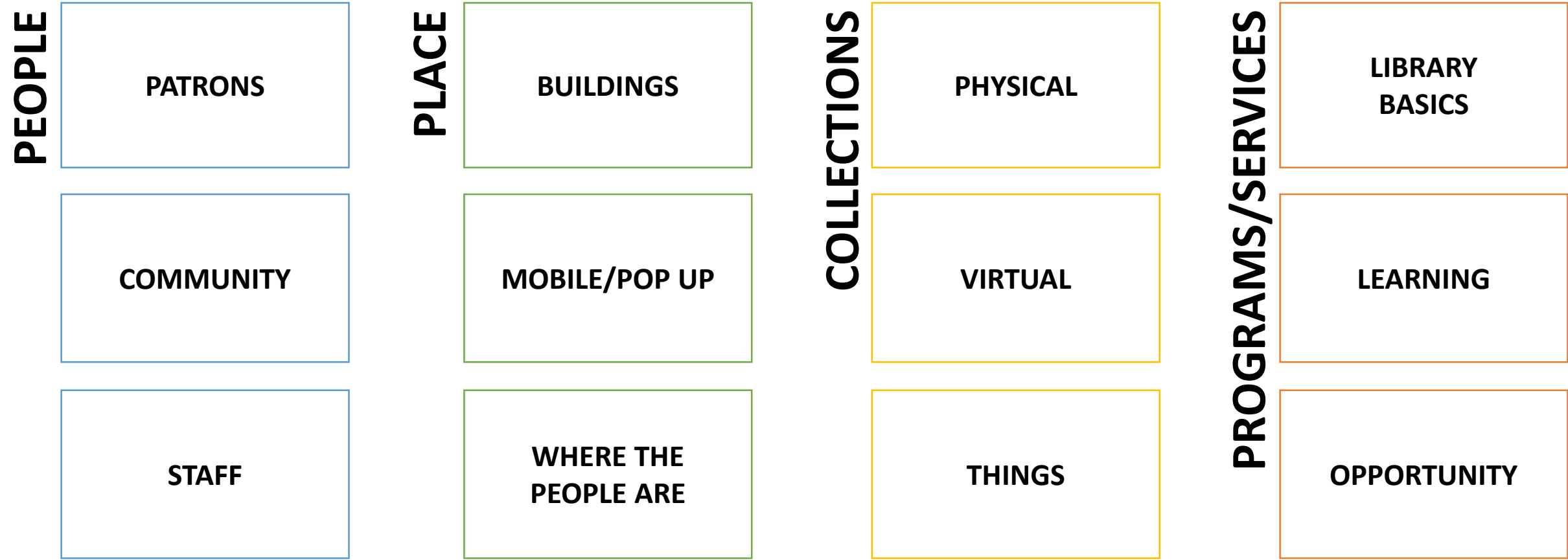


a valid Photo ID



**All visitors 5+ years
old must wear a mask
at all times.**

HAWAII STATE PUBLIC LIBRARY SYSTEM FRAMEWORK



HAWAII STATE PUBLIC LIBRARY SYSTEM FRAMEWORK – AREAS OF FOCUS

PEOPLE

PATRONS

- Improving access
- Decrease points of friction
- Responding to needs

COMMUNITY

- Partnerships that create opportunity for our communities

STAFF

- Service Philosophy
- Training

PLACE

BUILDINGS

- Caring for facilities
- Improving our spaces
- Building sense of place
- Designing new spaces

MOBILE/POP UP

- Creating more access through mobile libraries

WHERE THE PEOPLE ARE

- Partnering to have services where people are located

COLLECTIONS

PHYSICAL

- Managing our collections
- Improving access

VIRTUAL

- Managing our collections
- Improving access

THINGS

- Managing new collections
- Creating access

PROGRAMS/SERVICES

LIBRARY BASICS

- Improving processes
- Improving access

LEARNING

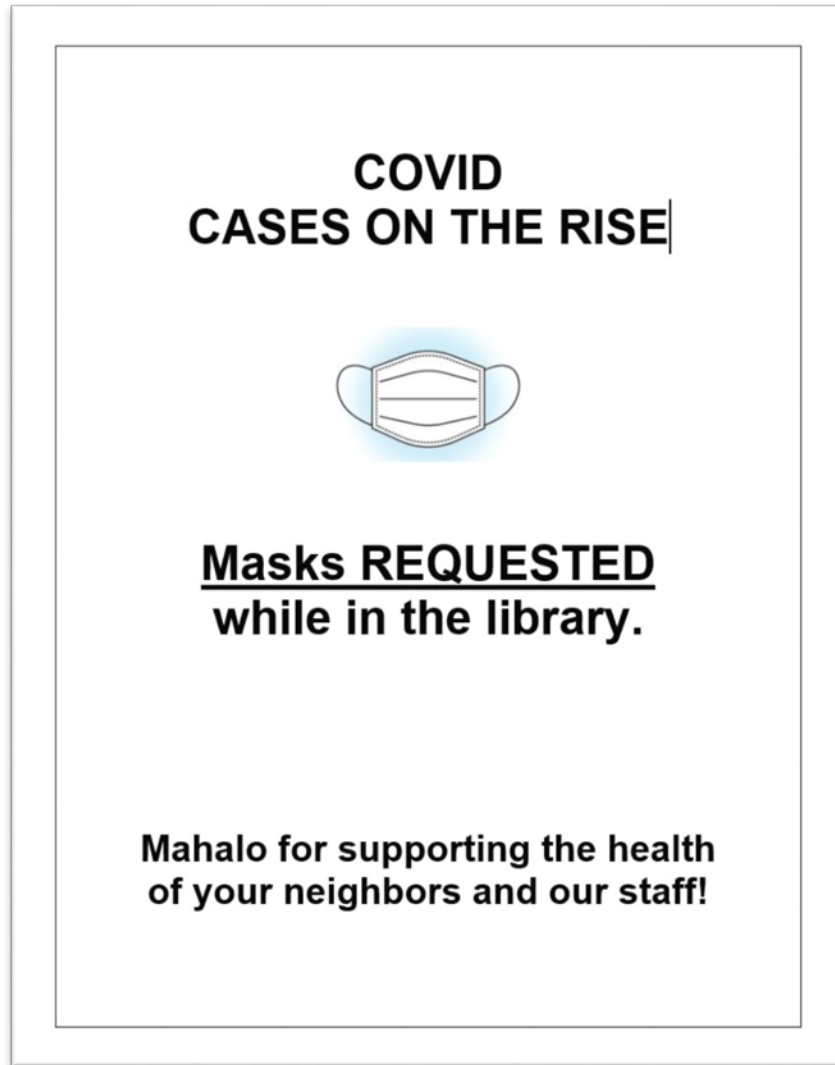
- Provide programs that support literacy and learning for all ages.

OPPORTUNITY

- Provide programs and services that support our culture and communities

ATTACHMENT 4

New Signage that created with input from Branch Managers to encourage mask wearing during this peak times of infection.



ATTACHMENT 5

SAMPLE OF CLOSURE DATA FROM NEW HSPLS DATABASE
JUNE 2020

	A	B	C	D	E	F	G	H
1	Issue	Reason(s)	Island	Service Level	Hours Lost	Date reported	Normal Hours	Change in Hours
2	Makawao	Staffing	Maui	Full Closure	1.5	6/4/2022	9:00 - 4:00	9:00 - 2:30
3	Thelma Parker	Staffing	Hawaii	Full Closure	2	6/4/2022	9:00 - 4:00	9:00 - 2:00
4	Honokaa	Staffing	Hawaii	Full Closure	6	6/1/2022	9:00am-12:00pm 1:00pm-4:00pm	Closed
								9-10:15 open 10:15-12:00 door service 1:00-3:15 open 3:15-4:00 door service
5	Kailua-Kona	Staffing	Hawaii	Door	0	6/1/2022	9:00am-12:00pm 1:00pm-4:00pm	

ATTACHEMENT 6

FIVE THINGS YOUR ORGANIZATION CAN DO TO

PREVENT COVID-RELATED BEHAVIOR ISSUES



First



ALL Staff MUST model behavior ALL the time.

If staff are seen not following the rules it undermines trust, creates a sense of unfairness and confuses people. Nothing else creates more future problem-behavior.

Third



Use "Hard Barriers" Whenever Possible.

Examples;

- Remove furniture rather than marking it off with tape.
- Disconnect drinking fountain rather than "do not use" sign.
- Use desks to block off areas rather than "wet floor" signs.

Fifth



Hand Out Free Masks. It Prevents A Lot Of Problems.

Purchasing cheap disposable masks (or getting volunteers to make them) is just the cost of doing business during a global pandemic. Spending a little money here will save your staff hours of conflict (and burnout).

Second



Get Rid Of Any Rules You Are Not Enforcing.

Having extra rules that are rarely enforced undermines the other rules. Focus on the few really important rules and enforce them 100%.

Examples;

- Cut: Flow of traffic direction in aisles.
- Enforce: Masks and social distance.

Fourth



Signs Should Be As Simple And Short As Possible.

- Use as few words as possible.
- Use small words (no jargon).
- Use short sentences.
- Use pictures.
- Not everything needs a sign. Unnecessary signs create confusion.

The Social Science Research Behind Why These Five Changes Matter

The following increase compliance with public health measures:

- 1) Social Norms
- 2) Habit Formation
- 3) Fairness
- 4) Trust
- 5) Ease of Instructions

A THREE-STEP STRATEGY

FOR THE THREE TYPES OF PEOPLE WHO DON'T WEAR MASKS OR SOCIAL DISTANCE



Agrees With Rule

"Made a Mistake"



Neither Agrees Nor Disagrees

"Is Inconvenienced"



Disagrees With Rule

"Rule Conflicts with Values"

Step 1

Tools to Try

01 Pennies in the Cup

Don't jump straight into rule enforcement. Say 'hello.' Ask how their day is going. Make small talk. Then casually shift to the rule violation. Whenever possible, try to get "pennies in the cup" when they aren't breaking a rule (so you can "cash them in" later).

02 Friendly Reminder

The first time you are enforcing a rule, ALWAYS assume that the person just made a mistake and needs a friendly reminder. "Oops! You forgot a mask. Want a new one? We have three colors to choose from!"

03 Body Language

Remember that your body language is more important than the words you use. Use all the tools from our core training: approach the person at a casual walk, stand at a 15 degree angle, keep your hands non-aggressive, etc.

Step 2

Tools to Try

04 Sympathize (But Enforce)

The new rules ARE annoying. It is ok to say so, and then still enforce them. "Yeah, I get it. I have to wear this itchy mask eight hours a day. That's our reality for a while, though."

05 Blame the Rules

Keep it from being an argument between you and the person by "shifting the blame" to the group that made the rule. "Yeah, I don't love masks either, but it is organization policy (or state law). I'm just doing my job."

06 Personalize the Risk

Identify someone that you are trying to keep safe. It is hard to devalue the life of a specific person. "Yeah, these masks are annoying, but my son has asthma, which makes him high risk. Just in case, he's worth it." (Note: It is hard to argue against "just in case.")

Step 3

Tools to Try

07 Remember Your Goal

Your only goal is to get the person to wear a mask or social distance. Your goal is NOT to win an argument or change the person's mind. (Arguments don't change minds.)

08 Sidestep the Argument

Avoid getting pulled into conflict by with these three steps:

- 1) Listen to their rant (without making faces)
- 2) Express ambivalence about what they say,
- 3) Pivot back to the rule. "(After listening) Yeah, it is hard to know who is right. But for now, we have to wear masks. "Keep your tone light and "matter of fact."


09 Give Options

Give people options (all of which are acceptable). "Would you like the 'indoor with a mask' option or the 'delivered to your car and you don't have to wear a mask' option? We are here to serve!" Keep your tone of voice friendly, not sarcastic.

If someone presents a “face mask exemption” notice:

The following agencies have released press releases that indicate that these are fake:

- www.ada.gov/covid-19_flyer_alert.html
- <https://www.consumer.ftc.gov/blog/2020/06/covid-mask-exemption-cards-are-not-government>
- <https://www.justice.gov/opa/pr/departments-justice-warns-inaccurate-flyers-and-postings-regarding-use-face-masks-and>



**Information and Technical Assistance
on the Americans with Disabilities Act**

Search ADA.gov

More Search Options

Law / RegulationsDesign StandardsTechnical Assistance MaterialsEnforcement

COVID-19 ALERT

COVID-19 ALERT: Fraudulent Face Mask Flyers

The Department of Justice has been made aware of postings or flyers on the internet regarding the Americans with Disabilities Act (ADA) and the use of face masks due to the COVID-19 pandemic, many of which include the Department of Justice's seal.

These postings were not issued by the Department and are not endorsed by the Department.

The Department urges the public not to rely on the information contained in these postings and to visit ADA.gov for ADA information issued by the Department.

For more information and technical assistance about the ADA, please contact the ADA Information Line at 800-514-0301 (voice) and 800-514-0383 (TTY).

ATTACHMENT 7

Libraries Side by Side

	HAWAII STATE PUBLIC LIBRARY SYSTEM	MEMPHIS PUBLIC LIBRARY
Service Area Population	1,420,593	3,028
Locale	City (11)	Rural (43)
Central Libraries	1	1
Branch Libraries	50	0
Bookmobiles	2	0
Operating Revenue (\$)		
Total Operating Revenue	40,263,166	63,347
- From Local Government	0	63,347
- From State Government	36,878,556	0
- From Federal Government	1,394,598	0
- Other Operating Revenue	1,990,012	0
Capital Revenue	11,700,000	0
Capital Expenditures	2,444,633	0
Operating Expenditures (\$)		
Total Operating Expenditures	39,126,193	62,693
- Staff Expenditures	25,705,425	S
- Collection Expenditures	5,025,794	6,611
- Print	2,059,919	6,000
- Electronic	2,882,152	111
- Other	83,723	500
- Other Operating Expenditures	8,394,974	S
Paid Staff (FTE)		
Total Paid Staff	565	1
- Total Librarians	179	1
- All Other Paid Staff	386	0
Programs Offered		
Total Library Programs	12,601	66
- Children's Programs	8,842	5
- Young Adult	1,659	1
- All Other Programs	2,100	60
Program Attendance		
Total Program Attendance	293,135	597
- Children's Program Attendance	220,152	194
- Young Adult Program Attendance	35,080	19
- All Other Program Attendance	37,903	384

Libraries Side by Side

	HAWAII STATE PUBLIC LIBRARY SYSTEM	MEMPHIS PUBLIC LIBRARY
Library Services		
Physical Visits	3,435,595	10,688
Website Visits	853,189	0
Library Card Holders	992,190	1,403
Questions Answered	542,845	2,894
Interlibrary Loans (ILL)		
- ILL to Other Libraries	163	55
- ILL from Other Libraries	31	50
Collections		
Physical		
- Books and other items	2,895,611	19,956
- Audio (tapes, CDs)	113,000	715
- Videos	173,762	5
- Print subscriptions	2,276	10
Digital		
- E-Books	104,812	5,544
- Audio (downloadable)	31,416	1,389
- Video (streaming)	0	0
Electronic Collections (Databases)	111	79
Circulation		
Total Circulation Transactions	37,734,669	9,977
- Physical Circulation	4,746,843	6,692
- Use of Electronic Material	32,987,826	3,285
Circulation of Children's Material	2,289,922	4,821
- As Percentage of Total Circulation (%)	6	48
Technology		
Internet Computers	583	6
Computer Uses Per Year	793,281	1,457
Wireless Sessions	542,335	0

FTE stands for full-time equivalent. Libraries report FTE based on a measure of 40 hours per week. For example, 60 hours per week of part-time work by employees in a staff category divided by the 40-hour measure equals 1.50 FTEs.

S = Suppressed for personally identifiable information, M = Missing

ATTACHMENT 8



LILIHA PUBLIC LIBRARY HAWAII STATE PUBLIC LIBRARY SYSTEM RENOVATION PROJECT

INTRODUCTION

The Liliha Public Library was originally opened December 12, 1966. Designed by Steven Oyakawa, a former student of Frank Lloyd Wright, the library features a large skylight, gently rounded corners and an open layout that pull in natural elements into the library space. Set in Honolulu's urban core, the designer looked to innovative designs to optimize form and function which resulted in Liliha Public Library being the only library in the Hawaii State Public Library System with roof-top parking.

ABOUT THE RENOVATION

Over 50 years old, this important community library was in need of extensive repairs and renovations to ensure the health and viability of the building for future generations. Our renovations included:

- Fixing structural issues
- Ground stabilization
- Resurfacing the roof-top parking lot
- Replacing skylights and installing new light fixtures
- Replacing plumbing and sewer lines
- Air conditioning system improvements
- Renovating restrooms for ADA-accessibility
- Refurbishing staff work areas
- Painting the interior and installing new flooring
- Planting new landscaping
- Installing new shelving, furniture and signage
- Creating a special room for the Chinese Language Collection

FUNDING

Support for this repair and renovation project was provided by Governor David Y. Ige and the Hawaii State Legislature through \$2.6M in Capital Improvements Program (CIP) funding and \$785,000 in General Funding.

MAHALO

Mahalo for all of the support from the Governor, Legislature, Board of Education, Friends of the Liliha Public Library and the community! We appreciate your patience with this project and are excited to welcome you all back to the Liliha Public Library.

June 2021

ATTACHMENT 9



MCCULLY-MOILIILI PUBLIC LIBRARY HAWAII STATE PUBLIC LIBRARY SYSTEM RENOVATION PROJECT

INTRODUCTION

The McCully-Moiliili Public Library was dedicated on November 22, 1969 and designed by architect Robert Matsushita. Located in urban Honolulu, the 16,532 square foot, two-story building has a second floor that extends over the parking lot. This well-used library houses nearly 100,000 volumes, and features collections for all ages, a meeting room and the system's largest Korean language collection.

ABOUT THE RENOVATION

Over 50 years old, the McCully-Moiliili Public Library is an important community library that needed repairs and renovations to ensure the health and viability of the building. During the pandemic, we were able to address some long-standing repairs, refresh the layout of the library to support community use, and initiate plans for future exterior improvements.

- Replace roof
- Install rooftop PV system
- Repair water damage throughout the library
- Improvements in the community meeting room
- New circulation desk and front lobby area to improve public services
- Improved lighting and refurbished flooring throughout the library
- Improved children's area with interactive space
- Improved signage

There are still exterior improvements planned, which include: exterior painting, parking lot repaving and new lighting, irrigation and landscaping improvements, exterior security to include cameras, lighting and fencing.

FUNDING

Support for this repair and renovation project was provided by Governor David Y. Ige and the Hawaii State Legislature through \$1.75 M in Capital Improvement Project (CIP) funds and \$250,000 in General Funds.

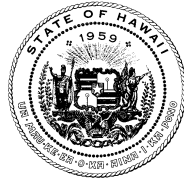
MAHALO

Mahalo for all of the support from the Governor, Legislature, Board of Education, Friends, Korean Foundation and the community! We appreciate your patience with this project and are excited to welcome you all back to the McCully-Moiliili Public Library.

June 2022

ATTACHMENT 10

DAVID Y. IGE
GOVERNOR



STACEY A. ALDRICH
STATE LIBRARIAN

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

Pearl City Public Library and Community Library Learning Center

INTRODUCTION

The Pearl City Public Library opened on Nov. 15, 1969 and is one of the largest public libraries on O'ahu. As a regional library it was built to support not only the local community but also the smaller libraries in the region.

The library is located on Waimano Home Road and is close to the Pearl City Elementary School, public housing, shopping, public park space and other Pearl City neighborhoods. Waimano Home Road and nearby Kamehameha Highway serve as main arteries for the City's public bus system. In 1970, the population of Pearl City was roughly 19,600; in 2021 it is now 45,605. With the increasing trend in population growth, we need to expand and upgrade the library's learning spaces to meet the changing needs of the community.

The current library is 14,000 sq. feet and offers a children's room, Young Adult area, large reading room, computers, WiFi, a meeting room for the public and parking. The library also has roughly .9 acres of adjacent property that was originally purchased by the State to expand parking for library users.

The Pearl City Public Library continues to be a vital point of social infrastructure and an anchor for the region. An expansion project would be an opportunity to reimagine this entire space to better serve the changing and growing needs of the community.

REIMAGINED PUBLIC LIBRARY AS A NEW COMMUNITY LIBRARY LEARNING CENTER

We are proposing to not only update and renovate the current library building, but to extend the space to the adjacent vacant library lot to build a Community Library Learning Center (CLLC). The CLLC would provide many more opportunities for the community to meet and create individual, small group and large sized learning experiences. We would also realign the parking to accommodate the needs of the community and safe use of the library and CLLC.

REIMAGINED PUBLIC LIBRARY

The current library building would be redesigned to replace the air conditioning system, electrical and plumbing infrastructure, broadband network, and open public areas of the library. Updated traditional spaces for seating and collections of books and things (i.e. ukuleles) will be reimaged and integrated with:

- 1) Flexible small meeting rooms for studying that can be expanded to larger meeting spaces;
- 2) Upgrade the digital/technology equipment with the latest tech; and
- 3) Create maker spaces for communities to learn and create.

An area outside the library would be built with Wifi access for groups in the community to meet and access the internet in a new type of library experience that utilizes Hawaii's unique climate advantages.

Realignment of the space would also allow for a new and more efficient central processing center in the existing staff support area, for library materials delivered throughout Central and West Oahu. All designs would maximize flexibility of all library spaces, and allow for the ability to easily adapt to the needs of the community.

COMMUNITY LIBRARY LEARNING CENTER

A pathway will be built across the property to the currently vacant space, where the Community Library Learning Center will be built. The flexible 2,000 – 3,000 square foot building will be able to adapt and support various community uses, from early learning programs and/or child care, library programs, kupuna classes and a meeting space for the community. Outside the CLLC will be a small play and learning area for keiki. We believe that the Pearl City Library could be the model for the future of the Hawaii State Public Library System's regional public library spaces.

REQUEST

We are respectfully requesting \$28 million to support the design of the new Pearl City Public Library and Community Library Learning Center - \$3m for design and \$25m for construction. The funds will support an earlier budget appropriation to complete a building assessment and master plan of the Pearl City Public Library. The consultant has already been selected and DAGS is in the process of finalizing the scope of work and contract with the consultant.

KŪPUNA TECH @ YOUR PUBLIC LIBRARY

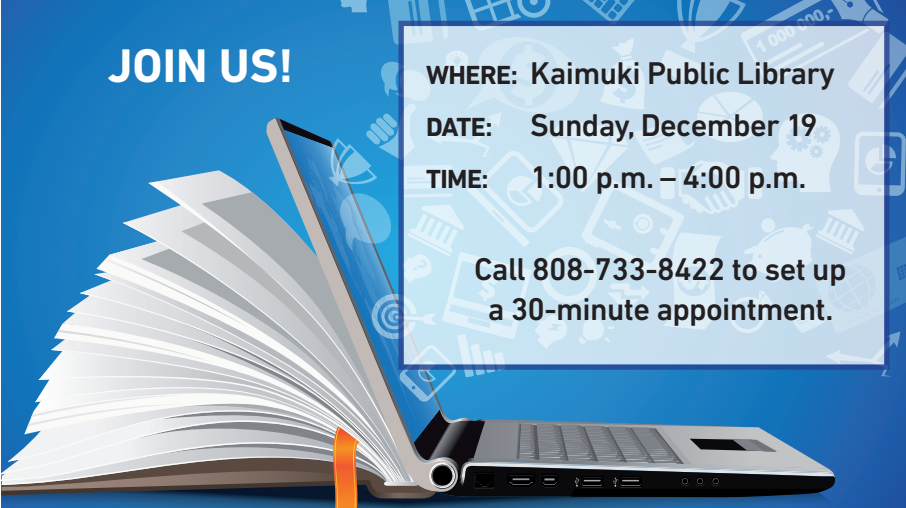


All programs are subject to change. If you require an auxiliary aid or accommodation due to a disability, please contact the library at least 7 days before the program date. For a list of upcoming library events, visit www.librarieshawaii.org/events.



Are you a kūpuna with technology questions?

Kaimuki Public Library is hosting a **Kūpuna Tech Program** with AARP Hawai'i. You can make an appointment or come in to get assistance with your technology questions. Also stop by to learn more about resources at your library for learning how to improve your digital know how.

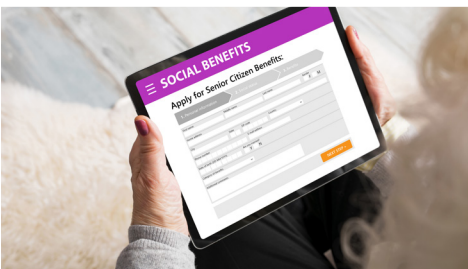


JOIN US!

WHERE: Kaimuki Public Library
DATE: Sunday, December 19
TIME: 1:00 p.m. – 4:00 p.m.

Call 808-733-8422 to set up a 30-minute appointment.

KŪPUNA TECH @ YOUR PUBLIC LIBRARY

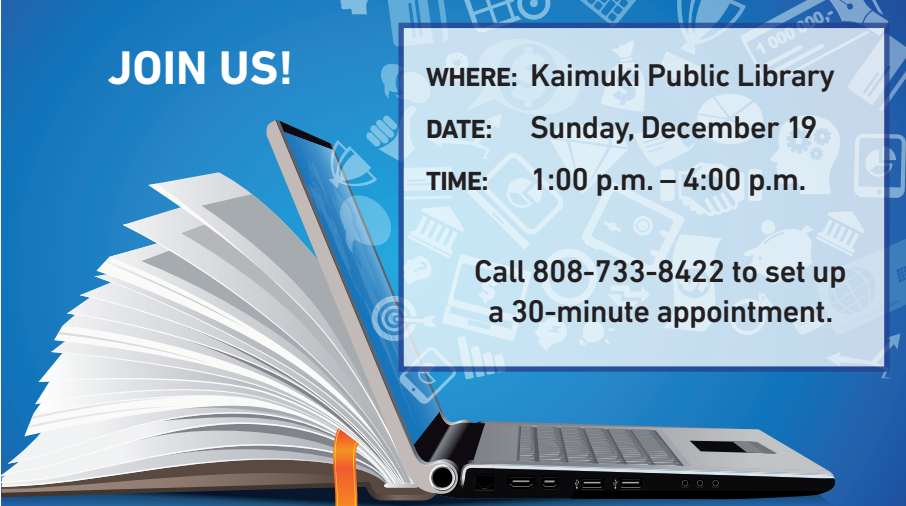


All programs are subject to change. If you require an auxiliary aid or accommodation due to a disability, please contact the library at least 7 days before the program date. For a list of upcoming library events, visit www.librarieshawaii.org/events.



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ATTACHMENT 12



Thursday, June 9, 2022 | Today's Paper | 81°

HAWAII NEWS

Hawaii state librarians get some pushback over mandates

By [Nina Wu](#) • Sept. 22, 2021

To step inside a state library, Hawaii residents must now show proof of [COVID-19](#) vaccination or negative test results within 72 hours.

These rules are part of Gov. David Ige's [executive order covering state contractors as well as visitors at state facilities](#), not to be confused with Honolulu's [Safe Access O'ahu](#) program for restaurants, bars and other establishments. Both went into effect Sept. 13.

The 51 library branches statewide are part of the Hawaii State Public Library System located in state facilities, and therefore covered by the [governor's order](#).

Hawaii libraries had to quickly adapt to the new mandate by setting up checkpoints and assigning staff to verify vaccine and test documents, which has oftentimes been challenging.

State Librarian Stacey Aldrich equates the experience, so far, to a blockbuster movie with mixed reviews.

"We've had a lot of patrons who are patient and showing their cards, thanking us and doing what they can to follow the new mandate," said Aldrich. "At the same time, we have some patrons who are being a little bit abusive to our staff."

That involves name-calling, accusations that the library is trying to block access or violating people's rights — and in another instance, spitting on a librarian. Last week a librarian manager's car was keyed in the parking lot. Most patrons are pleasant, but some seem to be taking out their anger and frustration on librarians.

"We understand that people don't agree with the new mandate," said Aldrich. "We have to follow the mandate, and our staff are doing the best they can to meet the requirements of the state and to support the health of our communities and provide service."

The HSPLS is still operating at limited capacity and is also short-staffed, she said, with about 421 systemwide, which includes administrative services, human resources and information technology.

Library staff are weary after more than a year and a half of the pandemic but have been working to provide services since May 2020 with limited resources.

“We just really need people’s kokua to be kind to our staff,” Aldrich said. “We live in Hawaii. We believe in aloha — aloha is listening and understanding you may not agree with other people, but you’re respectful. We understand that they’re frustrated and don’t agree. At the same time, we have to do what we have to do.”

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Sign Up

Each library branch has its own setup but generally has a checkpoint before the entrance to verify proof of full vaccination for patrons ages 12 and up, which can be a digital or hard copy of the card, or a QR code from the SMART Health card. Negative COVID-19 test results issued within 72 hours are also accepted. Either must be accompanied with a valid photo ID.

Many people are now carrying their vaccination cards with them, said Stacie Kaneshige, director of the Public Libraries Branch. But some forget or do not know about the new rules, in which case staff will make every effort to provide assistance at the door.

On Saturday, Kaneshige said one patron wanted to pick up some books on hold, which staff assisted with at the door. Another patron — a mother with two kids — was searching for books for her children to read. Kaneshige escorted the kids in to find some books, which they borrowed and went home with.

However, some people are confusing state rules with county rules and believe that they can enter for 15 minutes without either. That is not the case for state libraries.

The Hawaii State Public Library System no longer closes every hour for a 15-minute cleaning period, as it did earlier, but has since mid-August closed its doors on Wednesdays to reduce infections and give staff more time to do inventory maintenance.

Also, each library might have to limit the number of patrons allowed or the time they spend inside, due to capacity limits.

Patrons may still use public computers with internet access at most libraries for up to two 60-minute sessions per day. All libraries offer free WiFi during branch hours. There is also “Library Take Out,” in which patrons may place holds on items and schedule an appointment to pick them up.

Eligible items that are checked out, with no holds placed on them, are automatically renewed up to two times.

The library has also expanded its digital offerings, which include e-books, kids’ e-books, online magazines and newspapers, including The New York Times, and a movie streaming service. Although most in-person programs are on hold, the library is offering alternatives including a virtual book club and online story time — and even a new program lending out ukulele.

There is also a new HSPLS app, which offers contactless checkout using a smartphone. For more information on all the new rules and library offerings, visit librarieshawaii.org.

VISITING THE LIBRARY

>> All visitors 12 years and older must show proof of vaccination or negative COVID-19 test results issued within the past 72 hours to enter. They will also need to show a valid photo ID.

- >> All patrons, including children 5 years and up, must wear a mask covering the nose and mouth at all times while visiting.
- >> The number of people allowed in the library at one time may be restricted due to capacity limits. Since Aug. 18 all state libraries have been closed on Wednesdays.
- Visit librarieshawaii.org and click on “Visiting and Using Library Services” to learn more.



Sponsored Content

This Japanese Method Sucks All Toxins Out Of the Body [🔗](#)

By WellnessGuide101.com - The Japanese Way To Remove Body Toxins

ATTACHMENT 13

Library Leapfrog Princeville Parklet

4343 Emmalani Dr, Princeville, HI 96722, United States
808-826-4310



Current Situation

Public libraries are the original co-working spaces – places where people of all ages, from keiki to kūpuna, can go to access information, find quiet spaces to study and learn, and access connectivity and devices generally not available at home. Libraries also provide meeting rooms for collaboration and programming space for community events, classes, and performances. The concept for Library Leapfrog was born during the COVID-19 pandemic with some simple questions:

- How can libraries not only reboot in the wake of the COVID-19 pandemic, but “leapfrog” forward to the public spaces of the future? How can libraries support Hawai‘i’s emerging creative, technology, and innovation economies?
- The Princeville Public Library is in a unique position due to several factors:
 - The location has a large outdoor area adjacent to the library
 - The library is accessed by many community members as a meeting and gathering place as families, students, workers, tourists and other individuals wait for the convoys to the North Shore of Kaua‘i. Due to the March 2021 Hanalei Hill landslide, access to the North Shore is currently limited. The library is the last public facility, with restrooms, Wi-Fi and parking available, on the North Shore of the island.
 - Convoys have been in place since March 20 of 2021 due to the landslide. Access to North Shore was also restricted for much of 2018/2019 following the massive rains, landslides, and flooding that cut off access to Hā‘ena, and Wainiha. The North Shore of Kaua‘i has vulnerable roads that are damaged due to mud slides,

heavy rain, storm surges. As a result, the use of one-lane roads with restricted access has become a regular occurrence for residents of the in the areas of Hanalei, Hā'ena, Wainiha, Ke'e Beach, and Kalalau Trail. Currently, the road opens in the morning, briefly during mid-day, and through the evening, with convoys alternating directions.

- There is a need for stand-alone or private meeting or workshop space
- There is community support for and engagement with this project
- There is additional space available for a second Parklet if this pilot is successful

Services

Computers	13
Magazines	36
Newspapers	3
WiFi	Yes
Friends' book store	No
Free computer classes	Yes
Meeting rooms	No
Photocopying	Yes
Test proctoring services	No

Princeville Parklet – Project Description

Create a modular outdoor space adjacent to the Princeville Public Library building known as a Parklet. By providing additional outdoor space for library patrons, the library can maintain social distancing and encourage open-air gathering during the transition from COVID-19 response to recovery, while expanding its overall capacity, with additional space for educational programming.

The Parklet space will be constructed on 6 parking spaces in a visible and well-lit area in front of the library building. The “walls” would be constructed creating using easily moveable (wheeled) potted plants (minimum of 5 large containers) of various sizes and heights to create privacy and aesthetic enhancement. The current design allows for two, 2-seat tables, and three, 4-6 seat tables. The roof design could be a semi-permanent roof expansion or fully movable large umbrellas. The seating and table materials would be sourced for criteria including durability, comfort, and movability. There are two selected areas in which to store materials; one is a maintenance room and the other is through the large double doors into the main library space.

Plants and greenery will be chosen to create privacy and a sense of Place within the outdoor space. There will also be an emphasis on plant and Āina education with signage created and efforts to use native/endemic/canoe plants.

The space will also serve as a location for outdoor programming, storytime, and other educational and cultural offerings.

Timeline

August 2021

- Sourcing and receiving of specialized materials may extend the timeline

- Initial planting of “green walls” can begin earlier
- Local sourcing and construction of materials is a priority, and could be a factor in timeliness of implementation

Budget

- \$22,000
 - This plan is for the most modular version, with no fixed roof options. Costs may increase if durability, wind and rain protection is deemed optimal for long-term sustainability.

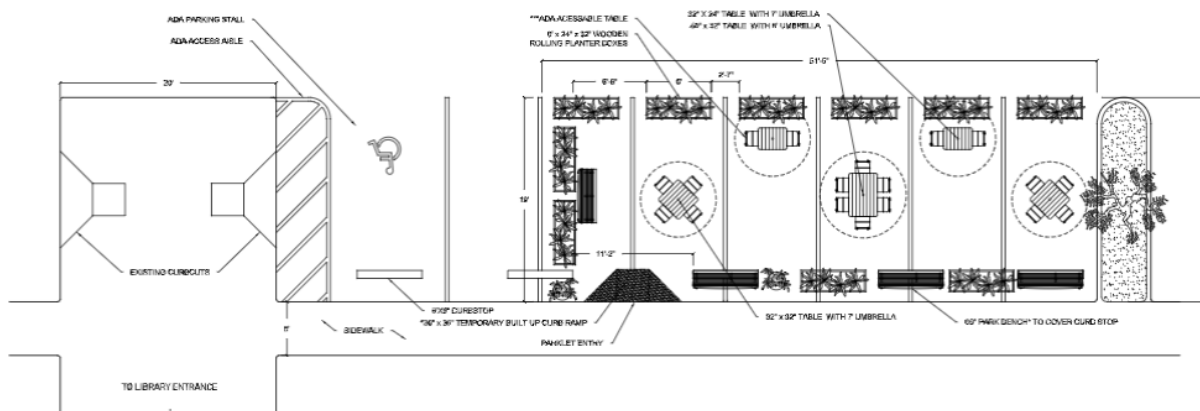
Stakeholders

- The 5013(C) Friends of the North Shore Library at Princeville
- Creative Industries
- Princeville Community Association
- IATSU (Film Industry Union) *to be pursued
- Garden Isle Arts Council *to be pursued

Fact and Stats

- Population: 1,952
- Princeville Public Library is the last public building on the North Shore of Kauaʻi
- Princeville Public Library is used as a gathering place for vehicles to wait for the Hanalei convoy to start.

Architectural Rendering



ATTACHMENT 14

The Safe Travels Program has ended. Please visit hawaiiicovid19.com/travel/ for more information.

☒ Search catalog

☐ Search site

Search books, ebooks, and more

or search old catalog

HOME	BROWSE ▼	READ ▼	LEARN ▼	ATTEND ▼	RESEARCH ▼	CONNECT ▼	VISIT ▼
HOW DO I... ▼	I'M A... ▼						

Hawaii State Library for the Blind and Print Disabled



In state observance of King Kamehameha Day, all public libraries and library support offices will be closed on Saturday, June 11, 2022. Several libraries will also be closed on Friday, June 10th and Sunday, June 12th.

[More Information](#)



LBDP provides vital access to informational and recreational reading, as well as assistive technology resources. Our services are free of charge to people who qualify as being vision or print disabled. For more information, call us at 808-733-8444 or visit our [eligibility page](#). If you're interested, or you know someone who might benefit from library services, please [get an application](#). Don't let vision loss deprive a loved one of the joy of reading.

Listen to People Who Told Us Their Stories

Libraries like ours play an important role. For many of our patrons, reading was not an optional activity; but rather an integral part of their everyday lives. Vision loss threatened to turn everything upside down. [Manny](#), [Ann](#), [Sarah](#), [Lisa](#), [Art](#) and [Nora](#) told us their stories. Select their names to listen to their testimonials.

Books, Magazines and More

We have a great collection of books and magazines in audio, braille and large print formats available to qualified users. Currently, we have access to more than 125,000 audiobook titles to choose from. And we also loan out the audiobook player! Call us at 808-733-8444 for more information.

BARD

BARD (Braille and Audio Reading Download) provides downloadable books and magazines in braille and audio for qualified library users who prefer to download materials to their own devices. There are thousands of books and magazines in the BARD collection. Interested? Visit the [BARD Access page](#) for more information.



**Braille
and
Audio
Downloads.**

Other Services

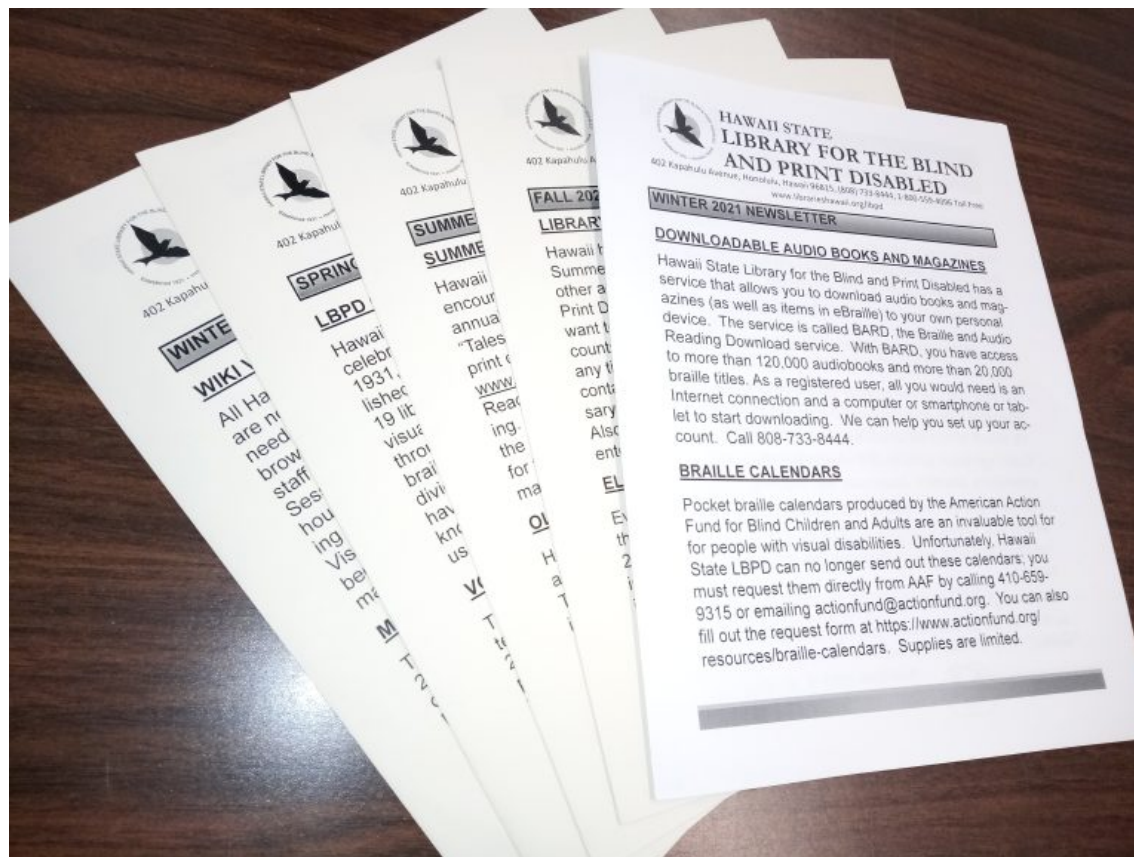
The Library for the Blind and Print Disabled does a lot more than loan out books. When you become a registered patron, you will have access to other special resources. Need

In state observance of King Kamehameha Day, all public libraries and library support offices will be closed on Saturday, June 11, 2022. Several libraries will also be closed on Friday, June 10th and Sunday, June 12th.

[More Information](#)

newspapers and magazines, including grocery ads from Hawaii retailers. Call us at 808-733-8444 to find out more.

Newsletter



LBPD publishes its newsletter 4 times a year, usually in March, June, September and December. Click on the links below to read the last few editions.

[Spring 2022 Newsletter \(PDF\)](#)

[Winter 2021 Newsletter \(PDF\)](#)

[Fall 2021 Newsletter \(PDF\)](#)

[Summer 2021 Newsletter \(PDF\)](#)

Contact

If you have any questions about LBPD, please call us at 808-733-8444 or visit our [branch page](#) to get more information about location, hours and services.

In state observance of King Kamehameha Day, all public libraries and library support offices will be closed on Saturday, June 11, 2022. Several libraries will also be closed on Friday, June 10th and Sunday, June 12th.

[More Information](#)

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

Submitted March 2022

Michelle Bradley, Nancy Kirkpatrick, Andrew Whitis



OhioNet

1500 West Lane Avenue
Columbus, Ohio, 43221

Commissioned by:
Stacey Aldrich, State Librarian

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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 library system that is an autonomous agency within the State of Hawaii, Department of Education. It includes one main library and 51 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.

A. 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 1 - Hawaii State Public Library System Assessment of Progress	
Goal	Achievement
Goal 1: Robust Infrastructure	Achieved
Goal 2: 24/7 Virtual Collections	Partially Achieved
Goal 3: Lifelong Learning	Partially Achieved
Goal 4: Innovative Service Development	Partially Achieved
Goal 5: Educated Library Workforce	Achieved

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 resources, and economic and employment development.

See Appendix A for Chart depicting alignment with 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; however, it did not reach the definition of priority focus.

Table 2 depicts how HSLPS used the LSTA allocation by program.

Table 2 - Hawaii State Public Library System Use of LSTA Allocation				
Expense	FY 2018-2019	FY 2019-2020	FY 2020-2021	Total
Ensuring access to library resources	\$482,401.33	\$418,795.03	\$566,751.14	\$1,467,947.50
Access to informational resources	\$616,232.49	\$581,586.22	\$697,730.56	\$1,895,549
Access to learning resources	\$120,705.61	\$108,735.19	\$68,919.20	\$298,360
Continuing education for staff	\$2,493.57	\$2,575.33	\$992.10	\$6,061
Chromebook labs	0	\$74,951.46	0	\$74,951.46
Virtual programming Kits	0	\$40,039.57	0	\$40,039.57
Total	\$1,221,833	\$1,226,682.80	\$1,334,393	

B. 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.

C. 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 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, Department of Education. It includes one main library and 51 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 \$1,126.00 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.

A. 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 3 - Goal 1: Robust Infrastructure Expenditures by FFY			
Project	FFY 2018	FFY 2019	FFY 2020
Ensuring Access to Library Resources	\$482,401.33	\$418,795.03	\$566,751.14

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 4 - Goal 1: Robust Infrastructure Outputs by FFY					
Output	FFY 2018	FFY 2019	% Change	FFY 2020	% Change
Patron accounts	956,444	992,190	3.7%	1,021,208	3%
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 5 - Patron Use of Online Services		
Online Service	Use of service (%)	Number of Respondents
Online holds	72.4%	12,194
Online renewal of books	70.1%	12,027
LibrariesHI mobile application	31.5%	10,518
Online computer reservations	19.5%	10,582
Applied for a library card online	11.0%	10,394

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 6 - Patron Satisfaction with Online Services			
Online Services	Satisfaction with service (%)	Neutral response to service (%)	Number of Respondents
Online holds	93.3%	4.2%	9,309
Online renewal of books	93.1%	4.2%	8,761
LibrariesHI mobile application	87.7%	10.8%	4,986

Online computer reservations	77.9%	17.5%	1,928
Applied for a library card online	70.1%	21.3%	1,706

Staff Online Services Perspectives

A total of 130 staff that works with the public shared their perspective related to the Libraries HI 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 7 - Goal 2: 24/7 Virtual Collections LSTA Expenditures by FFY			
Project	FFY 2018	FFY 2019	FFY 2020
Access to Informational Resources	\$616,232.49	\$581,586.22	\$697,730.56

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 8 - Goal 2: 24/7 Virtual Collections Outputs by FFY			
Outputs	FFY 2018	FFY 2019	FFY 2020
Number of electronic resources subscriptions	112	111	111

Number of ebooks and digital audiobooks	109,838	122,216	135,098
Downloads of ebooks, digital audiobooks, and magazines	783,900	878,058	1,008,952

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

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

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 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 HSPLS.

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 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.

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 9 - Goal 3: Lifelong Learning LSTA Expenditures by FFY

Project	FFY 2018	FFY 2019	FFY 2020
Access to Learning Resources	\$120,705.61	\$108,735.19	\$68,919.20

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 10 - Goal 3: Lifelong Learning Outputs by FFY			
Outputs	FFY 2018	FFY 2019	FFY 2020
Gale Course Enrollments	4,633	524	640
Mango Language Sessions	18,758	23,771	23,215

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 use 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.

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 11 - Goal 4: Innovative Service Development LSTA Expenditures by FFY			
Project	FFY 2018	FFY 2019	FFY 2020
Chromebook Labs	0	\$74,951.46	0
Virtual Program Kits	0	\$40,039.57	0

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. They also partnered with the Pacific Basin Telehealth Resource Center at the University of Hawaii and Department of Health to use the Chromebooks 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.

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 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 patrons 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 use listed by 61.4% was story time/children's program. Other users given include 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.

A-1.4.3 Project 2 - Findings

Outcome 4.1 was partially achieved, in that 92.4% of patron survey respondents for Virtual Program Kits indicated that the program was valuable to them. Data on satisfaction was not available for the Chromebooks Project. Additionally, the outcome also indicates that three projects will be implemented. At this point, only two projects have been implemented.

A-1.4 - Observations

According to the American Community Survey 2019, 93% of Hawaiian households had a computer and 88% had broadband Internet access in the home. That still leaves 7% without access to a computer and 12% without access to broadband, which would indicate that projects like making Chromebooks and other devices available for patrons to use is a valid and ongoing need that the HSPLS can provide.

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 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

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.

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 12 - Goal 5: Educated Library Workforce LSTA Expenditures by FFY			
Project	FFY 2018	FFY 2019	FFY 2020
Continuing Education for Staff	\$2,493.57	\$2,575.33	\$992.10

Goal 5 expenditures represent .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 13 - Goal 5: Innovative Service Development Outputs by FFY			
Outputs	2018	2019	2020
Presentation Length	149 minutes	1,426 minutes	0
Number of presentations	91	87	0
Average number in attendance per session	15	50	0

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 14 – Staff Training Satisfaction			
Training Opportunity	Satisfaction with training (%)	Neutral response to training (%)	Number of Respondents
Niche Academy	77.1%	16.0%	131
WebJunction	56.3%	26.1%	103
Horizon Acquisitions Module	77.1%	14.7%	131
Other training	63.1%	25.7%	130

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

B. 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.

C. 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 15 - Patron Survey Respondents by Age	
Age	Percent responding
19 under	0.9%
20-29	2.9%
30-39	10.6%
40-49	14.9%
50-59	15.1%
60-69	25.6%
70-79	25.0%
80 and older	5.1%

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 as part of the yearly evaluation. 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.

APPENDIX A: HAWAII STATE PUBLIC LIBRARY SYSTEM'S FIVE-YEAR PLAN ALIGNED TO MEASURING SUCCESS FOCAL AREAS

GOAL	PROJECT	FOCAL AREAS	IMLS INTENT
GOAL 1: Robust Infrastructure	Ensuring Access to Library Resources	Institutional Capacity	Improve the library's physical and technological infrastructure
GOAL II: 24/7 Virtual Collections	Access to Informational Resources	Information Access	Improve users' ability to obtain and/or use information resources
GOAL III: Lifelong Learning	Access to Learning Resources	Lifelong Learning	Improve users' general knowledge and skills
GOAL IV: Innovative Service Development	Chrome Book Labs for Classroom Connections Virtual Programming Kits	Information Access	Improve users' ability to obtain and or/use information resources
GOAL V: Educated Library Workforce	Continuing Education for Staff	Institutional Capacity	Improve library workforce

APPENDIX B: LIST OF ACRONYMS

ESSS	Electronic Services Support Services
FFY	Federal Fiscal Year
HSPLS	Hawaii State Public Library System
ILS	Integrated Library System
IMLS	Institute of Museum and Library Services
LSTA	Library Services and Technology Act

ADDED these Acronyms for your approval

eDBs	Electronic databases
FY	Fiscal Year
SPR	State Program Report
RFP	Request for Proposals
HIP	?? (on page 12 of report)
BIP	Books in Print
HLC	Hawaii Library Consortium
UH	University of Hawaii

APPENDIX C: INTERVIEWS

Stacey A. Aldrich, State Librarian, Hawaii State Public Library System

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

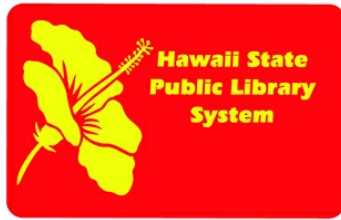
Hawaii LSTA Five-Year Plan, 2018-2022

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

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?



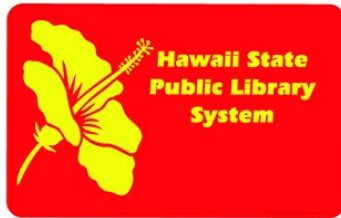
Aloha!

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

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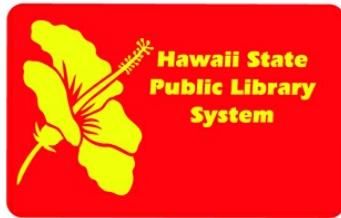


Network Capacity and Speed

* 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 or disagree	Agree	Strongly agree
I noticed an increase in network speed when using the ILS.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I noticed an increase in network speed when accessing online library databases and other resources.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am satisfied with <u>network speed</u> in my library to access the ILS and/or library resources.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am satisfied with <u>network reliability</u> in my library to access the ILS and/or library resources.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments

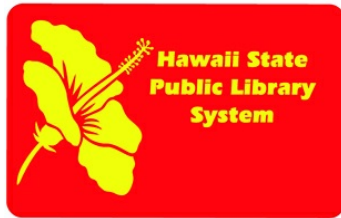


Microsoft Teams

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

	Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree
I use Microsoft Teams daily as part of my job.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel confident in my ability to use Microsoft Teams as part of my job.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am satisfied with Microsoft Teams.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Microsoft Teams is an effective communication and collaboration tool for HSPLS.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments

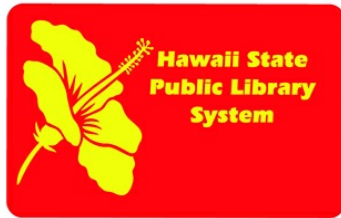


Training

3. 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.

	Dissatisfied	Somewhat dissatisfied	Neither satisfied or dissatisfied	Somewhat satisfied	Satisfied	N/A
Niche Academy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
WebJunction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Horizon Acquisition Module	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

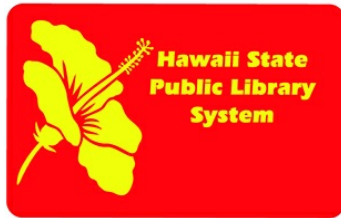
Comments



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

☐ Yes

☐ No

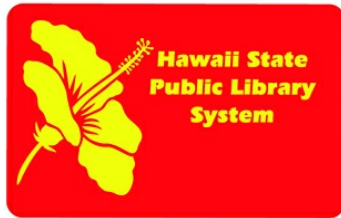


Online Research Databases

5. HSPLS has heavily emphasized online research databases to library patrons. Please indicate your level of agreement with the following statements:

	Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree
I know how to access our collection of online research databases.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can easily identify appropriate online research databases for specific subject searches.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I know how to teach library patrons to access and use online research databases.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The current collection of online research databases meets library patrons' research needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The current collection of online research databases is easy to use.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments

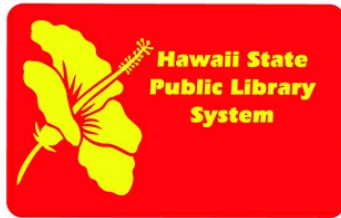


Online Learning Tools

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:

	Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree
I know how to access our collection of online learning tools.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I know how to teach library patrons to access and use online learning tools.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The current collection of online learning tools meets library patrons' learning needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The current collection of online learning tools is easy to use.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments

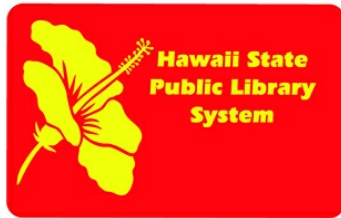


LibrariesHI App and Online Library Card Applications

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

	Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree
The LibrariesHI App is easy to use.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I recommend the LibrariesHI App.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I promote the self check-out feature on the LibrariesHI App.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library patrons at my library use the LibrariesHI App to checkout items.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I promote the online library card application.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library patrons are using the online library card application and coming to our library branch to get their full privilege library card.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

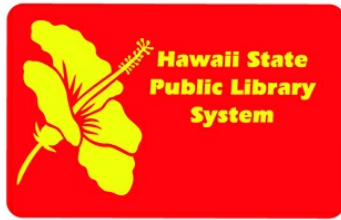
Comments



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)

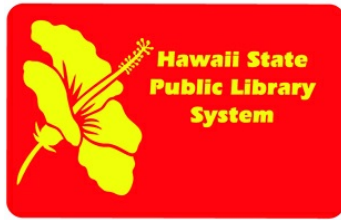


Future Directions

* 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

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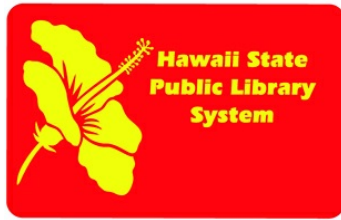
Demographics

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!

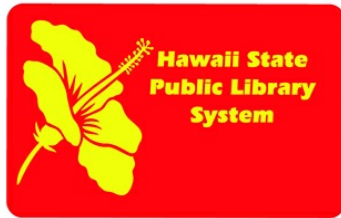
We are asking for your help in improving library services by completing this survey about your use of and satisfaction with Hawaii State Public Library System's digital resources. We receive a federal grant to provide these services to you. We will use your responses to continue to improve services and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



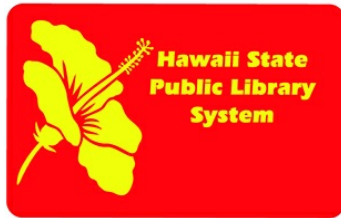
Online Research Databases

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

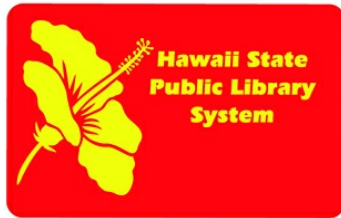
☐ No



Online Research Databases

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).

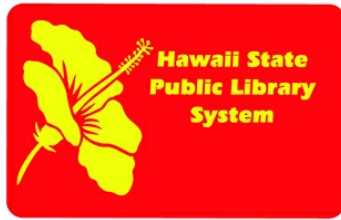
- ☐ College or career planning
- ☐ Current events
- ☐ Finding a job/writing a resume or cover letter
- ☐ Genealogy
- ☐ Health or medical topics
- ☐ History
- ☐ Homework
- ☐ Hobbies (e.g. gardening, sewing, photography)
- ☐ Parenting
- ☐ Personal or family finances/budgeting
- ☐ Recreational reading suggestions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

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

	Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree
Databases provided are easy to use.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Databases provided are convenient to use.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Databases have the information I need.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I value having access to a wide variety of online information databases.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments

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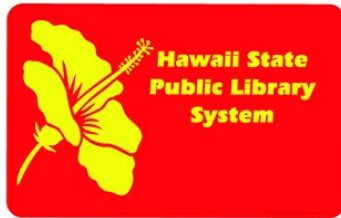
eMagazines and eNewspapers

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

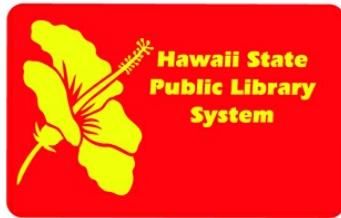
☐ No



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)



eMagazines and eNewspapers

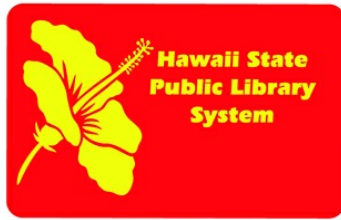
7. I used eMagazine or eNewspaper digital collections to find information on: (Select all that apply).

- ☐ 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:

	Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree
The eMagazines and eNewspapers provided are easy to use.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The eMagazines and eNewspapers provided are convenient to use.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The eMagazines and eNewspapers have the information I need.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I value having access to The eMagazines and eNewspapers.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments



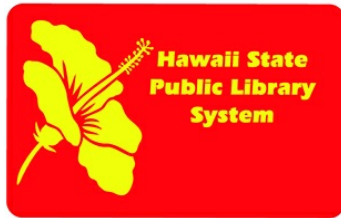
Online Learning Tools

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

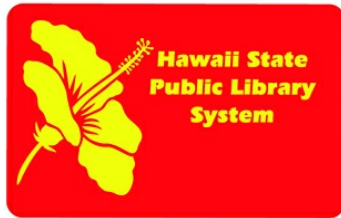
☐ No



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

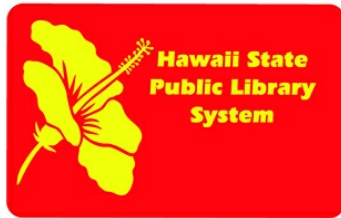
11. I used online learning tools for: (Select all that apply).

- ☐ 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:

	Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree
Learning tools provided are easy to use.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Learning tools provided are convenient to use.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have gained new knowledge and/or skills by using the learning tools.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I learned a skill that helped me prepare for a job.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I learned more about my interest(s).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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.

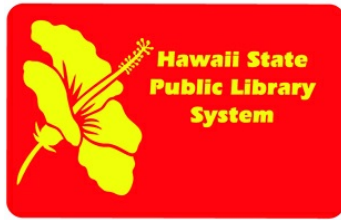
13. Which of the following online services have you used?

	Yes	No
Online Holds	<input type="radio"/>	<input type="radio"/>
Online Renewal of books	<input type="radio"/>	<input type="radio"/>
Online Computer Reservation	<input type="radio"/>	<input type="radio"/>
LibrariesHI Mobile App	<input type="radio"/>	<input type="radio"/>
Applied for a library card online	<input type="radio"/>	<input type="radio"/>
Attended a virtual library program	<input type="radio"/>	<input type="radio"/>

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:

	Dissatisfied	Somewhat dissatisfied	Neither satisfied or dissatisfied	Somewhat satisfied	Satisfied	N/A
Placing an online hold	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Renewing materials borrowed online	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Making a reservation to use a computer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using the LibrariesHI App overall	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using LibrariesHI App to check out books yourself when in the library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Applying for a library card online	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Attending a virtual program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments

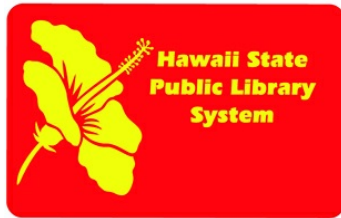


Chromebook

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

☐ Yes

☐ No

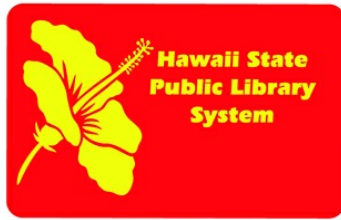


Chromebook

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.

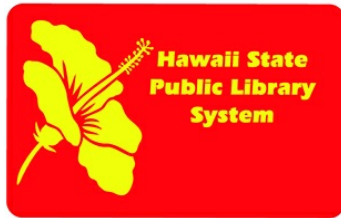
Comments



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

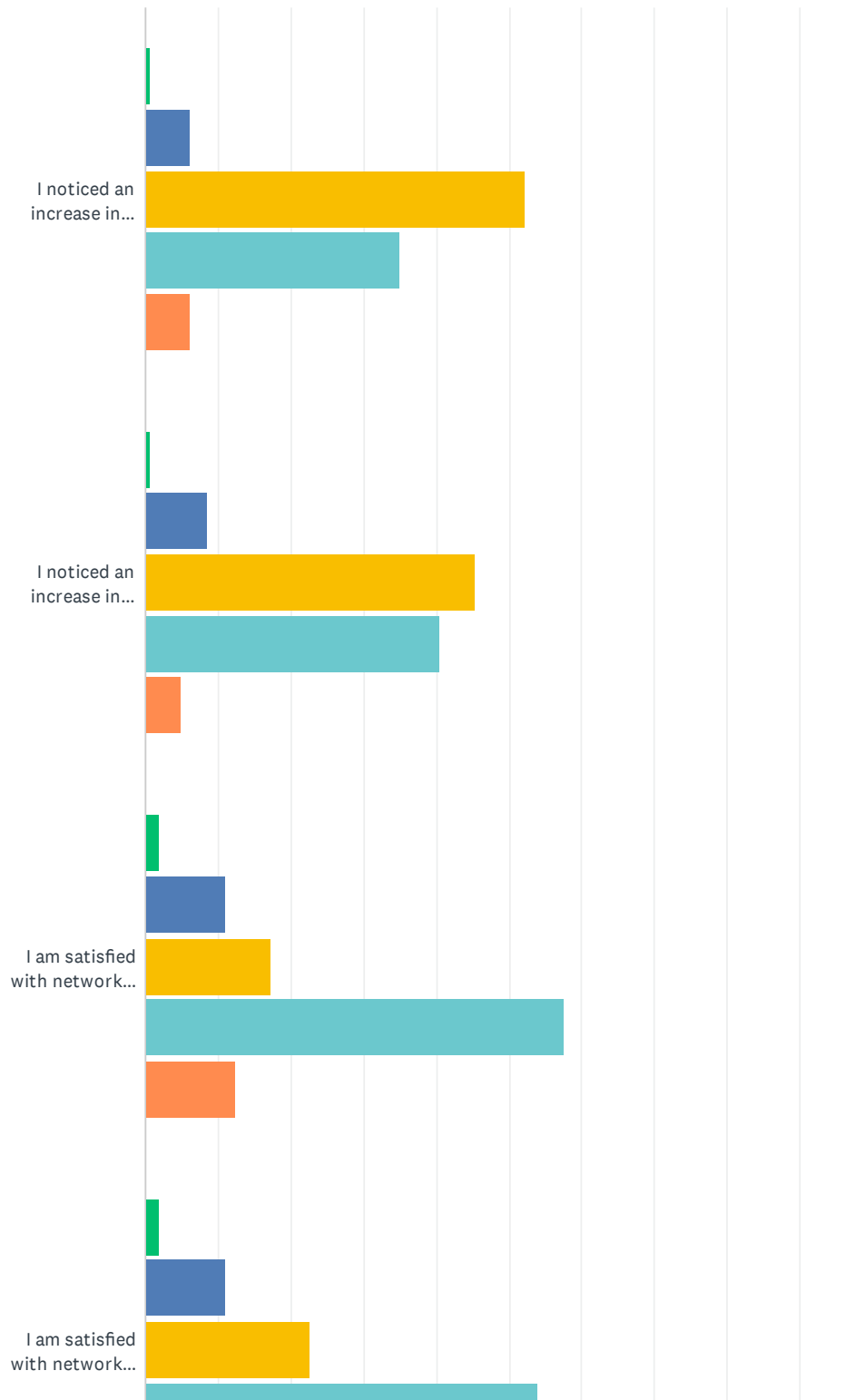
* 18. What library location do you visit most often?

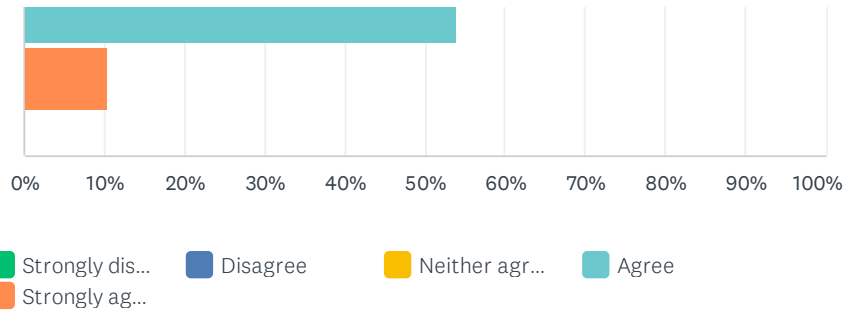
* 19. What is your age?

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





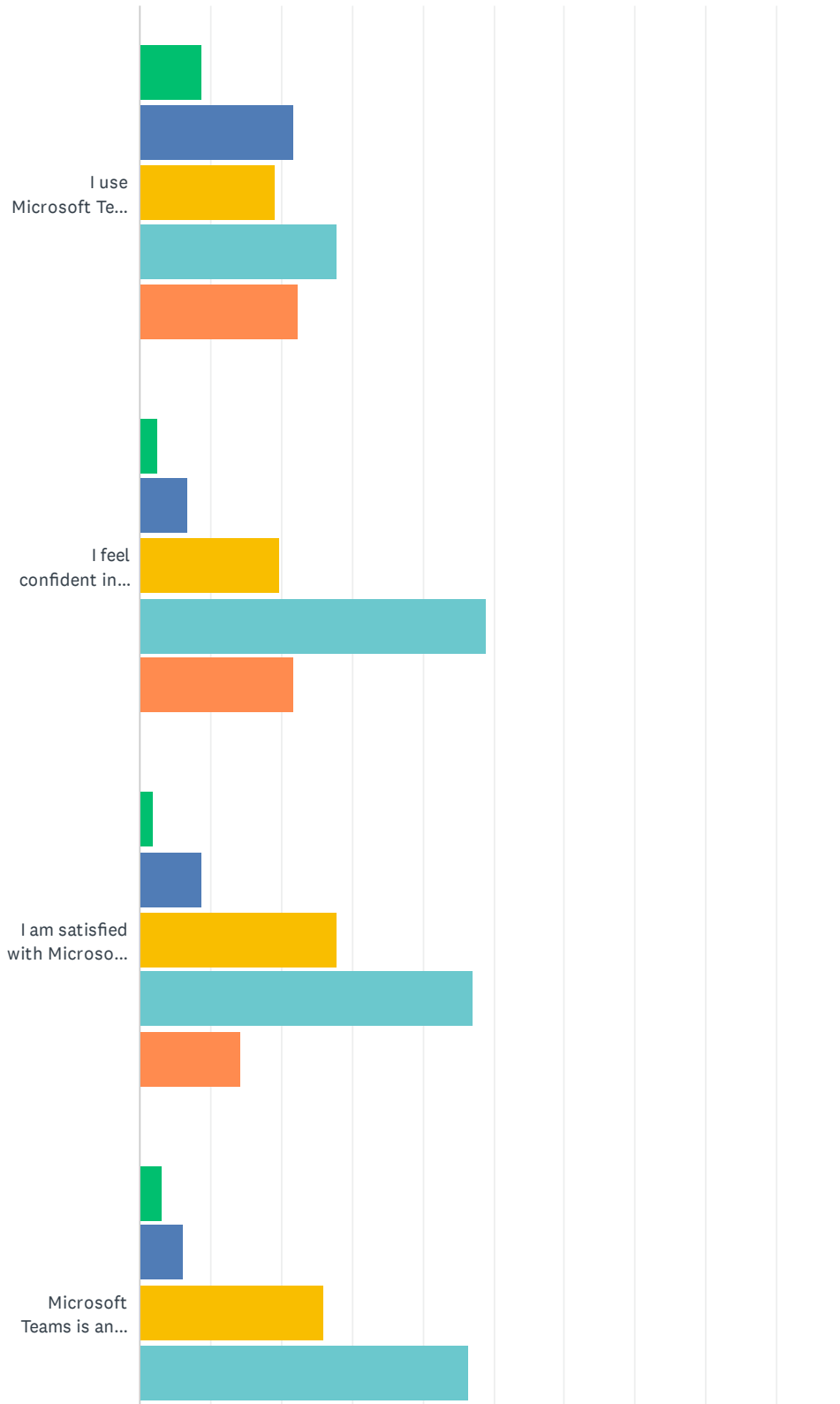
	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
I noticed an increase in network speed when using the ILS.	0.61% 1	6.13% 10	52.15% 85	34.97% 57	6.13% 10	163	3.40
I noticed an increase in network speed when accessing online library databases and other resources.	0.61% 1	8.59% 14	45.40% 74	40.49% 66	4.91% 8	163	3.40
I am satisfied with network speed in my library to access the ILS and/or library resources.	1.84% 3	11.04% 18	17.18% 28	57.67% 94	12.27% 20	163	3.67
I am satisfied with network reliability in my library to access the ILS and/or library resources.	1.84% 3	11.04% 18	22.70% 37	53.99% 88	10.43% 17	163	3.60

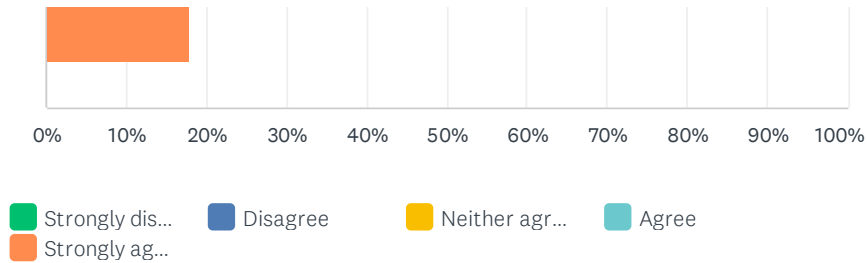
#	COMMENTS	DATE
1	Many of the older computers cannot take advantage of increased network speed.	11/22/2021 2:28 PM
2	The HSPLS home page seems to take a longer time to load when comparing to other robust library websites. Even in-library.	11/18/2021 6:13 PM
3	outages from rain/landslides continue to be a problem occasionally	11/18/2021 4:27 PM
4	wifi is terrible.	11/18/2021 4:26 PM
5	Have not noticed any changes. Connectivity is still spotty in different areas of the library.	11/18/2021 4:03 PM
6	Sometimes we have unexplained network outages.	11/18/2021 3:07 PM
7	I have not noticed a change.	11/18/2021 2:59 PM
8	Public and staff computers are out of date, thus the speed of Internet is relatively the same.	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.	11/18/2021 1:26 PM
10	New fiber optic into our facility. Early to rate	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.	11/17/2021 8:27 PM
12	The network is very fast now, and usually reliable.	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.	11/17/2021 6:43 PM
14	This is true especially for the Wifi. Patrons are now able to view video presentations with ease.	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.	11/17/2021 6:30 PM

16	I have been employed here less than three years.	11/17/2021 6:19 PM
17	definitely slows down in the afternoon	11/17/2021 5:45 PM
18	We are in a rural location, previous network speed was embarrassing to show patrons. Current network speed is improved greatly.	11/17/2021 5:38 PM
19	Defining what an ILS is would be helpful	11/17/2021 5:20 PM
20	Looking forward to new Maraki network to speed up download times even more. Even now the system is a marked improvement over years past. Most noticeable is faster response time in libraries ILS	11/17/2021 4:53 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





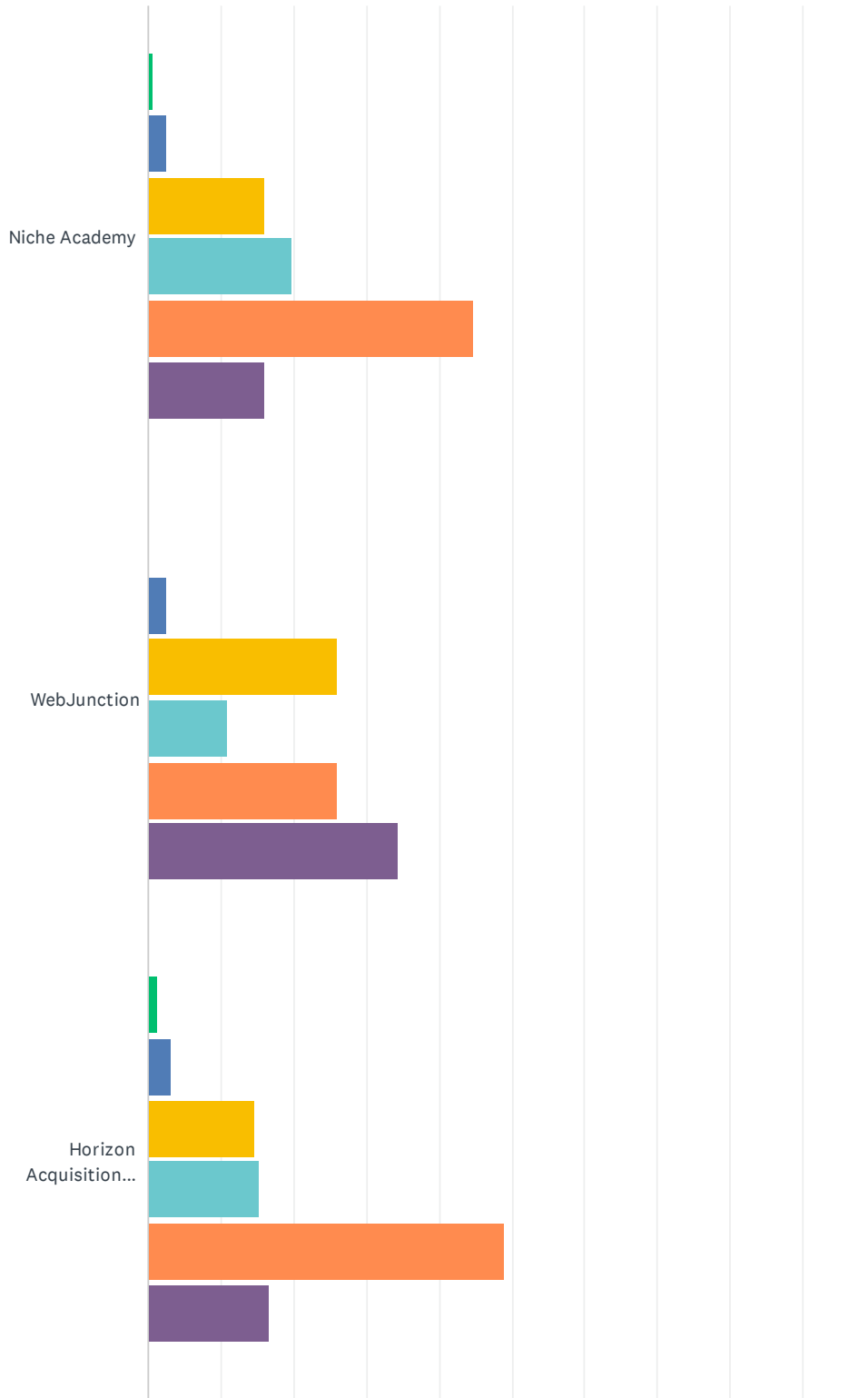
	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
I use Microsoft Teams daily as part of my job.	8.70% 14	21.74% 35	19.25% 31	27.95% 45	22.36% 36	161	3.34
I feel confident in my ability to use Microsoft Teams as part of my job.	2.48% 4	6.83% 11	19.88% 32	49.07% 79	21.74% 35	161	3.81
I am satisfied with Microsoft Teams.	1.86% 3	8.70% 14	27.95% 45	47.20% 76	14.29% 23	161	3.63
Microsoft Teams is an effective communication and collaboration tool for HSPLS.	3.11% 5	6.21% 10	26.09% 42	46.58% 75	18.01% 29	161	3.70

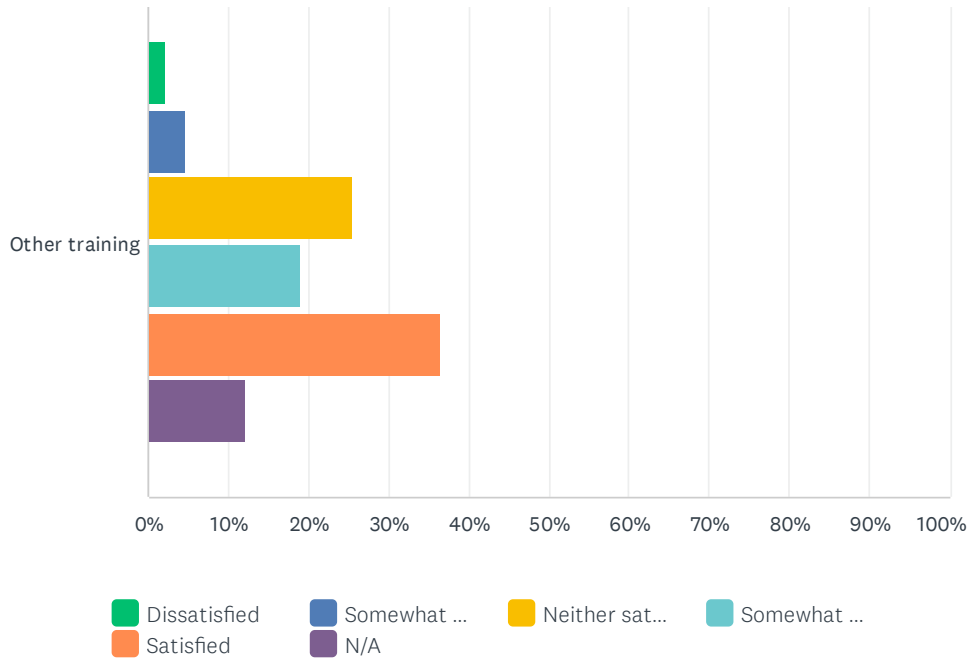
#	COMMENTS	DATE
1	file management and version control is a weak area for Teams	11/30/2021 4:28 PM
2	Teams improved my work and relationships with other librarians and our island's ASET. File sharing, information sharing and response rate to inquiries has been improved. Teams has also helped de-clutter 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.	11/30/2021 3:04 PM
3	Not sure what we're supposed to be using Microsoft Teams for. Don't recall much training about Microsoft Teams.	11/26/2021 3:57 PM
4	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&P section employee working at the H&P Ref Desk needs to be signed in with H&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&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.	11/22/2021 9:08 PM
5	My last interaction with Microsoft Teams was not a good one. The audio would not work even though the audio connection tested okay.	11/22/2021 2:29 PM
6	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.	11/19/2021 2:03 PM
7	Good for meetings, not so good for daily communication.	11/18/2021 8:30 PM
8	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.	11/18/2021 6:14 PM
9	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.	11/18/2021 2:15 PM

10	It's been a Godsend during COVID, that's for sure.	11/17/2021 8:02 PM
11	I believe HSPLS chose Microsoft Teams without evaluating how useful it was for staff, and it is not being used to its best advantage.	11/17/2021 7:12 PM
12	There doesn't seem to be one best way/process for staff to communicate with each other to collaborate or discuss with others.	11/17/2021 6:55 PM
13	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.	11/17/2021 6:46 PM
14	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.	11/17/2021 6:20 PM
15	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 can't 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.	11/17/2021 6:11 PM
16	Would appreciate staff receiving training on how to use Microsoft Teams.	11/17/2021 6:03 PM
17	Zoom is easier to use than Teams	11/17/2021 5:46 PM
18	What are the teams, and who decides who is on them?	11/17/2021 5:20 PM
19	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.	11/17/2021 5:10 PM
20	Recordings cannot be removed, though.	11/17/2021 4:56 PM

Q3 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.

Answered: 157 Skipped: 6





	DISSATISFIED	SOMEWHAT DISSATISFIED	NEITHER SATISFIED OR DISSATISFIED	SOMEWHAT SATISFIED	SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
Niche Academy	0.64% 1	2.56% 4	16.03% 25	19.87% 31	44.87% 70	16.03% 25	156	4.
WebJunction	0.00% 0	2.55% 4	26.11% 41	10.83% 17	26.11% 41	34.39% 54	157	3.
Horizon Acquisition Module	1.27% 2	3.18% 5	14.65% 23	15.29% 24	49.04% 77	16.56% 26	157	4.
Other training	2.03% 3	4.73% 7	25.68% 38	18.92% 28	36.49% 54	12.16% 18	148	3.

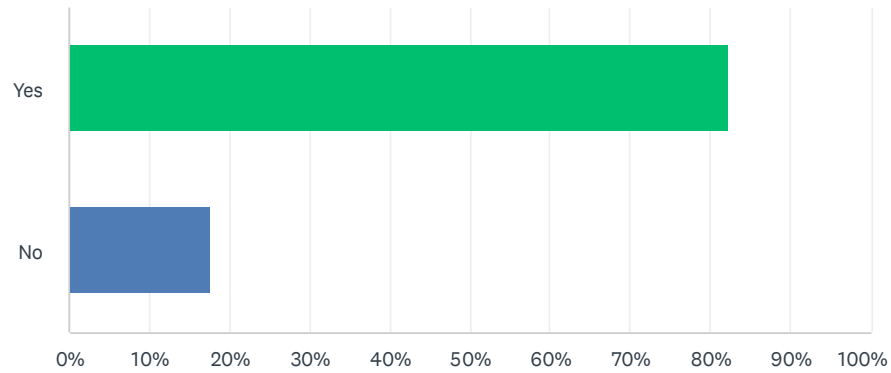
#	COMMENTS	DATE
1	Honestly I cannot remember a Webjunction training. I remember a webinar with someone talking about why and how he founded Niche academy...but cannot remember a follow-up once we actually had videos available through Niche. Only recently, through the monthly training newsletter, did I realize that someone is actually updating and selecting the content for Niche.	11/22/2021 9:11 PM
2	Service Philosophy Training had too many sessions. Northstar training seemed like a commercial than information. "In house" training seems to get better response than hiring "outside" speakers.	11/18/2021 8:35 PM
3	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.	11/18/2021 6:17 PM
4	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.	11/18/2021 2:21 PM
5	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.	11/18/2021 1:33 PM
6	The Learning Opportunities Newsletter (LON) is a wonderful & useful addition to HSPLS. Perhaps some of the recommended Service webinars may be vetted by a group of all levels of	11/18/2021 1:26 PM

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.

7	Our trainers are great!	11/17/2021 8:02 PM
8	I like North Star too.	11/17/2021 7:21 PM
9	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.	11/17/2021 7:15 PM
10	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 "nice to haves" 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.	11/17/2021 6:58 PM
11	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.	11/17/2021 6:22 PM
12	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.	11/17/2021 6:22 PM
13	Can be confusing to non-tech savvy when switching between different training formats (Teams vs Zoom).	11/17/2021 5:43 PM
14	Dissatisfied with HI State Payroll HIP training--out of HSPLS control	11/17/2021 5:37 PM
15	The Service Philosophy "Training" was mostly didactic and seemed designed to fulfill BOE goals of one individual not the system	11/17/2021 5:22 PM
16	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.	11/17/2021 5:10 PM
17	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.	11/17/2021 4:55 PM

Q4 Do you help library patrons access information using the library's online databases or online learning resources?

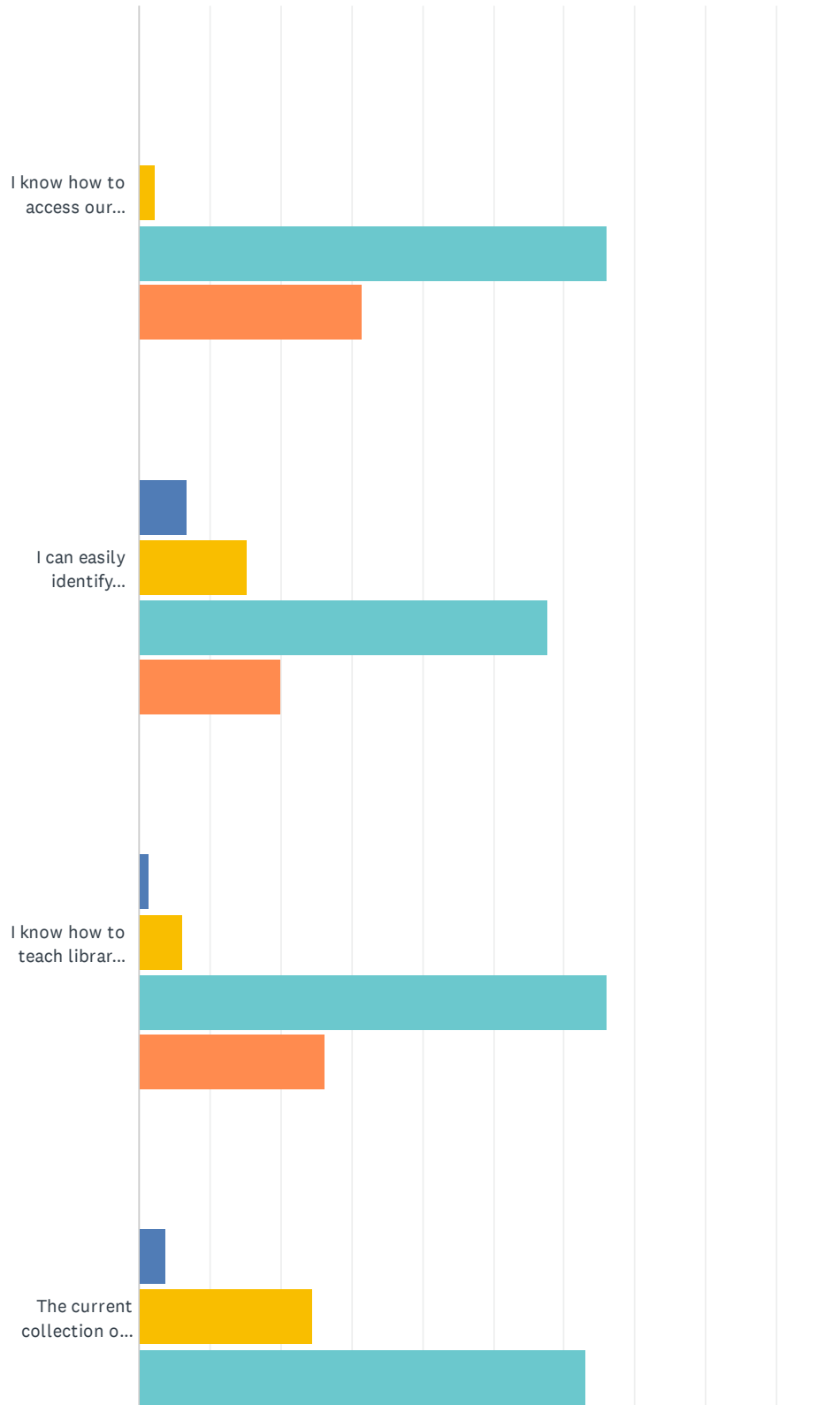
Answered: 159 Skipped: 4

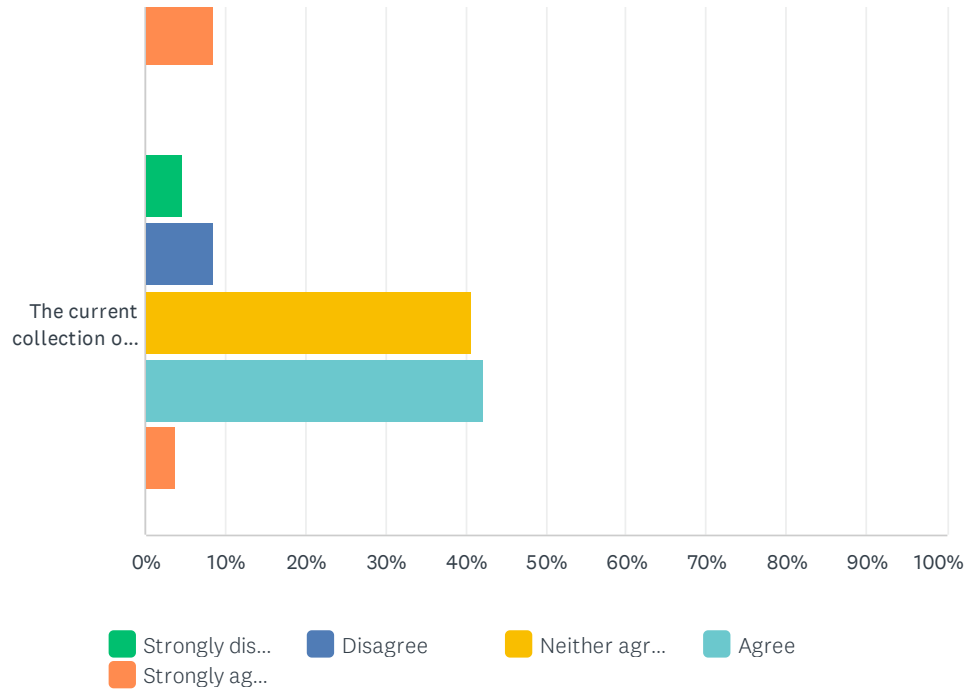


ANSWER CHOICES	RESPONSES	
Yes	82.39%	131
No	17.61%	28
TOTAL		159

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





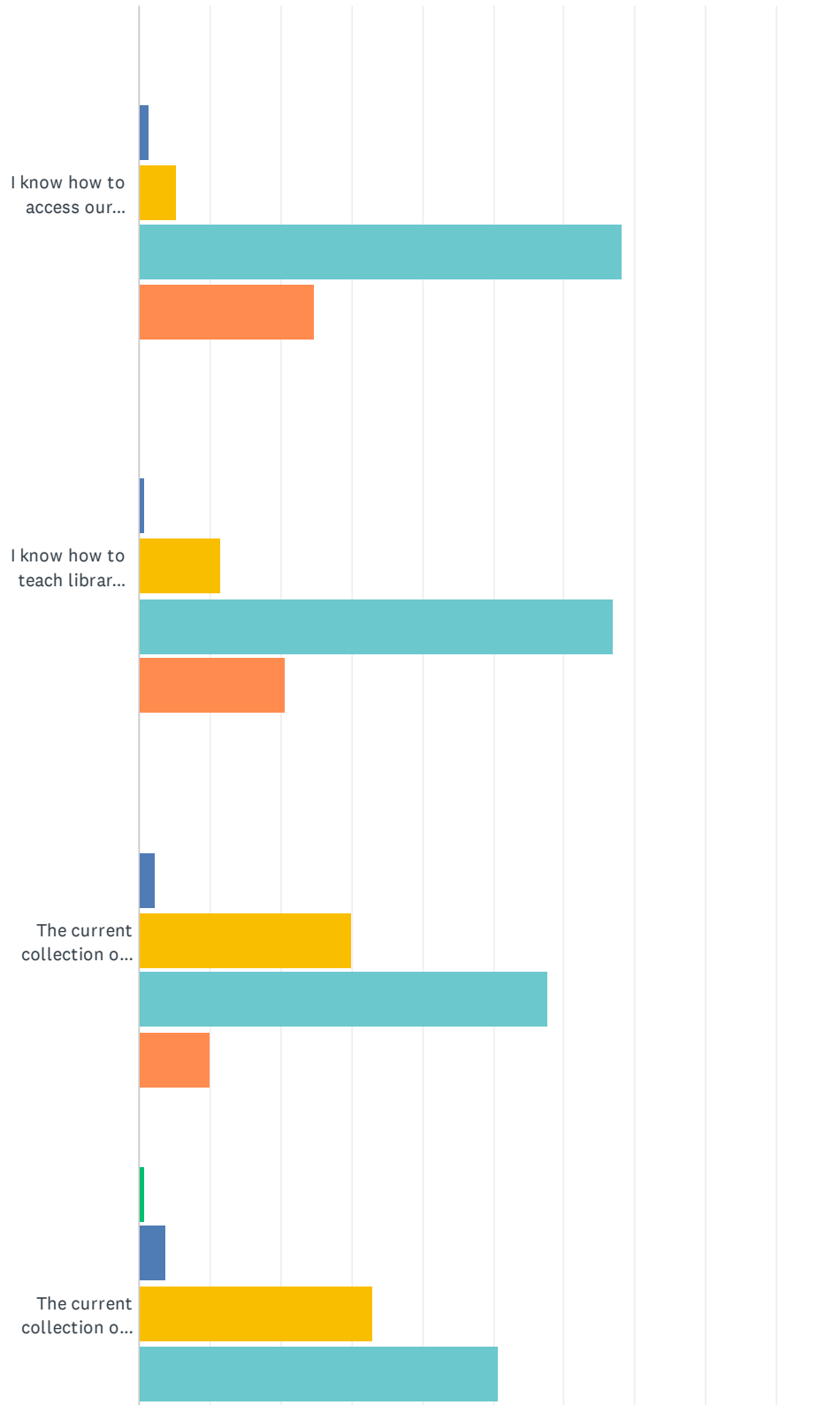
	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
I know how to access our collection of online research databases.	0.00% 0	0.00% 0	2.31% 3	66.15% 86	31.54% 41	130	4.29
I can easily identify appropriate online research databases for specific subject searches.	0.00% 0	6.92% 9	15.38% 20	57.69% 75	20.00% 26	130	3.91
I know how to teach library patrons to access and use online research databases.	0.00% 0	1.54% 2	6.15% 8	66.15% 86	26.15% 34	130	4.17
The current collection of online research databases meets library patrons' research needs.	0.00% 0	3.85% 5	24.62% 32	63.08% 82	8.46% 11	130	3.76
The current collection of online research databases is easy to use.	4.62% 6	8.46% 11	40.77% 53	42.31% 55	3.85% 5	130	3.32

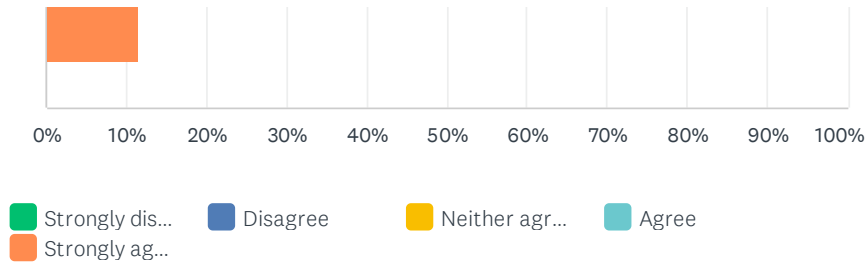
#	COMMENTS	DATE
1	I am solid with the databases that relate specifically to my section, while I am less familiar with the databases that do not relate to my section's subject area since I do not get the opportunity to use them often enough to keep it fresh in my mind. I find that the databases are to 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	11/22/2021 9:22 PM
2	A discovery tool, such as the one utilized by UH, would tremendously help our patrons to access our databases.	11/22/2021 2:35 PM
3	Too many. Need review, training, tips from staff who know more	11/21/2021 7:15 PM
4	I think the issue is that many patrons do not know the databases are available	11/19/2021 9:00 PM
5	Ease of use depends on individual patrons.	11/18/2021 8:36 PM
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.	11/18/2021 6:30 PM

7	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.	11/18/2021 3:10 PM
8	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.	11/18/2021 2:24 PM
9	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.	11/18/2021 1:37 PM
10	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.	11/17/2021 9:19 PM
11	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!	11/17/2021 8:03 PM
12	Patrons have enjoyed the things they can do with our new library app.	11/17/2021 7:23 PM
13	Databases are changed very frequently and keeping up with what is available in which database is difficult.	11/17/2021 7:16 PM
14	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.	11/17/2021 6:25 PM
15	Uneven. Some are easy to use, others are not.	11/17/2021 5:49 PM
16	Online databases could be reduced, probably not all get used.	11/17/2021 5:45 PM
17	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.	11/17/2021 5:26 PM
18	Too many choices and not enough description of what is in each database	11/17/2021 5:23 PM
19	More tips and tricks for patrons would be very helpful for patrons at home and those who don't want to ask for help.	11/17/2021 5:13 PM
20	There are no links to free online Hawaiian resources.	11/17/2021 4:58 PM
21	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)	11/17/2021 4:57 PM
22	Varies greatly from patron to patron based on familiarity with tech and comp. literacy.	11/17/2021 4:53 PM

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





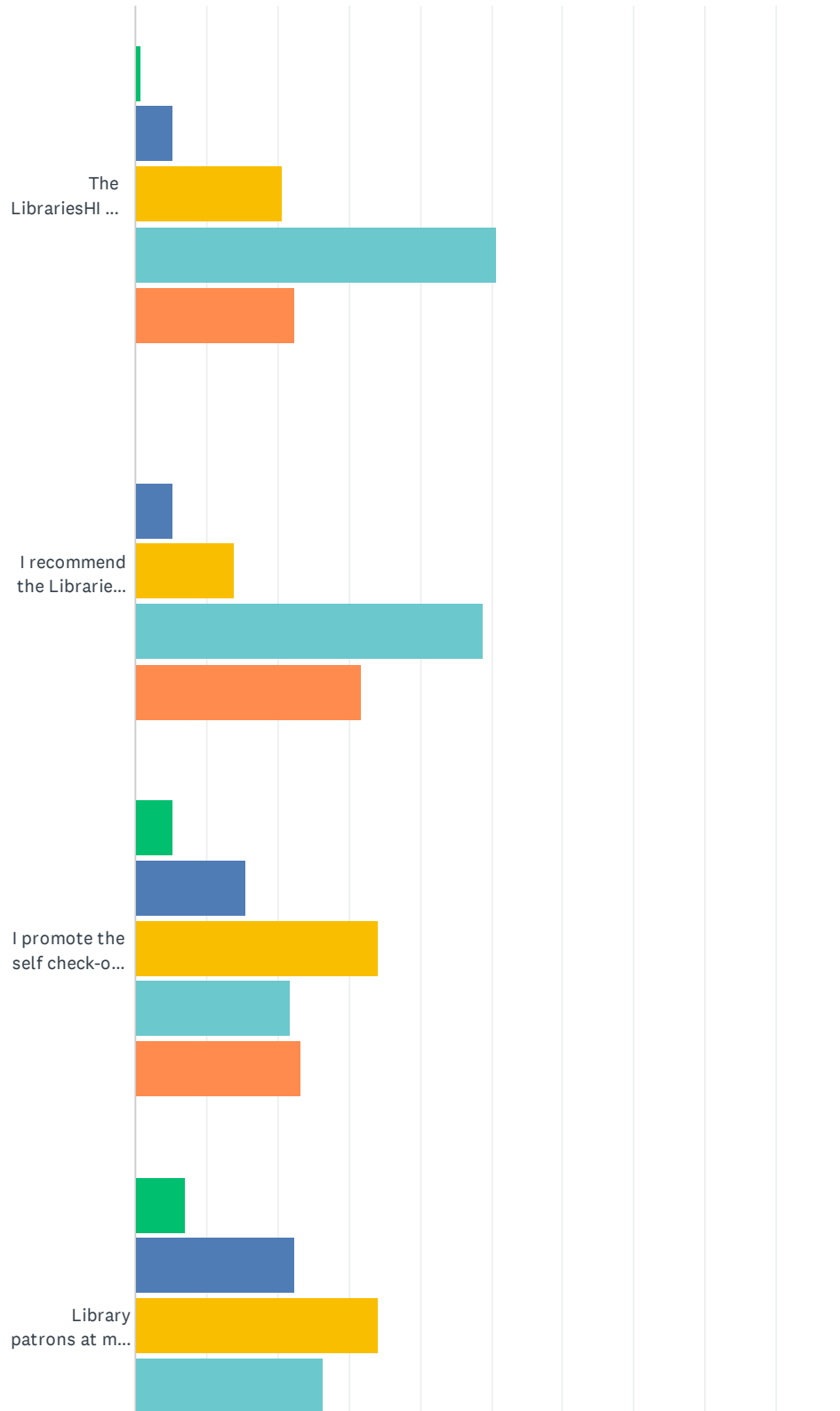
	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
I know how to access our collection of online learning tools.	0.00% 0	1.55% 2	5.43% 7	68.22% 88	24.81% 32	129	4.16
I know how to teach library patrons to access and use online learning tools.	0.00% 0	0.77% 1	11.54% 15	66.92% 87	20.77% 27	130	4.08
The current collection of online learning tools meets library patrons' learning needs.	0.00% 0	2.31% 3	30.00% 39	57.69% 75	10.00% 13	130	3.75
The current collection of online learning tools is easy to use.	0.77% 1	3.85% 5	33.08% 43	50.77% 66	11.54% 15	130	3.68

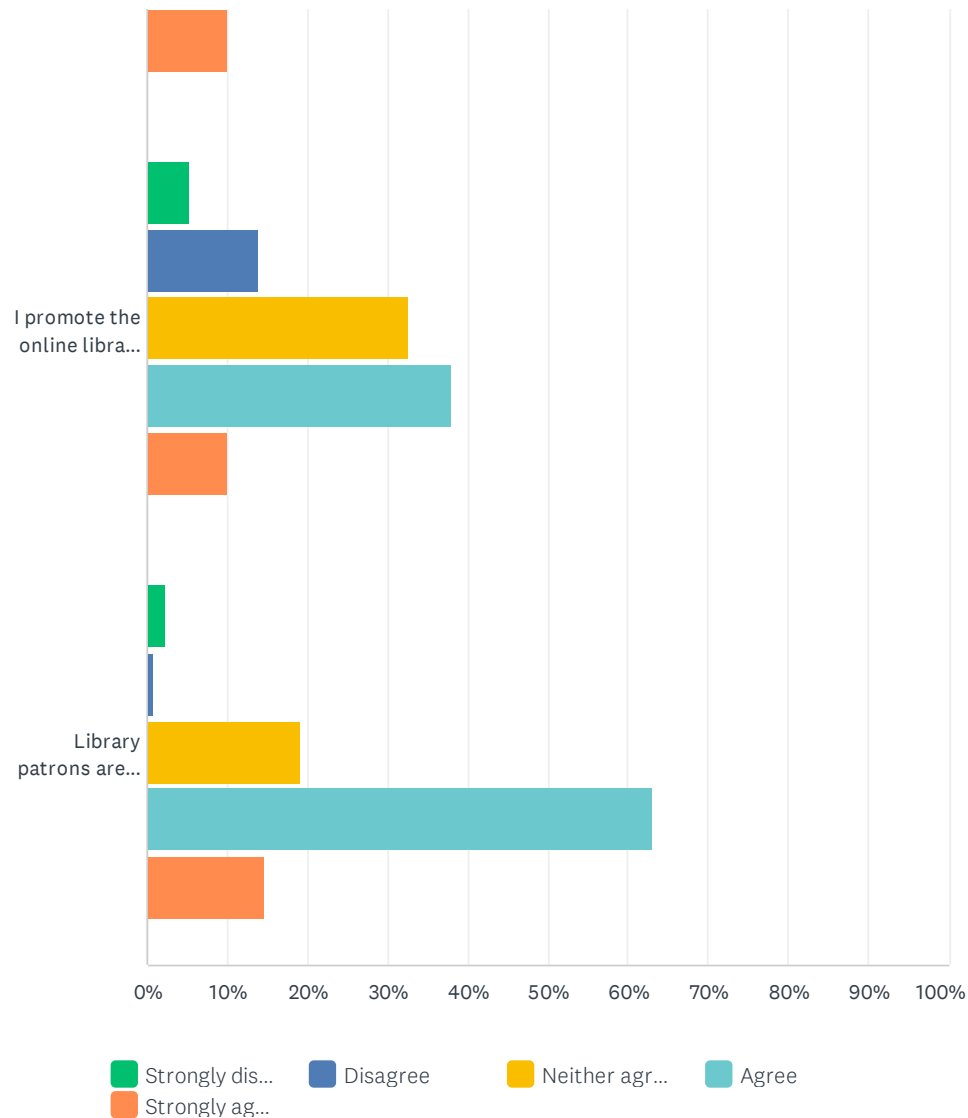
#	COMMENTS	DATE
1	Patrons are interested in Mango. Older teens need more exposure to Peterson's.	11/22/2021 2:35 PM
2	Ease of use depends on individual patron.	11/18/2021 8:37 PM
3	It's hard to say exactly what our user's needs are without doing a study. There may be things out there that our patrons 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.	11/18/2021 6:32 PM
4	I don't know of many patrons who are using these.	11/18/2021 3:11 PM
5	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.	11/18/2021 2:29 PM
6	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.	11/18/2021 1:43 PM
7	Most of these have their own, well-designed search options	11/17/2021 9:20 PM
8	LOVE MANGO	11/17/2021 8:04 PM
9	Parents and teachers are excited about Scholastic Teachables and Bookflix.	11/17/2021 7:24 PM
10	As soon as I feel comfortable with one online tool, it gets dropped in favor of the next shiny object.	11/17/2021 7:17 PM
11	I am very excited that we have GED completion courses now. This is a wonderful resource to share with our communities.	11/17/2021 5:27 PM
12	Too many options of different databases, not enough description of what the databases are. More of a procured selection would be better	11/17/2021 5:24 PM
13	Ease of use is dependent on patron's skill level and willingness to learn.	11/17/2021 5:00 PM

14	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.	11/17/2021 4:53 PM
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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





	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
The LibrariesHI App is easy to use.	0.77% 1	5.38% 7	20.77% 27	50.77% 66	22.31% 29	130	3.88
I recommend the LibrariesHI App.	0.00% 0	5.43% 7	13.95% 18	48.84% 63	31.78% 41	129	4.07
I promote the self check-out feature on the LibrariesHI App.	5.43% 7	15.50% 20	34.11% 44	21.71% 28	23.26% 30	129	3.42
Library patrons at my library use the LibrariesHI App to checkout items.	6.98% 9	22.48% 29	34.11% 44	26.36% 34	10.08% 13	129	3.10
I promote the online library card application.	5.43% 7	13.95% 18	32.56% 42	37.98% 49	10.08% 13	129	3.33
Library patrons are using the online library card application and coming to our library branch to get their full privilege library card.	2.31% 3	0.77% 1	19.23% 25	63.08% 82	14.62% 19	130	3.87

#	COMMENTS	DATE
1	I find both the online cards and the self-checkout troublesome. Self-checkout because how	12/1/2021 8:01 PM

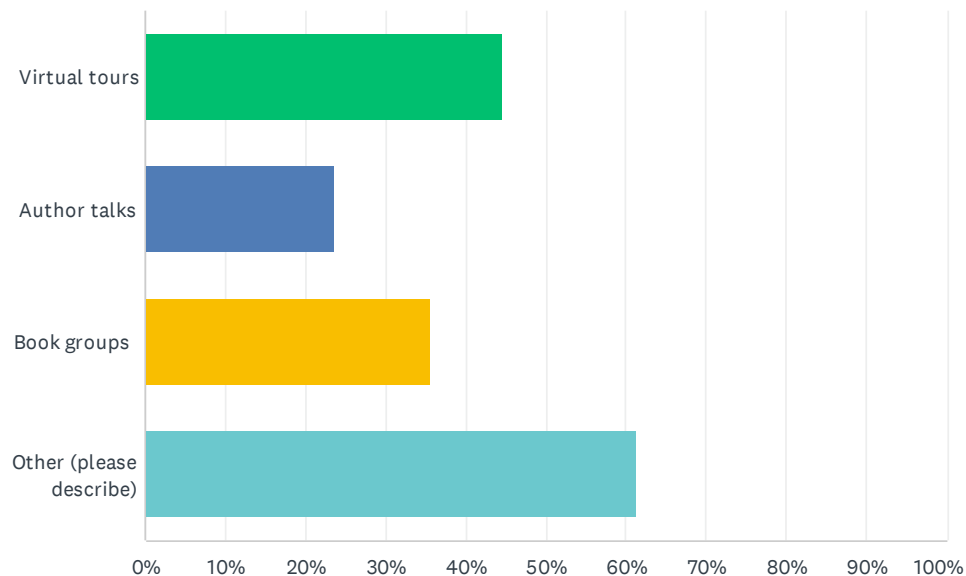
	can we trust people checked out all their books? It's yet another thing for us to be anxious about and watch. The self-checkout machines would be better. and the Online cards are irritating because why can't patrons just fill something out and receive a full-fledged card in the mail? So many hoops for 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.	11/23/2021 2:06 PM
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 chilifresh app, then remove it from the stores?	11/22/2021 9:25 PM
4	The online library card application and self-checkout features have not been promoted at my location.	11/22/2021 2:39 PM
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.	11/18/2021 8:39 PM
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.	11/18/2021 8:36 PM
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.	11/18/2021 6:34 PM
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.	11/18/2021 4:41 PM
9	Patrons enjoy the personal interaction with staff when they check out books; most of them do not care to use a self-checkout.	11/18/2021 3:12 PM
10	The wifi in the building makes it difficult to continue to promote the LibrariesHI App.	11/18/2021 3:03 PM
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.	11/18/2021 2:32 PM
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.	11/18/2021 2:04 PM
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	11/18/2021 1:36 PM

	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 person 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 soooooo 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



ANSWER CHOICES	RESPONSES	
Virtual tours	44.55%	45
Author talks	23.76%	24
Book groups	35.64%	36
Other (please describe)	61.39%	62
Total Respondents: 101		

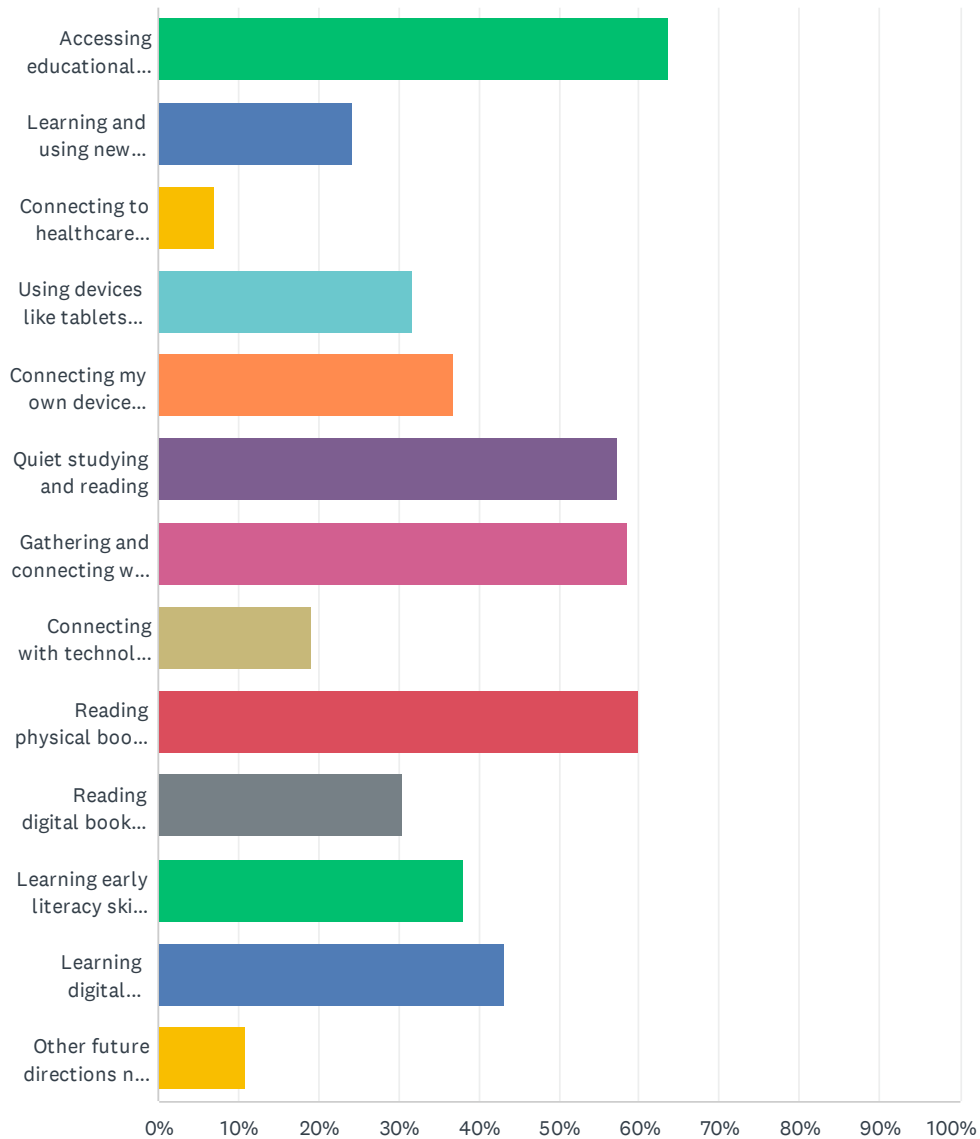
#	OTHER (PLEASE DESCRIBE)	DATE
1	Probably for crafts and story times.	12/1/2021 8:02 PM
2	story times	11/30/2021 4:31 PM
3	I haven't discussed with other staff yet.	11/30/2021 3:17 PM
4	have not discussed	11/26/2021 6:58 PM
5	virtual outreach	11/26/2021 5:12 PM
6	Children's programming	11/23/2021 10:27 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

	many vacancies to do anything with the kit at this time.	
14	Have not received yet.	11/18/2021 8:40 PM
15	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.	11/18/2021 8:38 PM
16	DIY activities and programs, How-To's, Storytimes, and other outreach events.	11/18/2021 6:35 PM
17	not sure yet	11/18/2021 4:30 PM
18	Have not plan anything. Do not have the time or personnel to do so.	11/18/2021 4:09 PM
19	Don't know	11/18/2021 4:07 PM
20	No plans; our patrons are extremely tired of online interactions and would much rather have in-person programming.	11/18/2021 3:13 PM
21	I do not know how we plans on using Virtual Kits.	11/18/2021 3:10 PM
22	children's storytime	11/18/2021 2:43 PM
23	We'll start using our Virtual Kits once we get the green light from Admin and LDS to host programming again.	11/18/2021 2:33 PM
24	I have not yet heard of a "virtual kit" and have no idea what that means.	11/18/2021 2:05 PM
25	Virtual programming - staff are part of committees	11/18/2021 1:55 PM
26	We are talking about storytime or other programming - just in the planning phase right now.	11/18/2021 1:50 PM
27	Still in the process of brainstorming ideas for use of the kit	11/18/2021 1:42 PM
28	Unknown	11/18/2021 10:16 AM
29	will be thinking and looking at what's trending. maybe book groups. not sure	11/17/2021 9:24 PM
30	Maybe story time if staffing permits	11/17/2021 8:59 PM
31	We only received the kit a few days ago and wish to explore its potential in online programming.	11/17/2021 8:39 PM
32	I work at HSL, presently no in-house public service. I don't know what our plans are for this.	11/17/2021 7:41 PM
33	Not discussed	11/17/2021 7:29 PM
34	We also encourage the online story times and crafts on our website.	11/17/2021 7:28 PM
35	Not too sure yet	11/17/2021 7:19 PM
36	I have no idea. No one tells us anything.	11/17/2021 7:16 PM
37	Crafting programs	11/17/2021 6:50 PM
38	Looking at doing film discussions, possibly gaming.	11/17/2021 6:42 PM
39	Story time	11/17/2021 6:40 PM
40	We also made book trailers, Storytime videos, craft videos, and an instructional videos on how to get a library card.	11/17/2021 6:40 PM
41	Storytelling programs and HSPLS sponsored programs	11/17/2021 6:38 PM
42	Storytimes.	11/17/2021 6:36 PM
43	storytimes, virtual programs and presentations, preview of new books--box-opening videos	11/17/2021 6:28 PM
44	Creating "HSPLS creates", or other tutorials.	11/17/2021 6:11 PM
45	create videos,	11/17/2021 5:56 PM
46	Possibly storytime and other special programs, we will also look into possible book group.	11/17/2021 5:48 PM
47	Possibly virtual programming, once we're fully staffed.	11/17/2021 5:43 PM
48	Discussed computer training/how to access resources	11/17/2021 5:40 PM
49	We have yet to discuss how the Virtual Kits will be utilized in the library	11/17/2021 5:26 PM
50	No idea what a virtual kit is	11/17/2021 5:26 PM

51	Story times	11/17/2021 5:18 PM
52	Storytime	11/17/2021 5:15 PM
53	N/A	11/17/2021 5:12 PM
54	Virtual programs	11/17/2021 5:09 PM
55	As far as I know, we have made no plans at this time.	11/17/2021 5:06 PM
56	HSPLS creates videos and booktalks	11/17/2021 5:02 PM
57	Reading to children and demonstrating simple crafts.	11/17/2021 5:00 PM
58	Still not sure what this branch's utilization of the kits will be. Have not received training on the kits yet. And uses will depend on the state of the pandemic in our state - meaning how much demand for virtual programs there is	11/17/2021 5:00 PM
59	Virtual workshops	11/17/2021 4:59 PM
60	Outreach to families and schools. Virtual storytimes. Young Adult programs.	11/17/2021 4:57 PM
61	Maybe other type of programs, such as informations talks that concern Senior Citizens, many who are not going out as much.	11/17/2021 4:57 PM
62	Our particular section does not use the virtual kits	11/17/2021 4:56 PM

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



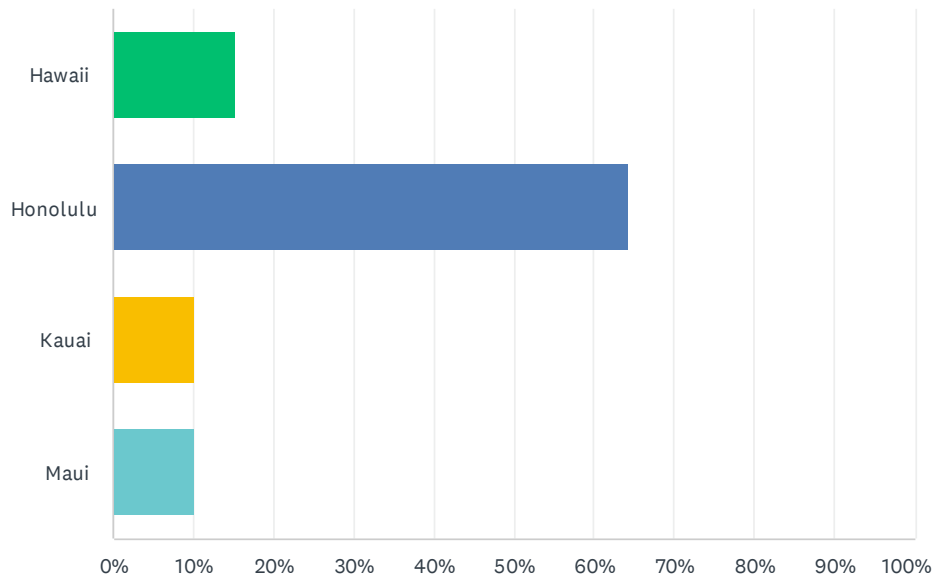
ANSWER CHOICES	RESPONSES	
Accessing educational resource for keiki to kupuna	63.69%	100
Learning and using new technology (e.g. virtual reality, esports)	24.20%	38
Connecting to healthcare providers via telehealth	7.01%	11
Using devices like tablets, laptops and computers	31.85%	50
Connecting my own device (e.g. smartphone, tablet, laptop) to high speed internet	36.94%	58
Quiet studying and reading	57.32%	90
Gathering and connecting with the community	58.60%	92
Connecting with technology and community programs in library outdoor spaces	19.11%	30
Reading physical books and magazines	59.87%	94
Reading digital books and magazines	30.57%	48
Learning early literacy skills programming for keiki	38.22%	60
Learning digital literacy skills	43.31%	68
Other future directions not listed above	10.83%	17
Total Respondents: 157		

#	OTHER FUTURE DIRECTIONS NOT LISTED ABOVE	DATE
1	Similar to above, but connecting/ engaging with local neighborhood businesses and agencies within the neighborhood of library branch's location (3 mile radius?)..	11/23/2021 2:13 PM
2	Being able to accept PayPal or Venmo when helping patrons resolve fees on their account.	11/22/2021 10:28 PM
3	In-person programs	11/18/2021 8:43 PM
4	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.	11/18/2021 8:42 PM
5	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.	11/18/2021 2:44 PM
6	Research via a mixture of print and online resources	11/18/2021 2:07 PM
7	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	11/18/2021 2:03 PM
8	Makerspace programming for all ages	11/17/2021 9:00 PM
9	I think the library should meet most (if not all) of these things above. Definitely more than five.	11/17/2021 6:47 PM
10	Sunset the compact disc collections that will inevitably be obsolete and transition physical borrowers to streaming and digital access.	11/17/2021 6:31 PM
11	Loaning other types of collections (similar to ukulele), makerspace, media production (like the old days)	11/17/2021 6:10 PM
12	Reading in either digital or physical format	11/17/2021 5:14 PM
13	more recreational resources	11/17/2021 5:09 PM
14	access to physical books and materials to use at home as well as in library, online collection is	11/17/2021 5:06 PM

	not substantial	
15	Promoting literacy and critical thinking in public health, medical and "wellness" topics.	11/17/2021 5:05 PM
16	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	11/17/2021 5:04 PM
17	Stronger, more aggressive promotion of library services	11/17/2021 4:58 PM

Q10 In which county is your library branch/work location?

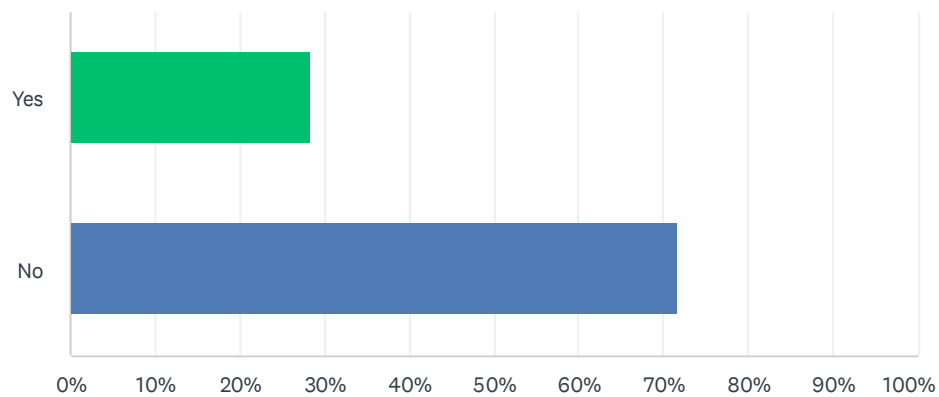
Answered: 157 Skipped: 6



ANSWER CHOICES	RESPONSES	
Hawaii	15.29%	24
Honolulu	64.33%	101
Kauai	10.19%	16
Maui	10.19%	16
TOTAL		157

Q1 Have you used any of our online research databases?

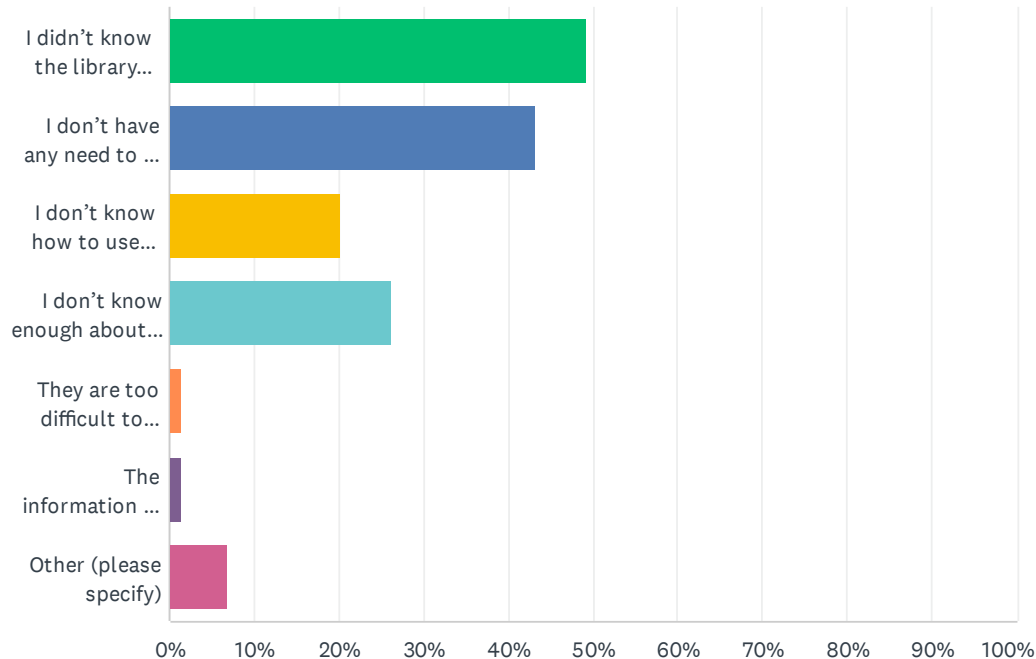
Answered: 14,351 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	28.39%	4,074
No	71.61%	10,277
TOTAL		14,351

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



ANSWER CHOICES	RESPONSES	
I didn't know the library offered online research databases.	49.17%	4,900
I don't have any need to use them.	43.18%	4,303
I don't know how to use them.	20.16%	2,009
I don't know enough about what is in them.	26.22%	2,613
They are too difficult to use.	1.40%	140
The information I need is not in the databases available.	1.48%	147
Other (please specify)	6.74%	672
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

	future, depending on what information they contain, of course.	
7	I	12/31/2021 7:33 PM
8	newspapers.com	12/31/2021 6:43 PM
9	Your closed to the unvaccinated	12/31/2021 5:49 PM
10	not using it currently	12/31/2021 3:37 PM
11	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.	12/31/2021 2:37 PM
12	My library card pin doesn't seem to work anymore	12/31/2021 12:44 PM
13	Will use in future! Thanks	12/31/2021 12:18 PM
14	I am out of the island so I don't used the service at this time	12/31/2021 9:51 AM
15	Not enough time from start to finish	12/30/2021 10:39 PM
16	I can't recall whether I've looked at your genealogical databases.	12/30/2021 9:54 PM
17	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.	12/30/2021 7:41 PM
18	I haven't used online research databases since at least high school (2014)	12/30/2021 7:04 PM
19	No internet or computer. Cell phone doesn't always work.	12/30/2021 4:34 PM
20	I haven't needed them yet.	12/30/2021 4:27 PM
21	I'm an out-of-state user and didn't need this resource while I was in Hawaii.	12/30/2021 3:40 PM
22	I generally do not use the library	12/30/2021 3:25 PM
23	Lack time	12/30/2021 3:01 PM
24	I currently don't reside in Hawaii	12/30/2021 2:38 PM
25	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.	12/30/2021 1:42 PM
26	Have not been able to travel to my condo in Kaunakakai because of Covid restrictions	12/30/2021 11:16 AM
27	It's not as simple as it should!	12/30/2021 2:12 AM
28	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	12/30/2021 1:57 AM
29	I have not been able to be on the island very much this year.	12/29/2021 8:25 PM
30	I have moved away from the islands	12/29/2021 7:49 PM
31	Not there now	12/29/2021 6:35 PM
32	By habit I use web search engines instead	12/29/2021 5:23 PM
33	I visit Honolulu in the winter and borrow books, but not this year or last year.	12/29/2021 4:52 PM
34	My online access is now very limited	12/29/2021 8:06 AM
35	Data bases were not available.	12/29/2021 4:01 AM
36	However, if I need to use it, I would need help.	12/29/2021 3:40 AM
37	Rather go to the library in person	12/29/2021 3:21 AM
38	U require vaccination, I can't get into library	12/29/2021 2:53 AM
39	I like going to the library in person	12/28/2021 10:30 PM
40	I now live in Oregon	12/28/2021 10:21 PM
41	Covid	12/28/2021 10:07 PM

42	I have just started using the library system	12/28/2021 9:36 PM
43	i was told i need to renew my library card and so I don't understand why I am getting this survey	12/28/2021 9:28 PM
44	It's good to know that this is available	12/28/2021 9:02 PM
45	I research artwork and artist and I didn't know the library had data bases on line	12/28/2021 8:43 PM
46	Time consumed with work's research papers to read.	12/28/2021 8:28 PM
47	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	12/28/2021 8:08 PM
48	Just haven't had a need to use it yet.	12/28/2021 7:59 PM
49	No reason	12/28/2021 7:54 PM
50	Would like to know what is available to use.e	12/28/2021 7:39 PM
51	How to find out more about them?	12/28/2021 7:26 PM
52	I prefer coming to the Library	12/28/2021 7:10 PM
53	I'd rather go to the library in person the way I've done it my whole life.	12/28/2021 6:40 PM
54	Can't go to Library because of Covid-19	12/28/2021 6:15 PM
55	Search feature has a clunky design	12/28/2021 5:34 PM
56	I live in Portland OR & only use HI library in Hilo when on vacation.	12/28/2021 5:34 PM
57	Not friendly use, too complicated	12/28/2021 4:40 PM
58	We don't live on Oahu anymore	12/28/2021 2:21 PM
59	I have access to the UH library system databases	12/28/2021 2:10 PM
60	My husband has research authors for us to the database	12/28/2021 1:20 PM
61	Didn't need it but can use them if needed	12/28/2021 1:10 PM
62	Have not lived here very long.	12/28/2021 11:42 AM
63	I visit once a year and don't find the need to use the service	12/28/2021 11:38 AM
64	live on main land- only use Library when in Kauai (every two years)	12/28/2021 11:26 AM
65	Just look up authors I like and check out those books.	12/28/2021 9:07 AM
66	I don't currently live in Hawaii	12/28/2021 8:15 AM
67	I have moved out of the state and have not used the library since then.	12/28/2021 6:39 AM
68	When I retire I will need	12/28/2021 4:55 AM
69	So far I haven't had the need to use	12/28/2021 4:31 AM
70	I'm not computer literarate	12/28/2021 3:44 AM
71	I would like access to medical journals, which is through the medical school	12/28/2021 3:15 AM
72	I have my own computer	12/28/2021 2:59 AM
73	My library card expired and I have to renew it	12/28/2021 2:48 AM
74	No personal time to use yet	12/28/2021 2:27 AM
75	Can't go to the library because I'm not vaccinated	12/28/2021 1:53 AM
76	I'm not allowed in. Vax passport is true discrimination	12/28/2021 1:42 AM
77	System is often not working	12/28/2021 1:27 AM
78	The reference librarian is always helpful; I am sure that she/he uses the databases	12/28/2021 1:06 AM

79	Don't usually search for specific titles. I like to browse.	12/28/2021 12:52 AM
80	I prefer to use books and in oibrary resources, not access online.	12/28/2021 12:37 AM
81	Bing/Google easy/fast results.	12/28/2021 12:05 AM
82	Because you are Nazi's and contribute to segregation.	12/27/2021 11:32 PM
83	Haven't thought about researching anything. I'll try.	12/27/2021 11:13 PM
84	it's been a heck of a year! haven't been on-line accessing much lately!	12/27/2021 11:12 PM
85	It has crossed my mind to use it	12/27/2021 10:42 PM
86	I am also affiliated with UH so use those databases	12/27/2021 10:34 PM
87	I use my own computer for searches	12/27/2021 10:27 PM
88	No need to use them	12/27/2021 10:07 PM
89	I only check out Kindle books from the library	12/27/2021 9:40 PM
90	I have a chromebook that I,m not really into so I don't use it.....	12/27/2021 9:39 PM
91	Covid restrictions	12/27/2021 9:37 PM
92	Due to mandate cant have access to library see no need to access data base	12/27/2021 9:36 PM
93	Because I don't know what's in them, I don't think to check them out. Instead I use google. :(12/27/2021 9:34 PM
94	I already have access to the UH databases	12/27/2021 9:19 PM
95	Not needed for me at this time	12/27/2021 9:00 PM
96	I haven't had cause to use them yet but fully intend to at some point	12/27/2021 8:33 PM
97	I prefer to do it in parson	12/27/2021 8:26 PM
98	I don't have time to use them.	12/27/2021 8:23 PM
99	I us the internet	12/27/2021 8:12 PM
100	??	12/27/2021 8:04 PM
101	lazyness count?	12/27/2021 8:02 PM
102	COVID bogus rules say no to mandates	12/27/2021 7:54 PM
103	N	12/27/2021 7:38 PM
104	I can find what I need using the internet.	12/27/2021 7:21 PM
105	They seem difficult to use although I haven't given them the time to learn. I would welcome a class.	12/27/2021 7:10 PM
106	I research information at home on my computer	12/27/2021 7:10 PM
107	I have yet to have a need to use them.	12/27/2021 7:05 PM
108	Get visitor's card when on island.	12/27/2021 7:01 PM
109	I have personal internet access	12/27/2021 6:58 PM
110	I no longer live in Hawaii	12/27/2021 6:57 PM
111	I use my school library	12/27/2021 6:22 PM
112	I do my own research at home	12/27/2021 6:09 PM
113	I moved back to the mainland and do not utilize the library	12/27/2021 6:06 PM
114	We use the library mostly for our children books.	12/27/2021 6:04 PM
115	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.	12/27/2021 6:00 PM

116	I don't live in Hawaii.	12/27/2021 5:30 PM
117	New library member that hasn't had a chance to check them out.	12/27/2021 5:26 PM
118	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!!!	12/27/2021 5:23 PM
119	N/A	12/27/2021 5:23 PM
120	I have been too bust at work and the libraries are closed when I have time.	12/27/2021 5:15 PM
121	I live on the mainland	12/27/2021 5:14 PM
122	I'm from out of down and had no need	12/27/2021 5:08 PM
123	I only come to Hawaii 2 weeks out of the year. The rest of the time I use my local library system in Oregon.	12/27/2021 5:08 PM
124	I am a grad student so use the UH library but I didn't know the public library had these databases.	12/27/2021 5:08 PM
125	I was not aware of the availability of these research databases.	12/27/2021 5:04 PM
126	Your online protocol is too complicated....I gave up.	12/27/2021 4:53 PM
127	I really don't go to the library	12/27/2021 4:53 PM
128	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.	12/27/2021 4:49 PM
129	discrimination against unvaccinated	12/27/2021 4:47 PM
130	Moved out of Hawaii	12/27/2021 4:43 PM
131	I haven't had the need	12/27/2021 4:38 PM
132	No need	12/27/2021 4:38 PM
133	I find answers using internet sesrches	12/27/2021 4:38 PM
134	Access to databases through UH	12/27/2021 4:35 PM
135	I live in CA but visit HI	12/27/2021 4:28 PM
136	just got my permanent card	12/27/2021 4:23 PM
137	Have my own computer	12/27/2021 4:12 PM
138	My wife and I are book readers and getting our books at one of you libraries are just great..	12/27/2021 4:09 PM
139	Have access at home.	12/27/2021 4:01 PM
140	Prefer in person library	12/27/2021 4:00 PM
141	I don't want to use any of your services because you do not allow people who are unvaccinated into your facility.	12/27/2021 3:56 PM
142	Need to plan the time to use it effectively.	12/27/2021 3:55 PM
143	I have access to this kind of information through my job	12/27/2021 3:52 PM
144	Already have access through work. I work in a school.	12/27/2021 3:50 PM
145	We don't live in Hawaii. I normal times we visit for an extended period in the summer. Wife is a Waialua gal.	12/27/2021 3:49 PM
146	We haven't been back to Hawaii. I will use it when we return.	12/27/2021 3:48 PM
147	tourist. only signed up on a holiday	12/27/2021 3:47 PM
148	I have UH library access, would use that first	12/27/2021 3:39 PM
149	I am 85yrs, no longer do any research at library. read fiction for pleasure.	12/27/2021 3:36 PM

150	have not tried yet	12/27/2021 3:24 PM
151	Have no need right now.	12/27/2021 3:24 PM
152	I use DBs specific to my own research	12/27/2021 3:23 PM
153	No need yet	12/27/2021 3:21 PM
154	I haven't been on the state library website since the pandemic started	12/27/2021 3:14 PM
155	I use the UH data base instead. Also did not know you offered these.	12/27/2021 3:13 PM
156	Haven't really had anything to research.	12/27/2021 3:13 PM
157	stop requiring vaccine	12/27/2021 3:13 PM
158	Use google	12/27/2021 3:11 PM
159	We use the library for books/DVD's when we vacation on Maui onlya	12/27/2021 3:09 PM
160	I have access to these through university I am affiliated with.	12/27/2021 3:09 PM
161	I use Libby	12/27/2021 3:09 PM
162	None	12/27/2021 3:09 PM
163	Difficult to enter library if unvaccinated or untested	12/27/2021 3:09 PM
164	I want to come into the library not use online resources!! Lift the mandates!!!	12/27/2021 3:09 PM
165	Your library is sorely lacking in resources.	12/27/2021 3:08 PM
166	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.	12/27/2021 3:08 PM
167	I use google at home	12/27/2021 3:07 PM
168	I'm used to Googling things myself	12/27/2021 1:45 PM
169	my eyes cannot focus on the computer for long periods of time	12/27/2021 1:44 PM
170	I use UH academic db, or i need to connect library db to google scholar.	12/27/2021 12:03 PM
171	am not living in Hawaii at this time	12/27/2021 8:41 AM
172	I'm a Google fan too!	12/27/2021 6:27 AM
173	I don't live on the island I move mainland	12/27/2021 1:37 AM
174	No current need, but perhaps in the future.	12/27/2021 12:01 AM
175	Internet on my own computer	12/26/2021 11:50 PM
176	Other databases are available	12/26/2021 10:19 PM
177	Actually forgot this was a resource	12/26/2021 9:34 PM
178	Probably just as easy to use Google. But now that I know you have something online I might give it a try one day	12/26/2021 8:26 PM
179	I have access through my college	12/26/2021 7:56 PM
180	Never received our library card	12/26/2021 7:01 PM
181	Is rather come to library in person. Normal traditional way.	12/26/2021 5:50 PM
182	im older, only have check out books from the library.	12/26/2021 5:30 PM
183	Not put attention yet	12/26/2021 5:12 PM
184	I don't know what's in them	12/26/2021 4:52 PM
185	I've been using the university's online research databases	12/26/2021 3:00 PM
186	Not needed right now but will use in the future	12/26/2021 2:15 PM

187	Did not know how to access the system until I	12/26/2021 12:39 PM
188	Use internet search engines for info	12/26/2021 11:53 AM
189	I can know how to use them.	12/26/2021 12:11 AM
190	I'm provided with resources at UH as a student	12/25/2021 10:54 PM
191	My children and I are no longer allowed to enter my public library due to my vaccination status, even though I am 100% healthy.	12/25/2021 9:57 PM
192	Just haven't had time to check out the services yet, but definitely want them available.	12/25/2021 8:26 PM
193	Not a Hawaii resident but I use the library when I visit.	12/25/2021 8:24 PM
194	I tried to use the app LIBBY, but it said I needed to contact my local library for my pin number. I didn't even know I had a 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...	12/25/2021 6:38 PM
195	I've cell (iPhone) phone only	12/25/2021 6:37 PM
196	I trust, by the term, "online research databases," one means, "other than the HSPLS database of circulating/ available resources!" Meaning: I may not use the specialized 'online research databases,' but I do use the general!	12/25/2021 6:00 PM
197	I live in American Samoa currently	12/25/2021 5:28 PM
198	They may be redundant due to the ubiquitous nature of the Internetthat	12/25/2021 4:36 PM
199	Just haven't thought of it	12/25/2021 3:11 PM
200	I live in Colorado but am on Maui 3 months of the year.	12/25/2021 2:52 PM
201	I tend to use my school's databases.	12/25/2021 2:42 PM
202	Other free ways to get needed information	12/25/2021 1:47 PM
203	I am a technophobe	12/25/2021 10:47 AM
204	I plan to view the New York Times.	12/25/2021 4:54 AM
205	Will not use the public library bc they discriminate	12/25/2021 3:15 AM
206	No longer in school, so have no need to use it.	12/25/2021 2:10 AM
207	Use goggle	12/25/2021 2:06 AM
208	I'm	12/25/2021 1:03 AM
209	my library card expired in March 2020 and have not figured out how to renew it	12/25/2021 12:52 AM
210	I wish I knew about this. This is awesome!	12/25/2021 12:45 AM
211	I am retired and read for fun now.	12/24/2021 11:32 PM
212	Any more visiting the library is like going to the dentist to have teeth pulled it's just you know so difficult	12/24/2021 10:43 PM
213	I was visiting Hawaii with my son on a vacation	12/24/2021 10:28 PM
214	Covid	12/24/2021 10:16 PM
215	I haven't had to use as of yet.	12/24/2021 10:04 PM
216	When I got my new card on 12/23 the women did not give me a pin.	12/24/2021 9:26 PM
217	Had no need	12/24/2021 8:35 PM
218	I haven't had a need to use it.	12/24/2021 8:17 PM
219	Haven't checked out any books lately.	12/24/2021 7:34 PM
220	I teach at HPU and have access to our HPU Library databases. (But aside from that, I didn't know your library offered them.)	12/24/2021 7:22 PM

221	google search is easy	12/24/2021 7:10 PM
222	"vaccine" policy	12/24/2021 6:37 PM
223	Use google or YouTube	12/24/2021 5:21 PM
224	I use you Tube, google etc	12/24/2021 5:04 PM
225	I do that on my personal device	12/24/2021 4:58 PM
226	I own here but live on the mainland and have not had a need to use it..	12/24/2021 4:53 PM
227	dont need the library to find things	12/24/2021 4:44 PM
228	I don't do research.	12/24/2021 4:26 PM
229	Have university data bases to use...	12/24/2021 4:20 PM
230	I don't like using it. I like coming to library and browsing the actual books in my hands	12/24/2021 4:17 PM
231	Use my phone	12/24/2021 4:02 PM
232	I want to walk in, just like people have done for Centuries	12/24/2021 4:01 PM
233	I have use at home	12/24/2021 3:58 PM
234	Live out of state. Only a visitor.	12/24/2021 3:54 PM
235	I'm a former resident. Now live in California, but I return once per 2 years.	12/24/2021 3:41 PM
236	I just don't remember it is there. I will try and use it in 2022	12/24/2021 3:30 PM
237	Had access to UH research database	12/24/2021 3:29 PM
238	I have been on the mainland, not at my home in Haiku	12/24/2021 3:26 PM
239	I have internet @ home	12/24/2021 3:26 PM
240	It hasn't occurred to me to use them.	12/24/2021 3:05 PM
241	I'm in university and also have access through my school.	12/24/2021 2:56 PM
242	Because I take my grandchildren to the Ewa Beach library every Friday to borrow books for their school reading.	12/24/2021 2:55 PM
243	I like to go to the library in person.	12/24/2021 2:43 PM
244	O	12/24/2021 2:37 PM
245	My wife used them	12/24/2021 2:34 PM
246	Life has been too busy lately.	12/24/2021 2:24 PM
247	Never needed it so far	12/24/2021 1:53 PM
248	I used the databases offered by university	12/24/2021 1:38 PM
249	Restrictions on who can enter library	12/24/2021 1:12 PM
250	I'm not welcome at our library..or any library for that matter.	12/24/2021 1:05 PM
251	I haven't needed to use them yet.	12/24/2021 12:45 PM
252	The library won't let anyone in without proof of COVID vaccination	12/24/2021 12:21 PM
253	Ridiculous mandates	12/24/2021 12:17 PM
254	i just hung out library to be around people i lived outside library like home	12/24/2021 11:45 AM
255	No longer live in the area	12/24/2021 11:39 AM
256	I usually use Google search and have not thought about using the library research system	12/24/2021 11:30 AM
257	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. :(12/24/2021 11:29 AM

258	just haven't tried	12/24/2021 11:24 AM
259	not a resident	12/24/2021 11:15 AM
260	internet	12/24/2021 11:05 AM
261	Can't enter library as i am unvaccinated. I am medically declared vaccine injured.	12/24/2021 10:55 AM
262	Can't remember my online code	12/24/2021 10:37 AM
263	I moved away from Hawaii in 2011 and use other states' systems now.	12/24/2021 10:22 AM
264	I don't have the time.	12/24/2021 9:34 AM
265	If the occasion arises, I would use the research databases. (Previous question should have an N/A option.)	12/24/2021 8:34 AM
266	I am temporary card holder and it has expired.	12/24/2021 7:09 AM
267	I am only on island part time, so only use the library to check out books.	12/24/2021 7:00 AM
268	I am only a visitor in January/February	12/24/2021 6:54 AM
269	library closed for so long	12/24/2021 6:35 AM
270	The library has restricted access to patrons	12/24/2021 6:12 AM
271	had interests in other areas	12/24/2021 5:11 AM
272	I use the UH online library for resources	12/24/2021 5:05 AM
273	I have not had to use it yet.	12/24/2021 4:22 AM
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	12/24/2021 4:03 AM
275	My library card expired	12/24/2021 3:59 AM
276	need to have workshops to help users with databases & its benefits; providing only handouts is not enough to encourage more usage and understanding	12/24/2021 3:25 AM
277	No need to use now but might later	12/24/2021 3:15 AM
278	I attend UH and use their research databases. I would otherwise use the library system's databases	12/24/2021 3:07 AM
279	I didn't make use of the data bases. I need to	12/24/2021 2:55 AM
280	did not need	12/24/2021 2:53 AM
281	Not needed at this time but will look into it when needed	12/24/2021 2:50 AM
282	I boycott the library because it has become a homeless shelter	12/24/2021 2:47 AM
283	Needs Japanese Translations/Signboards	12/24/2021 2:43 AM
284	I search online on my laptop	12/24/2021 2:38 AM
285	Google	12/24/2021 2:09 AM
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.	12/24/2021 2:00 AM
287	Have access thru job	12/24/2021 1:42 AM
288	Use my personal pc	12/24/2021 1:28 AM
289	Access to the library is limited (COVID)	12/24/2021 1:23 AM
290	Have completed all graduate work research. No need at this time	12/24/2021 1:09 AM
291	I forget to check	12/24/2021 1:08 AM
292	I am Korean and I want to borrow books online but I cannot log into. and I don't know where to	12/24/2021 12:58 AM

	go to.	
293	I live outside of Hawaii most of the year. When I visit in January each year, I like to browse on the shelves.ry,	12/24/2021 12:53 AM
294	No need to use them	12/24/2021 12:52 AM
295	Retired but never to old to learn.	12/24/2021 12:49 AM
296	did not need to research	12/24/2021 12:38 AM
297	have own	12/24/2021 12:15 AM
298	I have had issue's with my old laptop. I have a better more up to date Dell this is the 1st. day on line!	12/24/2021 12:10 AM
299	i am retired and have been busy doing other things	12/24/2021 12:08 AM
300	I utilize the librarian to help me find anything I can't find in the HLPS system	12/24/2021 12:04 AM
301	Branch accessibility	12/23/2021 11:48 PM
302	I work for DOE & use the school library system to access these sources	12/23/2021 11:43 PM
303	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	12/23/2021 11:42 PM
304	I like going into the library	12/23/2021 11:38 PM
305	I left Hawaii 3 years ago.	12/23/2021 11:26 PM
306	I haven't been able to go to the library in Covid	12/23/2021 11:18 PM
307	I used it a while back but not recently	12/23/2021 11:03 PM
308	Not nearly enough resources	12/23/2021 10:52 PM
309	I only borrow dvds.	12/23/2021 10:51 PM
310	I don't know where any local libraries are new me.	12/23/2021 10:49 PM
311	The amount of homeless laying around the library is the reason I don't go anymore. I went twice and that was it	12/23/2021 10:42 PM
312	I use Google for most research even though it is somewhat less than perfect.	12/23/2021 10:41 PM
313	I can barely use my computer	12/23/2021 10:36 PM
314	Willing to try	12/23/2021 10:33 PM
315	I prefer to use a land based library inventory, it is where the aged and unique inventory resides!	12/23/2021 10:14 PM
316	Only borrow books	12/23/2021 10:09 PM
317	I haven't had a need yet but might.	12/23/2021 10:08 PM
318	I just use my phone	12/23/2021 10:06 PM
319	I rather go to the library	12/23/2021 10:05 PM
320	I rely on the expertise of the reference librarian.	12/23/2021 10:05 PM
321	Due to Covid and our states absurd restrictions I don't use the library which I pay taxes for!	12/23/2021 9:54 PM
322	I could get information from other websites and agencies.	12/23/2021 9:52 PM
323	I enjoy printed material.	12/23/2021 9:50 PM
324	I do not do serious research.	12/23/2021 9:49 PM
325	I may want to access these in coming months for a job!	12/23/2021 9:48 PM
326	M	12/23/2021 9:47 PM
327	On vacation, just checkout books	12/23/2021 9:41 PM

328	I have my own capabilities to do research various databases.	12/23/2021 9:39 PM
329	I try UH first, but I only have limited access there	12/23/2021 9:31 PM
330	I like the experience of going in	12/23/2021 9:27 PM
331	Previously used University research databases	12/23/2021 9:26 PM
332	Usually do research on my own but am limited as the store articles can only be accessed by state or academia.	12/23/2021 9:12 PM
333	I simply have not made use of the library's resources. My bad!	12/23/2021 9:09 PM
334	I so all my research from home on my own computer	12/23/2021 8:59 PM
335	I did not know of these services	12/23/2021 8:51 PM
336	My wi-fi went down	12/23/2021 8:51 PM
337	I would prefer to be able to go to the library in person, but you won't let me in without a vax.	12/23/2021 8:45 PM
338	I use the computer at the library to print from my email data.	12/23/2021 8:43 PM
339	I'm interested in fiction	12/23/2021 8:35 PM
340	I live in NewYork State and have a condo in HI. Due to covid I have nit been on island in over a year	12/23/2021 8:24 PM
341	I have moved to FL and no longer use the Hawaii library system	12/23/2021 8:23 PM
342	Haven't traveled to Hana lately	12/23/2021 8:19 PM
343	I have my own pc as well as an iPhone to look things up.	12/23/2021 8:18 PM
344	lazy	12/23/2021 8:13 PM
345	I forgot how to use	12/23/2021 8:09 PM
346	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.	12/23/2021 8:03 PM
347	I have full access to the type of research I need via my home computer.	12/23/2021 8:02 PM
348	don't know how to use. Very poor on computer	12/23/2021 8:02 PM
349	Lack of time to do research	12/23/2021 8:00 PM
350	Have not used any services lately because of vax pass, truly sad I used to take my children every week.	12/23/2021 7:56 PM
351	Only one month library membership.	12/23/2021 7:45 PM
352	Public library is only for the vaccinated there for you are not public.	12/23/2021 7:43 PM
353	not sure what it entails	12/23/2021 7:41 PM
354	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.	12/23/2021 7:40 PM
355	I enjoyed coming into the library. However, I was vaccine injuries by the first shot and now I am not allowed in. Very unfair.	12/23/2021 7:36 PM
356	Only 2 computers could be used at one time due to Covid and the wait time was too long.	12/23/2021 7:34 PM
357	I'm retired and my need isn't as high.	12/23/2021 7:31 PM
358	is the auto repair back on line?	12/23/2021 7:23 PM
359	my account did not work.	12/23/2021 7:14 PM
360	Forgot my apple password	12/23/2021 7:12 PM
361	I use online historical reference ebooks	12/23/2021 7:06 PM
362	How about publishing information of library services.	12/23/2021 6:59 PM

363	i live on the mainland; I only use your library when I'm in HI.	12/23/2021 6:51 PM
364	I want to be able to go in to the library, and you have a vaccination requirement.	12/23/2021 6:51 PM
365	Live in Canada and only use on holidays -thanks	12/23/2021 6:47 PM
366	Just don't know how to use it	12/23/2021 6:33 PM
367	Now that I am retired, more likely will take the time to explore.	12/23/2021 6:31 PM
368	We moved from Hawaii this year, 2021.	12/23/2021 6:28 PM
369	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.	12/23/2021 6:27 PM
370	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.	12/23/2021 6:24 PM
371	What is in them, and can I log in to th them remotely? How do they differ from other search engines	12/23/2021 6:22 PM
372	I'm old school	12/23/2021 6:21 PM
373	The library is only open for 3 hours. not enough time to find a book and do research	12/23/2021 6:21 PM
374	I use the internet mostly	12/23/2021 6:16 PM
375	I never got around to it	12/23/2021 6:15 PM
376	Don't have internet service and a computer at home	12/23/2021 6:11 PM
377	Already have access to what I need via school	12/23/2021 5:58 PM
378	Covid	12/23/2021 5:58 PM
379	I am a professor and I can use the University's	12/23/2021 5:57 PM
380	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	12/23/2021 5:53 PM
381	Just Google search	12/23/2021 5:53 PM
382	Not needed	12/23/2021 5:51 PM
383	I didn't have a need the day I went to the library.	12/23/2021 5:49 PM
384	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	12/23/2021 5:39 PM
385	I have access through my work.	12/23/2021 5:37 PM
386	Too much trouble with P/u and library hours!!	12/23/2021 5:36 PM
387	Lack of exposure	12/23/2021 5:33 PM
388	I haven't spent much time in the library and have internet at home.	12/23/2021 5:32 PM
389	Tyrannical policies keep me from using library	12/23/2021 5:31 PM
390	Just not yet gotten around to it	12/23/2021 5:28 PM
391	Haven't needed to use it at this time.	12/23/2021 5:28 PM
392	Do research at home on my desktop or iPhone.	12/23/2021 5:25 PM
393	I use the databases from UH (I am a student).	12/23/2021 5:24 PM
394	Library not open convenient hours	12/23/2021 5:22 PM
395	I am a visitor who hasn't been able to travel to Hawaii due to Covid	12/23/2021 5:22 PM
396	I chose not to take an experimental drug and now I can't enter?!	12/23/2021 5:20 PM
397	I want to. I need to. I just haven't yet.	12/23/2021 5:15 PM

398	Databases in need to use are accessible at my work	12/23/2021 5:09 PM
399	If this is the same as catalog then I have used it	12/23/2021 5:08 PM
400	I just retired and looking forward to seeing what's available.	12/23/2021 5:06 PM
401	I don't want to use anymore until you stop discrimination for all of the people.	12/23/2021 5:06 PM
402	I live in Tennessee since 2017	12/23/2021 5:03 PM
403	I cannot physically sit for long periods of time to do research	12/23/2021 5:00 PM
404	Databases I need to use are accessible at work	12/23/2021 4:58 PM
405	I read fiction books for fun. I didn't realize the library has such resources.	12/23/2021 4:57 PM
406	Don't even know what it is?	12/23/2021 4:57 PM
407	Just got back to HI	12/23/2021 4:56 PM
408	I would rather be able to come to the library!	12/23/2021 4:55 PM
409	Librarians help me	12/23/2021 4:47 PM
410	No internet access from home	12/23/2021 4:47 PM
411	I live on the mainland and have had no reason to use them	12/23/2021 4:43 PM
412	What kind of research databases are available?	12/23/2021 4:37 PM
413	Haven't had a need yet	12/23/2021 4:35 PM
414	have not been to your beautiful island since 2020 because of covid	12/23/2021 4:32 PM
415	My internet service is not good, often unavailable.	12/23/2021 4:32 PM
416	We area occasional visitors to beautiful Hawaii; live in Sonoma CA and our library, like yours, is octstanding.	12/23/2021 4:28 PM
417	Internet	12/23/2021 4:27 PM
418	I use my employer's (a university on the mainland) access to research databases	12/23/2021 4:27 PM
419	I use other databases available to me as a student of the University of Hawaii	12/23/2021 4:20 PM
420	I HAVE UED SEARCHES FOR EBOOKS, NOT RESEARCH	12/23/2021 4:20 PM
421	I have access to these databases through my work	12/23/2021 4:19 PM
422	My interests are superficial enough that the internet has adequate "answers."	12/23/2021 4:18 PM
423	I use internet to upload videos but the library service is too slow	12/23/2021 4:17 PM
424	requiring vaccination for access to a library is absolutely disgusting.	12/23/2021 4:14 PM
425	Very seldom visit	12/23/2021 4:14 PM
426	covid do not go to library	12/23/2021 4:13 PM
427	no need	12/23/2021 4:13 PM
428	I'd rather go inside but I can't because I am not vaccinated. Discrimination!	12/23/2021 4:12 PM
429	Access at work	12/23/2021 4:12 PM
430	My wife and I go down to borrow books only usually the honor paperbacks.	12/23/2021 4:12 PM
431	Did not get help to access the required data base	12/23/2021 4:06 PM
432	I have access to research information thru work and am not sure what additional information I could access using the library's databases.	12/23/2021 4:03 PM
433	I have been so busy . I have not used the services	12/23/2021 3:58 PM
434	Didn't have time yet	12/23/2021 3:55 PM

435	Just want to Reserve and borrow books	12/23/2021 3:53 PM
436	I use my laptop	12/23/2021 3:50 PM
437	I'd rather come in to browse	12/23/2021 3:48 PM
438	enjoy coming in person to the library and research casually	12/23/2021 3:47 PM
439	I work and have access to data base through my office. I could see myself maybe using them when I retire.	12/23/2021 3:45 PM
440	lost library card	12/23/2021 3:45 PM
441	Use Google and Youtube	12/23/2021 3:45 PM
442	Please open the library back up without vax or testing requirements! We are desperately missing this resource for homeschooling. We are media-minimal family.	12/23/2021 3:44 PM
443	I didn't know about them.	12/23/2021 3:43 PM
444	Library not near	12/23/2021 3:42 PM
445	I have no need for this service	12/23/2021 3:39 PM
446	I do my own research and call the library	12/23/2021 3:36 PM
447	Old computer died phone too small	12/23/2021 3:34 PM
448	I use my own laptop.	12/23/2021 3:33 PM
449	I shall explore research databases in the future. Thanks!	12/23/2021 3:33 PM
450	no need	12/23/2021 3:31 PM
451	i have a computer and internet service at home	12/23/2021 3:29 PM
452	I use the UH databases	12/23/2021 3:29 PM
453	I search for books online - is that what you mean, or are you looking for people who do actual reseach?	12/23/2021 3:29 PM
454	I have access to professional databases through other sources so I use those for meeting me needs.	12/23/2021 3:29 PM
455	Access to info elsewhere	12/23/2021 3:28 PM
456	Use other authoritative database sources.	12/23/2021 3:26 PM
457	No need	12/23/2021 3:24 PM
458	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.	12/23/2021 3:19 PM
459	I use a home computer.	12/23/2021 3:17 PM
460	only use Kauai library system for a few weeks a year when on island	12/23/2021 3:16 PM
461	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.	12/23/2021 3:13 PM
462	Moved to Mainland	12/23/2021 3:13 PM
463	The database I need is ReferenceUSA (DataAxle)	12/23/2021 3:11 PM
464	Enjoyed browsing through the books in person . My daughter loved choosing her own books	12/23/2021 3:08 PM

465	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 Lilbrary has to offer.	12/23/2021 3:07 PM
466	The library limits only those willing to show vaccine card to access library services.	12/23/2021 3:06 PM
467	Frustrated that the library is no longer public. It is a publicly paid for building for only those who agree to government medication.	12/23/2021 3:06 PM
468	You won't let me in now because I did not get vaccine	12/23/2021 3:05 PM
469	I use research databases that are available through UH (I'm a UH member)	12/23/2021 3:02 PM
470	no longer using public library system because of tyrannical vcxx mandate	12/23/2021 3:02 PM
471	Haven't had the need... Yet!	12/23/2021 3:00 PM
472	I haven't needed to use them but I definitely would	12/23/2021 3:00 PM
473	Do research through google, etc	12/23/2021 3:00 PM
474	I go on my computer for research	12/23/2021 2:58 PM
475	I asked a clerk to help me & they gave me a sheet with instructions instead of wanting to sign me up in person	12/23/2021 2:57 PM
476	no need have home computer	12/23/2021 2:57 PM
477	I use Goggle & no extra time. But will try it.	12/23/2021 2:56 PM
478	I've moved out of state	12/23/2021 2:55 PM
479	Just want to borrow ebooks and audiobooks	12/23/2021 2:54 PM
480	not since covid....don't agree with any of this bullshit	12/23/2021 2:54 PM
481	Just had no occasion to use them	12/23/2021 2:53 PM
482	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.	12/23/2021 2:53 PM
483	I don't currently have a need to use them, but may in the future	12/23/2021 2:52 PM
484	I use on site resources	12/23/2021 2:51 PM
485	I have access to university library databases which are what I need for my research	12/23/2021 2:51 PM
486	Won.t download on my old Ipad	12/23/2021 2:51 PM
487	It's not clear they exist. Easy instructions and tutorial videos would be helpful	12/23/2021 2:50 PM
488	Haven't had time to check the online research databases	12/23/2021 2:48 PM
489	I know they exist, but not part of my routine bro to use them, so I in essence forget they are a resource.	12/23/2021 2:44 PM
490	Don't have any need to use at the moment. I'm busy working and have resources at work.	12/23/2021 2:44 PM
491	I was attending Palamanui Community College and used the search engines provided by the college.	12/23/2021 2:43 PM
492	I didn't take the time	12/23/2021 2:42 PM
493	I enjoy face-to-face interactions with staff people	12/23/2021 2:42 PM
494	I would rather go inside the library	12/23/2021 2:41 PM
495	I used to when I needed to find articles, but not anymore	12/23/2021 2:39 PM
496	I need to renew my library card for access	12/23/2021 2:39 PM
497	Our family enjoys going into the library, but we now cannot.	12/23/2021 2:39 PM
498	Current world health situation	12/23/2021 2:39 PM
499	I stopped for a while. Then it like a foreign language when i started again. I was planning to go	12/23/2021 2:37 PM

	the library and ask how to move around in it. Then the shut down. Then i just quit watching DVD's. I have been thinking about starting again but now my DVD player doesn't work.	
500	As staff at UH Hilo I ordinarily use their online databases	12/23/2021 2:35 PM
501	I use UHMCs databases	12/23/2021 2:35 PM
502	Prefer going to library	12/23/2021 2:35 PM
503	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.	12/23/2021 2:34 PM
504	I currently go to a school which already provides online research databases.	12/23/2021 2:34 PM
505	I think I have used them through help from librarians	12/23/2021 2:32 PM
506	I use google scholar	12/23/2021 2:31 PM
507	I have recently been dealing with health issues that has preoccupied my time.	12/23/2021 2:31 PM
508	If they include Morningstar, I found the information to be formatted weirdly and hard to parse.	12/23/2021 2:31 PM
509	Haven't needed or used yet - but I will	12/23/2021 2:30 PM
510	Rather select my books at the library	12/23/2021 2:30 PM
511	I refuse to use or support the library with the vaccine mandate you have in place.	12/23/2021 2:29 PM
512	use other online sources as they are more availsbke	12/23/2021 2:28 PM
513	Vaccine passport	12/23/2021 2:28 PM
514	I'd like to use the online research databases but have not explored how to use them.	12/23/2021 2:28 PM
515	I use these databases through the university	12/23/2021 2:27 PM
516	I only put in requests for books that I want to read.	12/23/2021 2:26 PM
517	Don't want to	12/23/2021 2:25 PM
518	I don't like going to the library with the vax passport in place.	12/23/2021 2:24 PM
519	apparently my password is wrong & don't know how to correct it	12/23/2021 2:24 PM
520	System is slow, dragging and staff not really know what is going on their internet connection, ie WiFi.	12/23/2021 2:24 PM
521	No computer	12/23/2021 2:23 PM
522	I am appalled I need my medical health records to enter the public library that my taxes are subsidizing. Nazi anyone?	12/23/2021 2:23 PM
523	I have the UH Hilo Library Databases	12/23/2021 2:23 PM
524	I'm not vaccinated	12/23/2021 2:22 PM
525	Interest in genealogy websites	12/23/2021 2:20 PM
526	I've looked for specific articles and the content wasn't available. Specifically articles or journals for vocational rehabilitation counseling.	12/23/2021 2:19 PM
527	i'm not vaccinated, so i can't go into the library, am i correct/?	12/23/2021 2:19 PM
528	I do research online via sources not associated with library system	12/23/2021 2:17 PM
529	Because pandemic I have not visited the library	12/23/2021 2:17 PM
530	you have a lot of useless "resources" & books	12/23/2021 2:16 PM
531	Not sure exactly what you are talking about	12/23/2021 2:16 PM
532	I can access UH Library's database	12/23/2021 2:16 PM
533	I have access through my job	12/23/2021 2:15 PM

534	Screw the Library and their vaccine mandates.	12/23/2021 2:15 PM
535	I'm not vaccinated	12/23/2021 2:15 PM
536	Married to a librarian. You know how that goes.	12/23/2021 2:15 PM
537	I usually use resources at UHM	12/23/2021 2:14 PM
538	I could never get my online link to work	12/23/2021 2:14 PM
539	I do not live on Maui so usually use my own local library system. HOWEVER, I very much want to support you good people so if it will make a difference in your grant eligibility, just way the word and I will utilize your system first!	12/23/2021 2:14 PM
540	Will not use any library services due to the vaccine passport	12/23/2021 2:14 PM
541	Out of state but we utilize the library during our visits .	12/23/2021 2:12 PM
542	Out of state resident	12/23/2021 2:11 PM
543	Internet searches provide enough info. Although I am open to trying the databases again.	12/23/2021 2:11 PM
544	U let in only vaccinated! Discrimination!	12/23/2021 2:10 PM
545	Like to go to the library in person	12/23/2021 2:10 PM
546	My internet is not good	12/23/2021 2:10 PM
547	I don't know anything about it. No one told me about this.	12/23/2021 2:10 PM
548	I have a home pc.	12/23/2021 2:09 PM
549	Never thought about it	12/23/2021 2:09 PM
550	i need to renew my library card, but i can't find it / don't live in hawaii	12/23/2021 2:08 PM
551	Our local library has been closed	12/23/2021 2:08 PM
552	Don't know what info might be available, where the info comes from or how reliable it might be. Not interested unless reliable & verifiable.	12/23/2021 2:08 PM
553	I cannot use the public library because	12/23/2021 2:07 PM
554	Have similar resources through UH	12/23/2021 2:06 PM
555	I'm not allowed into the library because of discrimination.	12/23/2021 2:05 PM
556	I am a professor and use the UH library	12/23/2021 2:04 PM
557	You would not extend my Digital Card after I lost my printed member card.	12/23/2021 2:04 PM
558	Need to print most times and now band from library for being not vax/jabbed	12/23/2021 2:04 PM
559	I also have access to the UH libraries and use them for my research.	12/23/2021 2:03 PM
560	I refuse to support the library after they no longer allow my unvaccinated children in anymore.	12/23/2021 2:03 PM
561	The information I needed were from other data sources.	12/23/2021 2:03 PM
562	I'm Always working	12/23/2021 2:03 PM
563	Have access to many via my employer	12/23/2021 2:02 PM
564	I liked when I could take my children into the library	12/23/2021 2:02 PM
565	can't get them to work	12/23/2021 2:02 PM
566	NOt doing much research with data bases. Find enough info. on Google	12/23/2021 2:02 PM
567	Not allowed into the library due to COVID restrictions.	12/23/2021 2:02 PM
568	I no longer live in Maui, Hawaii.	12/23/2021 2:01 PM
569	I am a UH student and use their research databases.	12/23/2021 2:00 PM
570	I have sometimes had access to University of Hawaii system online research databases and	12/23/2021 1:58 PM

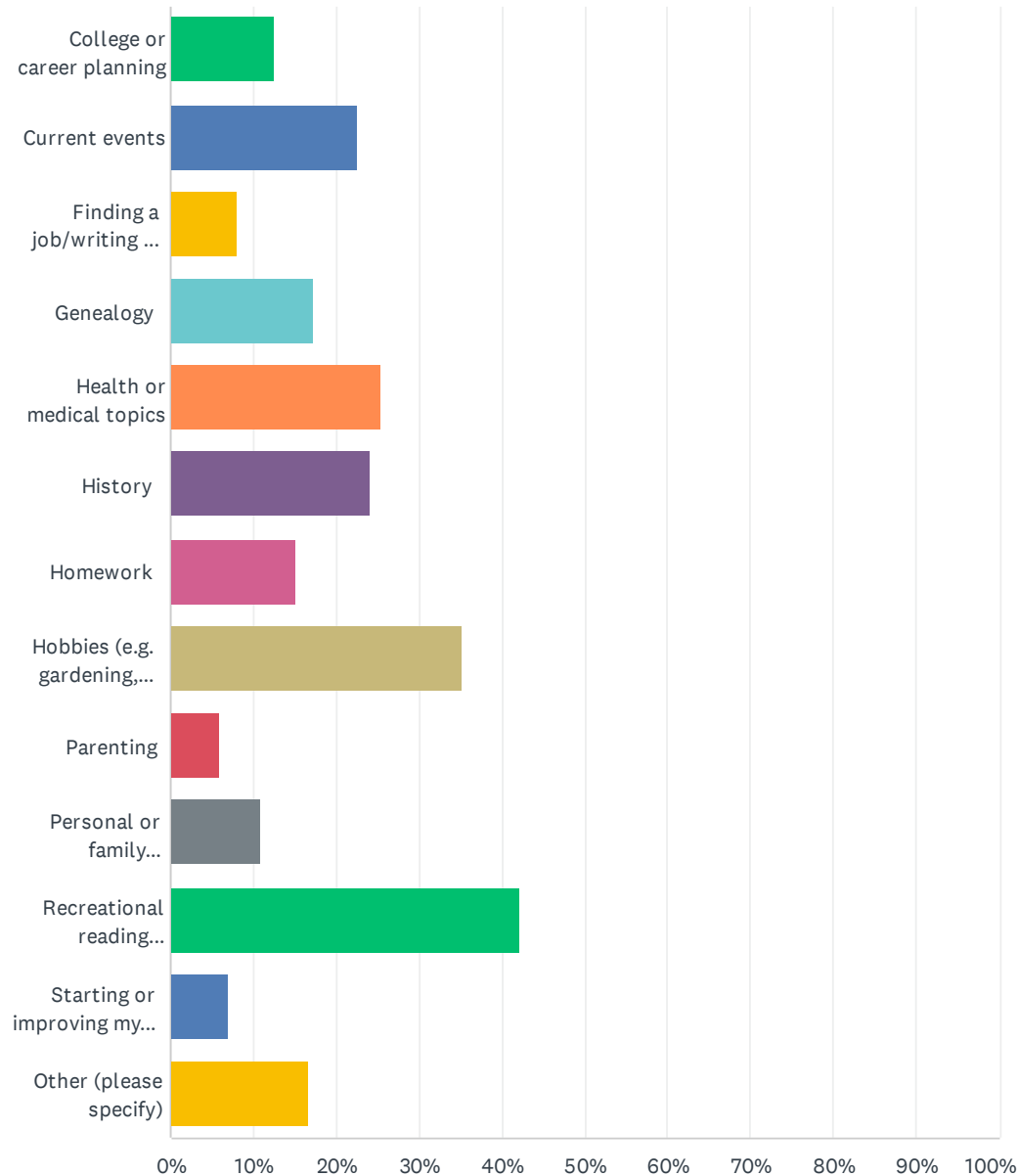
	also have friends with consistent access to UH system online databases.	
571	I haven't been to the library recently.	12/23/2021 1:58 PM
572	I have very limited use of a computer. I have a computer at work but, not one of my own.	12/23/2021 1:57 PM
573	I live in California and use my local library for online research.	12/23/2021 1:56 PM
574	haven't checked them out yet	12/23/2021 1:56 PM
575	Your app doesn't work	12/23/2021 1:56 PM
576	I am computer illiterate	12/23/2021 1:55 PM
577	I didn't know that they were available.	12/23/2021 1:55 PM
578	The first four of the above	12/23/2021 1:54 PM
579	I'd like to use the Library in person	12/23/2021 1:54 PM
580	Access through university library	12/23/2021 1:53 PM
581	At this time we only use the online library system to search for books to borrow	12/23/2021 1:53 PM
582	I'm retired now and Google has sufficed.	12/23/2021 1:53 PM
583	I have access to those databases through other means	12/23/2021 1:52 PM
584	Computers were not available	12/23/2021 1:52 PM
585	You've denied access to tax paying citizens because of their "vaccine" status. Shame	12/23/2021 1:51 PM
586	Not a student	12/23/2021 1:51 PM
587	I use Google	12/23/2021 1:50 PM
588	I think one has to be a researcher to use them effectively. Do some Youtube videos on how to use them.	12/23/2021 1:50 PM
589	Still trying to set up your app	12/23/2021 1:49 PM
590	I will when I help my granddaughter do research	12/23/2021 1:49 PM
591	I use the UH databases	12/23/2021 1:48 PM
592	I just didn't have time to do so.	12/23/2021 1:48 PM
593	Retired...no need for research	12/23/2021 1:48 PM
594	I'm a visitor so I'm not using this service.	12/23/2021 1:47 PM
595	I'm an annual visitor & have not been able to get a library card.	12/23/2021 1:47 PM
596	I work in a school with access to its own databases	12/23/2021 1:46 PM
597	Not currently needed, but in the future	12/23/2021 1:45 PM
598	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.	12/23/2021 1:45 PM
599	I rarely visit library anymore	12/23/2021 1:45 PM
600	I use google chrome for searches	12/23/2021 1:45 PM
601	We are unvaccinated and wouldn't be able to pick the books up.	12/23/2021 1:44 PM
602	Have a Home Computer	12/23/2021 1:44 PM
603	Moved to Las Vegas.	12/23/2021 1:44 PM
604	When will Moiliili open after these two plus years of temporary repairs.	12/23/2021 1:44 PM
605	Library hours are so limited I don't bother anymore	12/23/2021 1:42 PM
606	I know they are there, just haven't had any need to use them in recent years. Plus I think	12/23/2021 1:42 PM

	some you have to pay for the information you received. No thanks.	
607	Also work for a university that provides access to academic journals and databases.	12/23/2021 1:42 PM
608	I didn't know where to access them. I thought you had to do it in the library.	12/23/2021 1:42 PM
609	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.	12/23/2021 1:42 PM
610	Don't do reasearch except on my phone	12/23/2021 1:41 PM
611	I will not participate with vac passport false narrative	12/23/2021 1:41 PM
612	The password I set up doesn't work and is hard to change.	12/23/2021 1:41 PM
613	Your ridiculous Vax Mandates against Mt in person use of the library are discrimination!	12/23/2021 1:41 PM
614	N	12/23/2021 1:40 PM
615	Dont live in Hawaii	12/23/2021 1:39 PM
616	Did not have time to use it yet	12/23/2021 1:39 PM
617	more convenient for me to go visit the library and ask the staff for any assistance I require.	12/23/2021 1:39 PM
618	I usually do that at home	12/23/2021 1:38 PM
619	I have access to databases through my job	12/23/2021 1:37 PM
620	I haven't used the Hawaii Library system since 2018.	12/23/2021 1:37 PM
621	I need instruction.	12/23/2021 1:37 PM
622	I am currently in Europe	12/23/2021 1:36 PM
623	I didn't find any use for it at this moment	12/23/2021 1:36 PM
624	No need for online services at this time, maybe in the future	12/23/2021 1:36 PM
625	Just borrow books	12/23/2021 1:36 PM
626	I have access to needed databases through my employer.	12/23/2021 1:36 PM
627	https://www.change.org/Petition_for_legal_suicide_in_America	12/23/2021 1:35 PM
628	We use the web Ω 21 .12 .23	12/23/2021 1:34 PM
629	I have access to a university database	12/23/2021 1:34 PM
630	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.	12/23/2021 1:34 PM
631	You did not allow me to renew my library card!	12/23/2021 1:33 PM
632	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.	12/23/2021 1:33 PM
633	Visitor	12/23/2021 1:32 PM
634	I haven't needed to use them, but may in future.	12/23/2021 1:31 PM
635	I am not fully vaccinated and the library will not serve me.	12/23/2021 1:31 PM
636	I am aware of such databases available in the university library systems.	12/23/2021 1:31 PM
637	N	12/23/2021 1:31 PM
638	Not able to visit	12/23/2021 1:30 PM
639	Go for assistance at the library	12/23/2021 1:30 PM
640	use them through UH	12/23/2021 1:30 PM
641	Or if I do have a need, I'm not aware of it.	12/23/2021 1:30 PM

642	I work at UH and am more familiar with these databases	12/23/2021 1:30 PM
643	I don't have wi-fi in my Van/RV home.	12/23/2021 1:30 PM
644	Technologically ignorant	12/23/2021 1:30 PM
645	I want to do a search at a specific library and that search was difficult.	12/23/2021 1:30 PM
646	Does this include using the Hawaiian Library Card with the overdrive app?	12/23/2021 1:30 PM
647	I prefer in person/physical resources	12/23/2021 1:29 PM
648	Not doing research currently	12/23/2021 1:28 PM
649	Not needed at this time	12/23/2021 1:28 PM
650	You guys are segregating the unvaccinated and not letting them in!!!!!! So it's not even a "public" library anymore	12/23/2021 1:28 PM
651	For what purpose?	12/23/2021 1:26 PM
652	not resident but own vacation home here so dont quqlify for card	12/23/2021 1:26 PM
653	I am not allowed to go to the library as I am being discriminated against for my health choices	12/23/2021 1:26 PM
654	Library is so embedded in the public school system and doesn't really offer adults a welcoming setting or platform.	12/23/2021 1:25 PM
655	Will try later	12/23/2021 1:24 PM
656	I use Google	12/23/2021 1:24 PM
657	I refuse to patronize the library because of the vaccine mandates.	12/23/2021 1:24 PM
658	Even if I knew, I wouldn't need or use them	12/23/2021 1:24 PM
659	Unvaccinated and not aloud inside the library	12/23/2021 1:24 PM
660	Haven't been to the library in awhile	12/23/2021 1:24 PM
661	I moved to mainland	12/23/2021 1:23 PM
662	I now live in my hometown in Pennsylvania and use the local library resources	12/23/2021 1:23 PM
663	I use the UH ones but theirs are not great so if yours have extra ones I would now try yours too	12/23/2021 1:23 PM
664	I stopped using the public library when they started discrimination practices.	12/23/2021 1:23 PM
665	Retired but avid book reader	12/23/2021 1:23 PM
666	I'm not allowed in the library because of discrimination	12/23/2021 1:23 PM
667	K	12/23/2021 1:22 PM
668	I have moved from Hawaii.	12/23/2021 1:22 PM
669	The mandates!	12/23/2021 1:22 PM
670	Have access through UH	12/23/2021 1:22 PM
671	I use my own computer for research	12/23/2021 1:22 PM
672	no need to use this service at the moment	12/17/2021 4:35 PM

Q3 I used online research databases to find information on: (Select all that apply).

Answered: 3,402 Skipped: 10,949



ANSWER CHOICES	RESPONSES	
College or career planning	12.55%	427
Current events	22.52%	766
Finding a job/writing a resume or cover letter	8.14%	277
Genealogy	17.20%	585
Health or medical topics	25.34%	862
History	24.19%	823
Homework	15.08%	513
Hobbies (e.g. gardening, sewing, photography)	35.27%	1,200
Parenting	6.00%	204
Personal or family finances/budgeting	10.96%	373
Recreational reading suggestions	42.21%	1,436
Starting or improving my business	7.14%	243
Other (please specify)	16.70%	568
Total Respondents: 3,402		

#	OTHER (PLEASE SPECIFY)	DATE
1	consumer reports mag for best buying reports	1/1/2022 8:41 PM
2	I might have used more if there had been more publicity.	1/1/2022 7:51 PM
3	books to read	1/1/2022 11:04 AM
4	reviews of household goods	12/31/2021 8:56 PM
5	Book suggestions	12/30/2021 7:07 PM
6	book searches	12/30/2021 3:35 PM
7	Audio books	12/30/2021 2:30 PM
8	Travel documents requirements.	12/30/2021 2:14 PM
9	Indigenous data	12/29/2021 7:03 PM
10	finding books on specific topics	12/29/2021 2:44 PM
11	Activism	12/29/2021 12:58 PM
12	Professional development	12/29/2021 11:38 AM
13	Computer network and security system; mixed martial arts; judo; muay thai	12/29/2021 5:38 AM
14	Legal templates, such as for a single-member LLC	12/29/2021 4:27 AM
15	Finding materials	12/29/2021 1:00 AM
16	Showing students how to access & use them	12/29/2021 12:53 AM
17	oops misunderstood this question	12/29/2021 12:26 AM
18	Dept of Labor purposes	12/28/2021 11:04 PM
19	Book reviews & biographies for book clubs	12/28/2021 10:19 PM
20	lesson plan ideas	12/28/2021 7:55 PM

21	ordering audio books and dvds	12/28/2021 7:20 PM
22	Classes	12/28/2021 6:32 PM
23	Morningstar for finance; Jstor to read scientific articles	12/28/2021 5:09 PM
24	Music	12/28/2021 5:07 PM
25	Looking for current Best sellers	12/28/2021 4:37 PM
26	Work tasks (research)	12/28/2021 3:26 PM
27	Classics in hard cover	12/28/2021 2:52 PM
28	Book reviews	12/28/2021 1:58 PM
29	Auto Repair	12/28/2021 1:01 PM
30	Specific books	12/28/2021 12:59 PM
31	Recipes	12/28/2021 12:50 PM
32	Sorry, I have not used database	12/28/2021 12:49 PM
33	education resources for teaching	12/28/2021 12:47 PM
34	Best sellers	12/28/2021 12:34 PM
35	Research for college	12/28/2021 9:41 AM
36	Skills practice	12/28/2021 8:00 AM
37	egoic consciousness	12/28/2021 6:25 AM
38	words-def, tranlation, music lookup oldies,classicals	12/28/2021 4:06 AM
39	law library/info, auto repair	12/28/2021 3:09 AM
40	books	12/28/2021 2:38 AM
41	Mistake. I should have said no to #1	12/28/2021 2:34 AM
42	Scientific papers	12/28/2021 1:55 AM
43	Hawaiian	12/28/2021 1:30 AM
44	Professional evidence-based practice	12/28/2021 12:39 AM
45	travel and cooking	12/28/2021 12:38 AM
46	investment research	12/27/2021 11:30 PM
47	Japanese book	12/27/2021 11:14 PM
48	find a book	12/27/2021 10:40 PM
49	Background research for my fiction writing	12/27/2021 10:11 PM
50	Looking for online classes	12/27/2021 10:09 PM
51	films	12/27/2021 9:15 PM
52	Science and Nature	12/27/2021 9:14 PM
53	How to save my eternal soul from capitalist insanity.	12/27/2021 9:11 PM
54	Car repair	12/27/2021 8:29 PM
55	searching for materials	12/27/2021 8:16 PM
56	Library catalog	12/27/2021 8:09 PM
57	Books	12/27/2021 7:46 PM
58	Spiritual	12/27/2021 7:38 PM
59	To refer to write novels	12/27/2021 7:32 PM

60	Recreational reading	12/27/2021 7:15 PM
61	childrens books	12/27/2021 6:48 PM
62	Research for blogs	12/27/2021 6:48 PM
63	book search	12/27/2021 6:40 PM
64	government	12/27/2021 6:34 PM
65	School study subjects	12/27/2021 6:28 PM
66	Writing speeches	12/27/2021 6:20 PM
67	Latest news on construction;engineering structures for global warming.	12/27/2021 6:08 PM
68	Books of personal and professional interest	12/27/2021 6:04 PM
69	Research	12/27/2021 5:58 PM
70	Since I've been kicked out of library cause no vac card I have no interest in library	12/27/2021 5:46 PM
71	Local birds & wild life	12/27/2021 5:21 PM
72	Auto and small engine	12/27/2021 5:15 PM
73	Homeschooling	12/27/2021 5:11 PM
74	dvd's	12/27/2021 5:06 PM
75	leisure	12/27/2021 4:59 PM
76	assorted research topics for my blog	12/27/2021 4:54 PM
77	To pickup books	12/27/2021 4:41 PM
78	None	12/27/2021 4:25 PM
79	To find books to check out. Not sure if this is what you are referring to in terms of your databases	12/27/2021 4:24 PM
80	Homeschool	12/27/2021 4:23 PM
81	For work research	12/27/2021 4:21 PM
82	Legal form templates	12/27/2021 4:17 PM
83	Check my email.	12/27/2021 4:12 PM
84	law resources	12/27/2021 4:09 PM
85	I used the online services to request CDs that I wanted to borrow.	12/27/2021 4:06 PM
86	articles that seniors in the Nā Kūpuna program (free UH course accessuse with my science Course to Hawaii residents over 60) can	12/27/2021 4:03 PM
87	Finding books	12/27/2021 4:00 PM
88	searching for books available in the library that we could all read for our small Book Club	12/27/2021 3:56 PM
89	Others	12/27/2021 3:36 PM
90	Sciences	12/27/2021 3:35 PM
91	Borrow books	12/27/2021 3:34 PM
92	Book search	12/27/2021 3:30 PM
93	Current events that I am interested in.	12/27/2021 3:29 PM
94	I don't. Submitted by mistake	12/27/2021 3:23 PM
95	Movies on DVD	12/27/2021 3:20 PM
96	find book titles	12/27/2021 3:17 PM

97	looking for books	12/27/2021 3:16 PM
98	General Knowledge	12/27/2021 3:14 PM
99	asian DvD's	12/27/2021 2:12 PM
100	Law	12/27/2021 12:54 PM
101	for borrowed books renewal.	12/27/2021 12:38 PM
102	Courses	12/27/2021 3:51 AM
103	newspaper microfilm	12/27/2021 2:30 AM
104	Educational Research	12/27/2021 2:11 AM
105	Homeschooling	12/27/2021 12:37 AM
106	learning another language other than English	12/26/2021 9:24 PM
107	Cultural information	12/26/2021 6:28 PM
108	education	12/26/2021 5:46 PM
109	Academic journals	12/26/2021 5:35 PM
110	Find Audiobooks	12/26/2021 4:25 PM
111	Research specific to urban planning	12/26/2021 3:42 PM
112	Science	12/26/2021 1:17 PM
113	Music	12/26/2021 12:37 PM
114	newspapers outside of hawaii	12/26/2021 12:17 PM
115	Books	12/26/2021 11:41 AM
116	topics for students in my class	12/26/2021 2:48 AM
117	Houses	12/26/2021 1:54 AM
118	Travel	12/26/2021 1:03 AM
119	Homeschooling reading suppliment	12/26/2021 12:34 AM
120	reading material for my 2 children	12/26/2021 12:08 AM
121	physics, math, chemistry, engineering	12/25/2021 11:44 PM
122	korean drama DVDs	12/25/2021 11:17 PM
123	Used to search for books only	12/25/2021 9:34 PM
124	Business research for job hunts and my small business	12/25/2021 9:29 PM
125	research for book publication	12/25/2021 8:27 PM
126	Opps, no I didn't...	12/25/2021 5:42 PM
127	topics of interest	12/25/2021 4:54 PM
128	Review foreign language	12/25/2021 4:47 PM
129	Searching for more references on Hawaiian culture and history.	12/25/2021 4:43 PM
130	order reading books	12/25/2021 4:26 PM
131	Articles about our father	12/25/2021 4:16 PM
132	Some times use Hawaiiana desk	12/25/2021 4:16 PM
133	investing	12/25/2021 3:47 PM
134	retirement	12/25/2021 3:02 PM
135	Audio cd	12/25/2021 2:50 PM

136	book and music search	12/25/2021 2:13 PM
137	Best readaloud books	12/25/2021 12:00 PM
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
150	State library system	12/24/2021 7:54 PM
151	looking to check out a book	12/24/2021 7:47 PM
152	Travel	12/24/2021 7:41 PM
153	Book search	12/24/2021 7:37 PM
154	Flora and fauna of Hawaii	12/24/2021 7:15 PM
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

174	Legal forms database (Gale)	12/24/2021 12:33 PM
175	science, maps, geography	12/24/2021 12:20 PM
176	Fiction & autobiographies	12/24/2021 12:18 PM
177	work	12/24/2021 12:18 PM
178	Music CDs	12/24/2021 12:08 PM
179	dvd search	12/24/2021 11:57 AM
180	Find JSTOR article not available in my workplace databases	12/24/2021 11:54 AM
181	Borrowing books	12/24/2021 11:50 AM
182	Purchase decisions	12/24/2021 11:24 AM
183	Audio book	12/24/2021 11:19 AM
184	chilton car repair	12/24/2021 11:11 AM
185	books to read during this catastrophe	12/24/2021 10:48 AM
186	reserve books	12/24/2021 10:46 AM
187	Product performance/safety	12/24/2021 8:35 AM
188	Many things, but I already responded to this survey.	12/24/2021 7:30 AM
189	Grocery Coupons	12/24/2021 7:19 AM
190	looking for books for my daughter.	12/24/2021 6:01 AM
191	auto repair	12/24/2021 5:31 AM
192	English Literature; Literary Analysis	12/24/2021 5:07 AM
193	Motor vehicle repair	12/24/2021 4:53 AM
194	automobile repairs	12/24/2021 4:37 AM
195	how to help my child with his homework	12/24/2021 4:07 AM
196	Travel	12/24/2021 3:56 AM
197	Financial information, publications	12/24/2021 3:39 AM
198	Just Exploring	12/24/2021 3:37 AM
199	Hawaii Info	12/24/2021 3:25 AM
200	Travel, investing, philosophy, psychology, etc	12/24/2021 3:18 AM
201	Travel destinations	12/24/2021 3:11 AM
202	Just to see website	12/24/2021 2:42 AM
203	newspaper	12/24/2021 2:34 AM
204	environmental concerns	12/24/2021 2:31 AM
205	Astro-physics, evolutionary biology, physics	12/24/2021 2:13 AM
206	Research for work	12/24/2021 2:05 AM
207	DVDs	12/24/2021 1:57 AM
208	Accessing library resources online	12/24/2021 1:46 AM
209	Investment information	12/24/2021 1:43 AM
210	Consumer reports	12/24/2021 1:39 AM
211	Work related research	12/24/2021 1:38 AM

212	Foreign languages	12/24/2021 1:37 AM
213	Automobile repair books	12/24/2021 1:32 AM
214	Consumer ratings/evaluations	12/24/2021 1:28 AM
215	getting my email	12/24/2021 1:25 AM
216	Printer	12/24/2021 1:13 AM
217	Checking out materials	12/24/2021 1:10 AM
218	Find and request books	12/24/2021 12:58 AM
219	Renewal and holds	12/24/2021 12:55 AM
220	Media library	12/24/2021 12:50 AM
221	reading material for kids	12/24/2021 12:48 AM
222	reference fiction	12/24/2021 12:47 AM
223	Paperback book for reading hobby	12/24/2021 12:20 AM
224	library books	12/24/2021 12:13 AM
225	Business analyst	12/24/2021 12:06 AM
226	Paperwork law,	12/24/2021 12:06 AM
227	Chilton car repair	12/24/2021 12:03 AM
228	Politics	12/23/2021 11:59 PM
229	art, art history, culture	12/23/2021 11:54 PM
230	To search for books in computer technology	12/23/2021 11:48 PM
231	children activities	12/23/2021 11:36 PM
232	Only place to get Star Advertiser	12/23/2021 11:34 PM
233	Looking up inventory	12/23/2021 11:29 PM
234	only at the library	12/23/2021 11:26 PM
235	Printable forms , check emails, book searches , don't remember what else it's been a while since Covid started I haven't been.	12/23/2021 11:26 PM
236	automotive repair	12/23/2021 11:16 PM
237	Find book	12/23/2021 11:05 PM
238	Civil rights issues within the military	12/23/2021 10:57 PM
239	Auto repair	12/23/2021 10:48 PM
240	Favorites	12/23/2021 10:31 PM
241	preparing material for classes i teach	12/23/2021 10:21 PM
242	books	12/23/2021 10:09 PM
243	Specific authors	12/23/2021 10:00 PM
244	DVD, CD	12/23/2021 9:57 PM
245	DVDs of interest, Entertainment	12/23/2021 9:47 PM
246	psycho-spiritual studies	12/23/2021 9:40 PM
247	Books	12/23/2021 9:37 PM
248	Tourism nearby	12/23/2021 9:30 PM
249	Personal research	12/23/2021 9:26 PM

250	scientific articles	12/23/2021 9:25 PM
251	Physics	12/23/2021 9:15 PM
252	Sorry only have searched for books	12/23/2021 9:12 PM
253	general research in to various subjects of interest	12/23/2021 9:10 PM
254	Academic research	12/23/2021 8:59 PM
255	Grant writing and legal issues	12/23/2021 8:52 PM
256	research	12/23/2021 8:47 PM
257	Book reservation	12/23/2021 8:46 PM
258	finding a book to listen to	12/23/2021 8:45 PM
259	did not use	12/23/2021 8:33 PM
260	Purchase books	12/23/2021 8:29 PM
261	sports	12/23/2021 8:23 PM
262	Homeschool use	12/23/2021 8:21 PM
263	Scientific research	12/23/2021 8:19 PM
264	How-To	12/23/2021 8:15 PM
265	Research for film	12/23/2021 8:13 PM
266	fiction books	12/23/2021 8:13 PM
267	Consumer Reports Buying guide	12/23/2021 8:12 PM
268	Kauai information	12/23/2021 8:10 PM
269	Foreign languages	12/23/2021 8:04 PM
270	Recreational reading and music	12/23/2021 8:03 PM
271	Finding and filling out Government forms	12/23/2021 8:01 PM
272	product reviews for shopping	12/23/2021 8:00 PM
273	knowlege	12/23/2021 8:00 PM
274	Business information on companies (e.g., SWOT analyses for public companies, financial analyst reports).	12/23/2021 7:57 PM
275	Tax info	12/23/2021 7:50 PM
276	Youth chapter books	12/23/2021 7:47 PM
277	Looking for books to rent	12/23/2021 7:44 PM
278	Consumer Reports	12/23/2021 7:43 PM
279	Order books	12/23/2021 7:43 PM
280	finding a book at the Kihei branch	12/23/2021 7:36 PM
281	Teaching resources for students	12/23/2021 7:34 PM
282	HAWAII GIS PORTALS	12/23/2021 7:29 PM
283	Children's books	12/23/2021 7:23 PM
284	Reserving a book.	12/23/2021 7:22 PM
285	vehicles repair	12/23/2021 7:15 PM
286	researching different topics I'm interested in, such as, art history	12/23/2021 7:08 PM
287	finding material on various subjects	12/23/2021 7:08 PM

288	non work research	12/23/2021 6:53 PM
289	foot contact in relation to homeostasis	12/23/2021 6:52 PM
290	check e-mails also shopping	12/23/2021 6:50 PM
291	Assist my children	12/23/2021 6:49 PM
292	Political research	12/23/2021 6:46 PM
293	Bookclub reads	12/23/2021 6:45 PM
294	construction references	12/23/2021 6:40 PM
295	pets	12/23/2021 6:40 PM
296	No others	12/23/2021 6:37 PM
297	Academics	12/23/2021 6:36 PM
298	Spread sheet class	12/23/2021 6:35 PM
299	Finding books I want to read	12/23/2021 6:33 PM
300	Books to read	12/23/2021 6:30 PM
301	Books for grandson	12/23/2021 6:30 PM
302	College research paper	12/23/2021 6:28 PM
303	Research authors or reading subjects	12/23/2021 6:23 PM
304	reserving a book so I could pick it up in person during the pandemic.	12/23/2021 6:22 PM
305	Farmng	12/23/2021 6:22 PM
306	Teaching	12/23/2021 6:20 PM
307	Movies	12/23/2021 6:18 PM
308	foreign language study	12/23/2021 6:16 PM
309	Tutoring	12/23/2021 6:11 PM
310	None of those	12/23/2021 6:08 PM
311	Improve my personal skills	12/23/2021 5:56 PM
312	Finding books	12/23/2021 5:51 PM
313	General research	12/23/2021 5:50 PM
314	Crafts, cooking	12/23/2021 5:49 PM
315	Bible	12/23/2021 5:37 PM
316	Marriage success	12/23/2021 5:35 PM
317	Car repair	12/23/2021 5:34 PM
318	Emailing documents	12/23/2021 5:34 PM
319	Curriculum Development	12/23/2021 5:31 PM
320	Automotive	12/23/2021 5:30 PM
321	Investing/Finance	12/23/2021 5:26 PM
322	Survey won't let me go back. First answer is NO	12/23/2021 5:25 PM
323	Nature, arts, music	12/23/2021 5:23 PM
324	Work	12/23/2021 5:23 PM
325	Research for web content for my businesses, research for publications I am writing	12/23/2021 5:23 PM
326	Title searches	12/23/2021 5:20 PM

327	ordering books and renewing books	12/23/2021 5:17 PM
328	Fictional books	12/23/2021 5:16 PM
329	Emergency preparedness studies	12/23/2021 5:16 PM
330	work research	12/23/2021 5:15 PM
331	Newspapers	12/23/2021 5:15 PM
332	lots	12/23/2021 5:15 PM
333	Academic study	12/23/2021 5:12 PM
334	books	12/23/2021 5:11 PM
335	News	12/23/2021 5:08 PM
336	Authors books	12/23/2021 5:06 PM
337	Professional	12/23/2021 5:06 PM
338	Subjects of interest	12/23/2021 4:55 PM
339	I was only searching for reading materials online.	12/23/2021 4:53 PM
340	Finding books	12/23/2021 4:51 PM
341	News	12/23/2021 4:51 PM
342	Books	12/23/2021 4:48 PM
343	Auto mechanics	12/23/2021 4:47 PM
344	Libby	12/23/2021 4:44 PM
345	Voting candidate information	12/23/2021 4:43 PM
346	RE. COPYRIGHTS	12/23/2021 4:43 PM
347	Books for classroom reading	12/23/2021 4:42 PM
348	Government	12/23/2021 4:42 PM
349	Foundation Center Database for Grant writing	12/23/2021 4:39 PM
350	Book searches	12/23/2021 4:38 PM
351	Reference Section	12/23/2021 4:35 PM
352	Gale Courses, Kanopy, Great Courses, Languages	12/23/2021 4:33 PM
353	Hawaiian language n culture	12/23/2021 4:28 PM
354	See if you have books I have read about.	12/23/2021 4:27 PM
355	E books	12/23/2021 4:23 PM
356	Just book searches	12/23/2021 4:19 PM
357	Movies	12/23/2021 4:17 PM
358	Guiding my students' research (HTA Charter School)	12/23/2021 4:09 PM
359	Automotive	12/23/2021 4:09 PM
360	order books	12/23/2021 4:08 PM
361	researching what books you offer on specific subjects or by specific authors	12/23/2021 4:04 PM
362	General information about different topics	12/23/2021 4:00 PM
363	audio books	12/23/2021 3:57 PM
364	download forms	12/23/2021 3:55 PM

365	Libraries	12/23/2021 3:53 PM
366	locating a book	12/23/2021 3:52 PM
367	Writing a book	12/23/2021 3:52 PM
368	Just checking email.	12/23/2021 3:52 PM
369	Interior Decoration	12/23/2021 3:51 PM
370	Kids books	12/23/2021 3:50 PM
371	Asvab info	12/23/2021 3:48 PM
372	Traveling books	12/23/2021 3:40 PM
373	Investing / Morningstar	12/23/2021 3:40 PM
374	scientific research articles	12/23/2021 3:40 PM
375	Children's books during lockdown	12/23/2021 3:39 PM
376	Music	12/23/2021 3:38 PM
377	Mental illness, spiritual, computer	12/23/2021 3:37 PM
378	Languages	12/23/2021 3:36 PM
379	Chilton manual for auto repair	12/23/2021 3:30 PM
380	Search for books	12/23/2021 3:28 PM
381	researching for DVD	12/23/2021 3:28 PM
382	Learn a new language	12/23/2021 3:28 PM
383	current issues; natural history; language reference	12/23/2021 3:28 PM
384	non fiction and fiction books	12/23/2021 3:28 PM
385	Author searches	12/23/2021 3:27 PM
386	O	12/23/2021 3:25 PM
387	G	12/23/2021 3:21 PM
388	Finding books	12/23/2021 3:21 PM
389	Ordering books, dvd	12/23/2021 3:19 PM
390	Wardrobe, Fashion, and Beauty	12/23/2021 3:16 PM
391	Curriculum planning	12/23/2021 3:15 PM
392	books to read	12/23/2021 3:09 PM
393	women's biography	12/23/2021 3:07 PM
394	Books	12/23/2021 3:07 PM
395	Bbb	12/23/2021 3:04 PM
396	To aid in academic research and reporting	12/23/2021 3:04 PM
397	Self help	12/23/2021 3:03 PM
398	learning	12/23/2021 3:01 PM
399	Mechanical	12/23/2021 3:01 PM
400	Science	12/23/2021 3:00 PM
401	library catalog	12/23/2021 2:59 PM
402	Find books to rent	12/23/2021 2:53 PM
403	Stock Trading	12/23/2021 2:52 PM

404	Music & videos	12/23/2021 2:51 PM
405	Books and DVDs	12/23/2021 2:48 PM
406	finding books	12/23/2021 2:47 PM
407	Topics to share with my students	12/23/2021 2:46 PM
408	card catalog research on books	12/23/2021 2:46 PM
409	Library	12/23/2021 2:46 PM
410	Travel location ideas - things to visit	12/23/2021 2:45 PM
411	Oops I didn't use database	12/23/2021 2:44 PM
412	Gale Education	12/23/2021 2:44 PM
413	Research for teaching	12/23/2021 2:44 PM
414	Language help	12/23/2021 2:41 PM
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.	12/23/2021 2:41 PM
416	Language	12/23/2021 2:41 PM
417	As a teacher, preparing for classes	12/23/2021 2:41 PM
418	audiobooks	12/23/2021 2:39 PM
419	Science topics	12/23/2021 2:38 PM
420	research	12/23/2021 2:37 PM
421	Reading books, all sorts. Because, I can!	12/23/2021 2:37 PM
422	dvd's	12/23/2021 2:37 PM
423	Dissertation research	12/23/2021 2:36 PM
424	Looking for children books	12/23/2021 2:34 PM
425	Teaching	12/23/2021 2:33 PM
426	Oh thought you meant online catalog oops. I've not used these online services	12/23/2021 2:33 PM
427	Availability of items at a specific library branch before I visit in person.	12/23/2021 2:32 PM
428	Audio books by author	12/23/2021 2:31 PM
429	Searching for a specific book or Author	12/23/2021 2:31 PM
430	writing research	12/23/2021 2:30 PM
431	For work	12/23/2021 2:30 PM
432	news	12/23/2021 2:29 PM
433	Inquiring if specific reading material is available	12/23/2021 2:28 PM
434	Borrowing E-Books	12/23/2021 2:28 PM
435	Books	12/23/2021 2:26 PM
436	Library books	12/23/2021 2:26 PM
437	Finding resources for my job as a teacher.	12/23/2021 2:26 PM
438	Reading for pleasure	12/23/2021 2:24 PM
439	Reserving books from the library	12/23/2021 2:23 PM
440	Videos	12/23/2021 2:23 PM
441	Travel	12/23/2021 2:22 PM

442	Topics that relate to curriculum I use in the classroom.	12/23/2021 2:22 PM
443	research.	12/23/2021 2:21 PM
444	To check available books for my book group	12/23/2021 2:21 PM
445	Learning	12/23/2021 2:19 PM
446	Miscellaneous stuff	12/23/2021 2:18 PM
447	general reading and movies	12/23/2021 2:17 PM
448	Traveling	12/23/2021 2:17 PM
449	Too complicated	12/23/2021 2:17 PM
450	no	12/23/2021 2:16 PM
451	Loving Kanopy Thank you!	12/23/2021 2:14 PM
452	Don't remember	12/23/2021 2:14 PM
453	Books about topics I'm teaching	12/23/2021 2:14 PM
454	books	12/23/2021 2:13 PM
455	Work	12/23/2021 2:13 PM
456	Search for library books in database	12/23/2021 2:12 PM
457	Art	12/23/2021 2:11 PM
458	Research	12/23/2021 2:10 PM
459	Learning music	12/23/2021 2:07 PM
460	Education	12/23/2021 2:07 PM
461	Audio books	12/23/2021 2:07 PM
462	Library inventory search	12/23/2021 2:06 PM
463	Books	12/23/2021 2:05 PM
464	Business	12/23/2021 2:04 PM
465	Childrens	12/23/2021 2:01 PM
466	Yes	12/23/2021 2:00 PM
467	Reserving books	12/23/2021 2:00 PM
468	research	12/23/2021 1:59 PM
469	Use for preparation of tutoring lessons	12/23/2021 1:59 PM
470	Book searches to use w/ students that I work with at a public school	12/23/2021 1:59 PM
471	Woman health books	12/23/2021 1:59 PM
472	Hawaii things to do: concerts, entertainment	12/23/2021 1:59 PM
473	Read but your library books so limited selection	12/23/2021 1:58 PM
474	need more access to investment databases like value line	12/23/2021 1:57 PM
475	Ordering book from another library.	12/23/2021 1:57 PM
476	Books for grandchildren	12/23/2021 1:56 PM
477	Legal	12/23/2021 1:56 PM
478	USE LIBBY FOR BOOKS	12/23/2021 1:56 PM
479	documents/applications	12/23/2021 1:56 PM

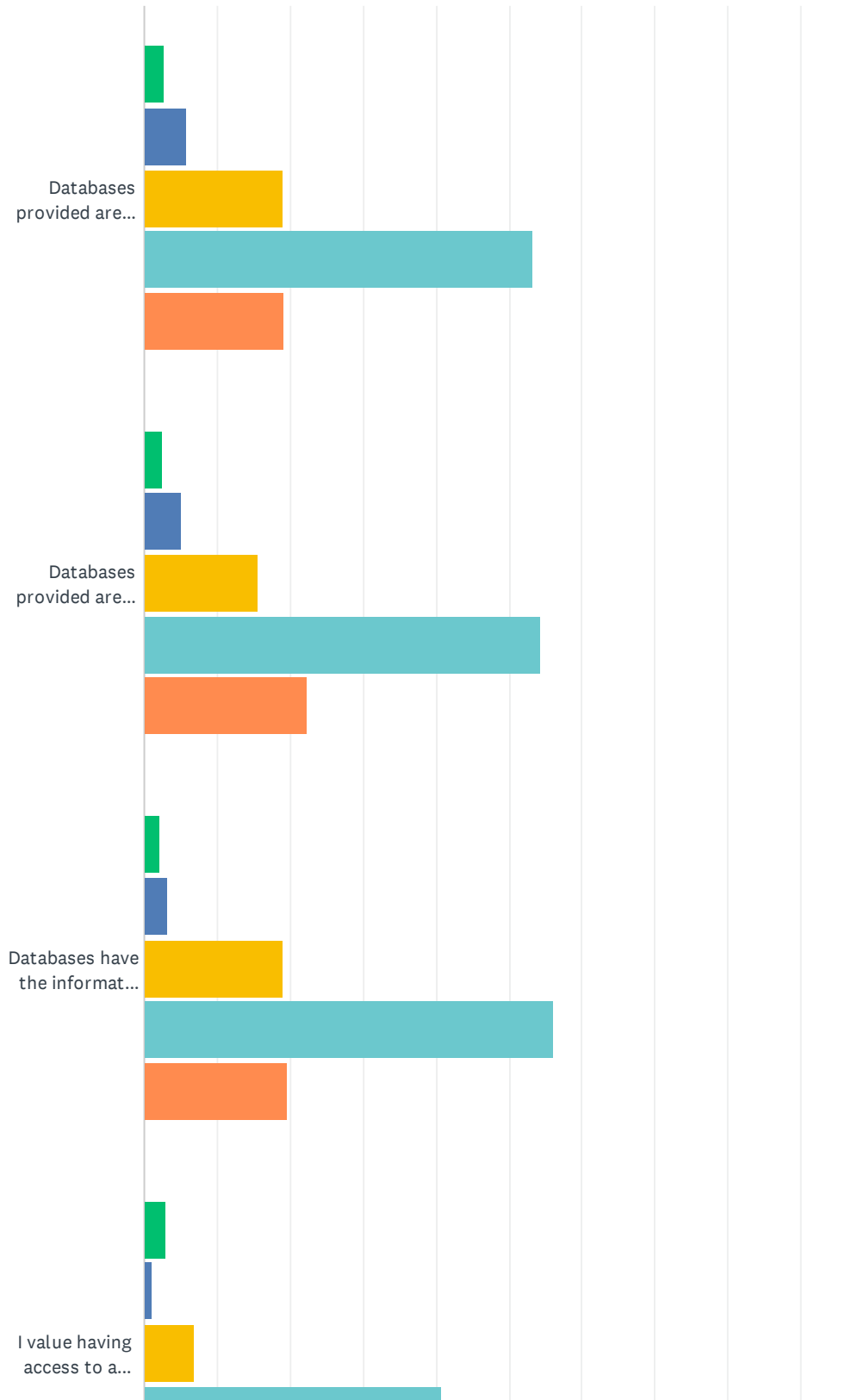
480	Hawaiian Music	12/23/2021 1:55 PM
481	Community resources	12/23/2021 1:53 PM
482	audiobook availability	12/23/2021 1:53 PM
483	Old school like to read	12/23/2021 1:52 PM
484	legal research	12/23/2021 1:52 PM
485	Work and employment	12/23/2021 1:51 PM
486	reference	12/23/2021 1:50 PM
487	none	12/23/2021 1:49 PM
488	Best books to read	12/23/2021 1:48 PM
489	Hawaiian culture	12/23/2021 1:48 PM
490	Music cds	12/23/2021 1:47 PM
491	For my classroom as a teacher	12/23/2021 1:47 PM
492	Bios & books of people	12/23/2021 1:46 PM
493	research	12/23/2021 1:46 PM
494	Assist students with business-related information	12/23/2021 1:46 PM
495	As a teacher	12/23/2021 1:45 PM
496	research for a paper	12/23/2021 1:45 PM
497	Global warming & emerging social & economic impacts	12/23/2021 1:44 PM
498	Finding books and reserving them	12/23/2021 1:44 PM
499	Social media	12/23/2021 1:43 PM
500	purchasing products	12/23/2021 1:43 PM
501	Can't remember	12/23/2021 1:43 PM
502	shopping for medical device	12/23/2021 1:43 PM
503	foreign language	12/23/2021 1:42 PM
504	computer programs	12/23/2021 1:42 PM
505	Work for HART	12/23/2021 1:40 PM
506	Pacing hold on books	12/23/2021 1:40 PM
507	Children's books	12/23/2021 1:40 PM
508	books im interested in reading	12/23/2021 1:39 PM
509	Travel	12/23/2021 1:38 PM
510	ordering library books	12/23/2021 1:38 PM
511	Automotive	12/23/2021 1:38 PM
512	I don't use it	12/23/2021 1:38 PM
513	Search books	12/23/2021 1:37 PM
514	Research. Historical	12/23/2021 1:37 PM
515	Libby	12/23/2021 1:37 PM
516	Buddhist studies	12/23/2021 1:36 PM
517	Reviews of books	12/23/2021 1:36 PM
518	recipes	12/23/2021 1:35 PM

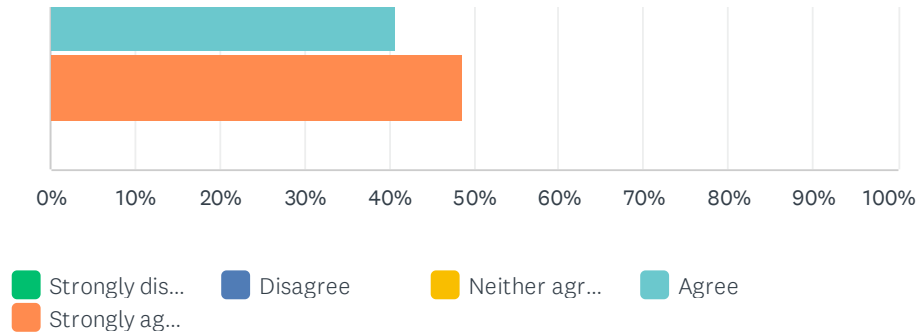
519	As an author	12/23/2021 1:34 PM
520	Music scores	12/23/2021 1:34 PM
521	Academic research	12/23/2021 1:33 PM
522	Overdue books	12/23/2021 1:33 PM
523	Japanese art	12/23/2021 1:33 PM
524	Kids books	12/23/2021 1:33 PM
525	DOWNLOAD E-BOOK TO READ	12/23/2021 1:33 PM
526	Developing an "Aloha welcome to Kauai Itinerary" for our daughters, family, friends and guests with great places to visit and activities in Kauai	12/23/2021 1:33 PM
527	Histriocal sites	12/23/2021 1:33 PM
528	Research major purchases	12/23/2021 1:33 PM
529	Kids Reading	12/23/2021 1:33 PM
530	Scientific research	12/23/2021 1:32 PM
531	Sorry-error- I use Google for information	12/23/2021 1:32 PM
532	I thought you meant looking up books	12/23/2021 1:31 PM
533	Whatever I felt like reading	12/23/2021 1:31 PM
534	Study about different places and also the universe	12/23/2021 1:31 PM
535	Psychology	12/23/2021 1:30 PM
536	Research for writing	12/23/2021 1:30 PM
537	finding and reserving books	12/23/2021 1:30 PM
538	children's books	12/23/2021 1:30 PM
539	Stop with the vaccine mandates	12/23/2021 1:30 PM
540	auto repair	12/23/2021 1:29 PM
541	google	12/23/2021 1:29 PM
542	History	12/23/2021 1:28 PM
543	Consumer reviews for purchasing appliances	12/23/2021 1:28 PM
544	CDs and Books	12/23/2021 1:28 PM
545	check out books	12/23/2021 1:28 PM
546	Books	12/23/2021 1:27 PM
547	General inquiry & research into a range of subjects & mixed media content.	12/23/2021 1:26 PM
548	automotive repair	12/23/2021 1:25 PM
549	Music cds	12/23/2021 1:25 PM
550	Auto repair	12/23/2021 1:25 PM
551	I lived in poverty and the library helped me escape from my problems and learn about the modern world.	12/23/2021 1:25 PM
552	Languages	12/23/2021 1:25 PM
553	ASVAB	12/23/2021 1:25 PM
554	research for class content	12/23/2021 1:24 PM
555	arts and crafts	12/23/2021 1:24 PM

556	Borrow books and DVDs	12/23/2021 1:24 PM
557	general information	12/23/2021 1:24 PM
558	Religion	12/23/2021 1:24 PM
559	look for the book	12/23/2021 1:24 PM
560	Email	12/23/2021 1:23 PM
561	Academic research	12/23/2021 1:23 PM
562	assisting patrons in finding what they want	12/20/2021 4:30 PM
563	Chilton's car database	12/14/2021 11:04 PM
564	Repair manuals to fix my car.	12/14/2021 3:23 PM
565	Used National Geographic and Nat Geo Kids for entertainment for my family.	12/14/2021 2:24 PM
566	psychology and philosophy	12/13/2021 2:07 PM
567	Book suggestions	12/12/2021 1:28 PM
568	car repair	12/11/2021 7:26 PM

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

Answered: 3,356 Skipped: 10,995





	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Databases provided are easy to use.	2.67% 89	5.72% 191	19.02% 635	53.37% 1,782	19.23% 642	3,339	3.81
Databases provided are convenient to use.	2.66% 88	5.22% 173	15.51% 514	54.32% 1,800	22.30% 739	3,314	3.88
Databases have the information I need.	2.20% 73	3.26% 108	19.02% 630	55.99% 1,855	19.53% 647	3,313	3.87
I value having access to a wide variety of online information databases.	2.93% 97	1.00% 33	6.83% 226	40.66% 1,346	48.58% 1,608	3,310	4.31

#	COMMENTS	DATE
1	But the correct databases are not easy to access. In fact, I was unsuccessful with trying to access eMagazines.	1/1/2022 7:51 PM
2	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!	1/1/2022 11:04 AM
3	I love our hawaii state public library	1/1/2022 2:26 AM
4	search functions are difficult to use.	12/31/2021 10:44 PM
5	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.	12/31/2021 8:56 PM
6	Wishing for more & expanded licensing	12/31/2021 6:26 PM
7	Having free access to that dna genealogy website was nice and to be able to watch free movies.	12/30/2021 9:58 PM
8	It's been a number of years since I used it - perhaps it has improved.	12/30/2021 2:30 PM
9	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.	12/30/2021 2:14 PM
10	Searching a database is difficult at times due to lack of knowing key words.	12/29/2021 7:03 PM
11	Had a hard time searching for things, but it was my first time so I don't really know what I was doing.	12/29/2021 1:21 PM
12	Appreciate access to Ancestry.com.	12/29/2021 11:50 AM
13	Would prefer more digitized books	12/29/2021 11:38 AM
14	You guys are appreciated! Keep up the good work.	12/29/2021 5:49 AM
15	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	12/29/2021 5:38 AM

	books.	
16	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.	12/29/2021 4:27 AM
17	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.	12/29/2021 2:04 AM
18	Thank you for service	12/28/2021 11:09 PM
19	Please stop discrimination against those that don't vaccinate! Medical Freedom!	12/28/2021 7:01 PM
20	I feel that sometimes the website is difficult to navigate	12/28/2021 4:37 PM
21	Questions are too vague. Not sure if specific databases or in general.	12/28/2021 3:59 PM
22	Very helpful! Thank you for giving us access.	12/28/2021 3:26 PM
23	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.	12/28/2021 2:52 PM
24	It does help with a variety of item that I research.	12/28/2021 2:37 PM
25	Need more audio books	12/28/2021 1:11 PM
26	The library needs more current non-fiction books in science.	12/28/2021 12:59 PM
27	Some are more intuitive and easy to use than others.	12/28/2021 12:23 PM
28	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.	12/28/2021 12:14 PM
29	If I recall correctly, it was difficult to locate the e-magazines.	12/28/2021 10:29 AM
30	Getting in is the tricky part.	12/28/2021 6:26 AM
31	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.	12/28/2021 4:47 AM
32	Retired and plenty of time to go online...learning is fun. Digging for info everyday.	12/28/2021 4:06 AM
33	Get a strange unsecure website notification, wish portal was secure.	12/28/2021 1:22 AM
34	Would rather be able to come in to browse as before restrictions.	12/28/2021 12:07 AM
35	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	12/27/2021 11:30 PM
36	I would like to know more about what is available. I should probably make greater use of this resource than I have.	12/27/2021 10:36 PM
37	It is ,such more complicated and frustrating than it used to be	12/27/2021 10:33 PM
38	Only use book title searches	12/27/2021 10:11 PM
39	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.	12/27/2021 9:56 PM
40	Please keep us in the 21st century, and moving forward!	12/27/2021 9:11 PM
41	databases are great, finding them not so much	12/27/2021 7:48 PM
42	Having Ancestry available from home has been wonderful. PLEASE keep that as a permanent	12/27/2021 7:18 PM

	feature!!!	
43	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).	12/27/2021 6:48 PM
44	Background info; Use of broader information from various sources	12/27/2021 6:20 PM
45	A tutorial on using the scientific and clinical studies publications would be helpful the first time around.	12/27/2021 6:08 PM
46	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.	12/27/2021 5:47 PM
47	I truly appreciate having access to Scholastic Teachables.	12/27/2021 5:11 PM
48	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.	12/27/2021 4:58 PM
49	Pls extend Ancestry	12/27/2021 4:36 PM
50	Ancestry.com should be available from home like during Covid instead of only at the library.	12/27/2021 4:29 PM
51	One book title appears several times when searching and only one of them can lead to the detail page.	12/27/2021 4:26 PM
52	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.	12/27/2021 4:23 PM
53	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	12/27/2021 4:03 PM
54	Waipahu library has great staff	12/27/2021 3:34 PM
55	I love the Ancestry site! Thanks for providing it to us!!!	12/27/2021 3:34 PM
56	I appreciate obtaining information from sources that are reputable and obtainable without leaving my home especially during the Covid-19 epidemic.	12/27/2021 3:34 PM
57		12/27/2021 3:27 PM
58	Great job - keep it up.	12/27/2021 3:25 PM
59	Would be good to have something explaining the various sources	12/27/2021 3:21 PM
60	Once I found what I was looking for, didn't know how to access it for further information or use	12/27/2021 3:13 PM
61	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?	12/27/2021 3:13 PM
62	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!	12/27/2021 3:11 PM
63	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.	12/27/2021 1:35 PM
64	I appreciate the genealogy information I have from your online ancestry subscription.	12/27/2021 12:54 PM
65	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.	12/27/2021 11:48 AM
66	In person Hrs need to be more varied, for people that work during the day.	12/27/2021 11:34 AM
67	N/A	12/27/2021 8:45 AM
68	I basically use the author or title searches when I read about something in the news.	12/27/2021 4:13 AM
69	Vaccine status and negative results are tyrannical standards robbing people of online	12/27/2021 2:31 AM

	databases they may not be able to obtain elsewhere.	
70	Need more audiobooks	12/27/2021 1:26 AM
71	Can't go to the library as an unvaccinated person so online info is useless to me	12/27/2021 12:37 AM
72	I am grateful for this resource -- it has been very helpful.	12/27/2021 12:09 AM
73	Thank you for making the databases available from home during the pandemic. It's very convenient.	12/26/2021 10:38 PM
74	I was able to find my half sister draft card her father had filled out.	12/26/2021 6:57 PM
75	Right at one's fingertips- current, relevant and often times accurate information.	12/26/2021 5:50 PM
76	I find the library to be a wonderful lifeline for me	12/26/2021 4:25 PM
77	Thank you for providing free access to Ancestry.com thru Library online search. I appreciate it so much.	12/26/2021 1:04 PM
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.	12/26/2021 12:51 PM
79	The only problem is illegal mask and vaccine mandates	12/26/2021 11:41 AM
80	Search engine is terrible	12/26/2021 12:56 AM
81	would be nice to show search results with most recent publications at top, and oldest at bottom.	12/25/2021 11:44 PM
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.	12/25/2021 11:17 PM
83	Loved the access to Ancestry.com!	12/25/2021 9:18 PM
84	So much easier to use internet (altho maybe not as reliable). Humbug to sign in	12/25/2021 8:00 PM
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.	12/25/2021 6:13 PM
86	When I make a choices s such as ebook, thrillers, English etc. -the data that arises does not match my choices.	12/25/2021 2:57 PM
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.	12/25/2021 2:54 PM
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.	12/25/2021 2:50 PM
89	Access to online databases is the most important to me.	12/25/2021 2:07 PM
90	Effectiveness limited by liberal bias	12/25/2021 1:23 PM
91	It used to work on my iPad but lately it doesn't b	12/25/2021 1:08 PM
92	Not easy to navigate to the various resources.	12/25/2021 11:42 AM
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.	12/25/2021 4:08 AM
94	Online Searches are limited and in person isn't an option.	12/25/2021 2:19 AM
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	12/25/2021 1:39 AM
96	Many magazine publications are abbreviated or condensed...in particular Guitar World.	12/24/2021 9:43 PM
97	there is a learning curve on how to use it	12/24/2021 8:22 PM

98	I only use the library to find audio books.	12/24/2021 7:54 PM
99	I love the library. Its such a wonderful resource for our community. mahalo for all your good work	12/24/2021 6:47 PM
100	I ask my librarian to "search my DB interests.	12/24/2021 6:44 PM
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.	12/24/2021 6:40 PM
102	The extended access to Ancestry.com *from home* has been absolutely wonderful, and I strongly hope it will continue.	12/24/2021 6:12 PM
103	Ancestry website was in library use only until Covid, when it was open to users remotely. Please keep it accessible remotely.	12/24/2021 6:04 PM
104	Value Line access from home?	12/24/2021 5:44 PM
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	12/24/2021 5:34 PM
106	The librarians who helped me use the databases were the best!	12/24/2021 4:53 PM
107	Sometimes the log-in is hard to follow. Also, I don't load other browsers--they should all be Google accessible.	12/24/2021 4:29 PM
108	It's been a couple years since I last used them, so have forgotten my experience. But I'm glad you provide them.	12/24/2021 4:11 PM
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	12/24/2021 4:08 PM
110	I have a difficult time in 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.	12/24/2021 3:43 PM
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.	12/24/2021 3:41 PM
112	Database should always be available to the public	12/24/2021 3:14 PM
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 .	12/24/2021 2:01 PM
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.	12/24/2021 1:58 PM
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!	12/24/2021 1:34 PM
116	The staff at the Mililani library are also very helpful and professional.	12/24/2021 1:23 PM
117	I have it easier to use the "old catalog" approach	12/24/2021 1:08 PM
118	I never can get the Friday New York Times--I don't know what happened-----	12/24/2021 1:04 PM

119	frustration	12/24/2021 12:54 PM
120	I appreciate the convenience of your website and the ease I have experienced in ordering books and videos.	12/24/2021 12:36 PM
121	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!	12/24/2021 12:33 PM
122	Useful to have access to information especially during the height of pandemic but i have also continued use during easing of restrictions	12/24/2021 12:20 PM
123	More databases are always good to have!	12/24/2021 11:54 AM
124	Wasn't aware of online research databases. Plan to start using the data base.	12/24/2021 11:16 AM
125	i really didn't know this was available til now	12/24/2021 10:54 AM
126	Libraries are life-savers. Full. Stop	12/24/2021 10:48 AM
127	I'm old enough that online research is NEVER easy, but you do a good job of helping out	12/24/2021 9:08 AM
128	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	12/24/2021 4:37 AM
129	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	12/24/2021 4:07 AM
130	It would be helpful to offer classes or have a guide or online lesson on how to find things.	12/24/2021 3:39 AM
131	Excellent resources.	12/24/2021 3:18 AM
132	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.	12/24/2021 2:54 AM
133	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.	12/24/2021 2:42 AM
134	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.	12/24/2021 2:13 AM
135	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.	12/24/2021 1:39 AM
136	Should know this answer but don't; does HSPLS have access to databases that have a paywall, e.g, NY Times, Wall Street Journal?	12/24/2021 1:28 AM
137	It's been a long time since I used the computer at the library and when I had to it was very convenient.	12/24/2021 1:25 AM
138	Databases saves time and is very informational.	12/24/2021 1:13 AM
139	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	12/24/2021 1:13 AM
140	Thank you	12/24/2021 1:10 AM
141	I only enjoy limited databases.	12/24/2021 12:49 AM
142	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	12/24/2021 12:47 AM
143	Just wish Ancestry Library Edition was available online all the time not just during the pandemic.	12/24/2021 12:28 AM
144	Thank you!	12/24/2021 12:11 AM
145	Not many people are aware of the different databases available	12/24/2021 12:06 AM
146	No more. Testing for Covid cost. Can't afford to go to the library anymore.	12/24/2021 12:06 AM
147	I have eclectic interests and informational needs. Your databases always find what I am seeking because the parameters are easy to input.	12/24/2021 12:04 AM
148	It is great to be able to search the online databases.	12/23/2021 11:54 PM

149	It helps me to save a lot of time & trips to the library!	12/23/2021 11:48 PM
150	I appreciate the library both on line and in person.	12/23/2021 11:46 PM
151	I have searched databases for a decades and frankly I do not like the discovery tool you use - too many false hits	12/23/2021 11:34 PM
152	Many people in the communities on island have great need of research facilities and printing valuable pages from sites such as our libraries offer.	12/23/2021 11:26 PM
153	More audiobooks please	12/23/2021 11:18 PM
154	Information easily attained, for all subjects.	12/23/2021 11:17 PM
155	They save time & money.	12/23/2021 11:16 PM
156	would like ancestry online as a regular database	12/23/2021 11:07 PM
157	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.	12/23/2021 10:57 PM
158	Helped me do genealogy research on line due to pandemic.	12/23/2021 10:32 PM
159	i rarely use digital data bases as google is more convenient.	12/23/2021 10:21 PM
160	Wishing to access more local information handy.	12/23/2021 10:15 PM
161	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.	12/23/2021 10:08 PM
162	Used it while preparing a History Day paper and for genealogy research.	12/23/2021 9:45 PM
163	n/a	12/23/2021 9:15 PM
164	I'm renewed my library card. Online is an excellent access pivoting lifestyle!	12/23/2021 9:10 PM
165	There is a bit of a wait usually do to high volume as many dont have home internet	12/23/2021 9:02 PM
166	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).	12/23/2021 8:59 PM
167	Thank You for being an institution that serves the public well	12/23/2021 8:58 PM
168	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.	12/23/2021 8:45 PM
169	I haven't used them in several years so I'm sure they've improved since then	12/23/2021 8:45 PM
170	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.	12/23/2021 8:19 PM
171	I may not understand what this is. I have researched for books and topics I want to read about	12/23/2021 8:13 PM
172	Research online from home is the best option these days.	12/23/2021 8:12 PM
173	Try to bring back the 'rental laptops'	12/23/2021 8:01 PM
174	I haven't used them in 3 years because they seemed cumbersome.	12/23/2021 7:57 PM
175	The public library is one of the best community service sources left in vulture capitalist America.	12/23/2021 7:53 PM
176	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.	12/23/2021 7:47 PM

177	Great service and easy to use.	12/23/2021 7:39 PM
178	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	12/23/2021 7:36 PM
179	I only do recreational reading	12/23/2021 7:32 PM
180	SOMETIMES I CANNOT FIND INFORMATION ON THE NUMBER OF COPIES AVAILABLE FOR PARTICULAR TITLES	12/23/2021 7:31 PM
181	Online access is helpful because you can access it at your convenience.	12/23/2021 7:14 PM
182	You all do a wonderful. I find all your online resources useful whenever I use them...	12/23/2021 7:06 PM
183	I listen to a book constantly and love having the quick access to many selections	12/23/2021 7:05 PM
184	Ulukau is extremely valuable	12/23/2021 6:58 PM
185	COVID IS THE COLD, vaccines are bad!	12/23/2021 6:54 PM
186	Mahalo	12/23/2021 6:52 PM
187	The loss of our papers of record access to past articles makes the library's microfiche and other copies of papers VERY needed.	12/23/2021 6:46 PM
188	"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.	12/23/2021 6:40 PM
189	The library has great resources	12/23/2021 6:30 PM
190	I especially love JSTOR!	12/23/2021 6:28 PM
191	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.	12/23/2021 6:22 PM
192	Have not used data bases yet only catalogue	12/23/2021 6:08 PM
193	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!!!	12/23/2021 5:59 PM
194	I don't really use them...not sure what's available	12/23/2021 5:57 PM
195	Stay on course and keep improving	12/23/2021 5:43 PM
196	Never have any problems accessing the Library. Keel up the good work!	12/23/2021 5:42 PM
197	This is such a valuable service you are providing. Access to this information is important for the building of community and local economies.	12/23/2021 5:23 PM
198	sometimes I miss the card catalog	12/23/2021 5:15 PM
199	My interests are eclectic, so having a wide variety is valuable to the generalist and the specialist.	12/23/2021 5:03 PM
200	I'm a retired college librarian ... and databases aren't so easy to use for the untrained!	12/23/2021 5:02 PM
201	Please KEEP the Foundation Center Online database of founders. It is the ONLY one in Hawaii!	12/23/2021 4:39 PM
202	Not always easy to determine best database to search on a particular topic	12/23/2021 4:38 PM
203	Too biased	12/23/2021 4:37 PM

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.	12/23/2021 4:36 PM
205	The database was no where near as complete at the NYPL or the Los Angeles Public Library!	12/23/2021 4:35 PM
206	I would miss the resources if they discontinued and have appreciated the access	12/23/2021 4:33 PM
207	Some of the search tools are really meant for professionals, but I appreciate the ability to use them.	12/23/2021 4:32 PM
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.	12/23/2021 4:25 PM
209	Mahalo	12/23/2021 4:24 PM
210	All our contact has been for e-books or checking on regular books from the library	12/23/2021 4:23 PM
211	I find them a bit cumbersome and click-heavy, but I'm happy to guide my students through best practices in research.	12/23/2021 4:09 PM
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.	12/23/2021 4:09 PM
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.	12/23/2021 4:08 PM
214	Once you learn how to navigate site, it's easy to use	12/23/2021 4:08 PM
215	I would like to know about the availability of library services. I have been in the dark about this since Covid arrived.	12/23/2021 4:01 PM
216	Not friendly or ease to navigate. Seems like a lot of clicks to find results. Not intuitive.	12/23/2021 3:59 PM
217	Need tutorial.	12/23/2021 3:57 PM
218	Question: do I have to be vaccinated to now use this library?	12/23/2021 3:51 PM
219	None	12/23/2021 3:46 PM
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.	12/23/2021 3:45 PM
221	Thanks for your service to the public. Hawaii Library service is one of the best!	12/23/2021 3:44 PM
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.	12/23/2021 3:43 PM
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	12/23/2021 3:40 PM
224	Possible biased response, since I am a retired librarian!	12/23/2021 3:39 PM
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.	12/23/2021 3:36 PM
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.	12/23/2021 3:34 PM
227	Miss the story times that I use to take my children to during the week. They looked forward to them too.	12/23/2021 3:32 PM
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.	12/23/2021 3:31 PM
229	I really appreciate the full-text academic articles available in Ebsco—they are helpful when doing college papers.	12/23/2021 3:30 PM
230	Love Hawaii library system !	12/23/2021 3:30 PM

231	The chilton manual doesn't pull up info like it used to. The search function is off	12/23/2021 3:30 PM
232	it was a long time ago and i don't remember too many details	12/23/2021 3:17 PM
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.	12/23/2021 3:17 PM
234	I love the fact that the databases are free to use, especially since I help many students find information	12/23/2021 3:16 PM
235	Nice resource to use	12/23/2021 3:15 PM
236	The databases could be more user friendly. When the online services are updated, sometimes it gets a little confusing on where everything is.	12/23/2021 3:15 PM
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.	12/23/2021 3:11 PM
238	Appreciate what's available. Would love to see more access.	12/23/2021 3:11 PM
239	Would it be reasonable/affordable to obtain subscriptions and archived articles from the New Yorker, the Atlantic and other magazines?	12/23/2021 3:06 PM
240	Good info without going in to library	12/23/2021 3:04 PM
241	It always ends up being easier to do a google search. But I appreciate having the option.	12/23/2021 3:02 PM
242	Thank you for providing these services during this pandemic	12/23/2021 2:56 PM
243	Make services obvious and have explanations about services provided	12/23/2021 2:56 PM
244	I especially like the ancestry.com and would like to have access to newspapers.com.	12/23/2021 2:53 PM
245	I would like access to more peer-reviewed articles.	12/23/2021 2:52 PM
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.	12/23/2021 2:45 PM
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.	12/23/2021 2:41 PM
248	Good way to obtain data.	12/23/2021 2:40 PM
249	I have had issues trying to log in and access the database	12/23/2021 2:38 PM
250	Online database is extremely helpful and convenient.	12/23/2021 2:37 PM
251	difficult to know which catalog to use	12/23/2021 2:37 PM
252	don't use often but are helpful when I do love the library. And the librarians	12/23/2021 2:35 PM
253	The search function can be a little tricky to get used to, but the filter system is good.	12/23/2021 2:32 PM
254	sometimes they want payment to subscribe - not sure if I should or if the articles are available via the library or not	12/23/2021 2:30 PM
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.	12/23/2021 2:29 PM
256	Mahalo for your services	12/23/2021 2:28 PM
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.	12/23/2021 2:28 PM
258	Great service! I love it!	12/23/2021 2:27 PM
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	12/23/2021 2:26 PM

SYSTEM. I highly suggest changing your slogan to "you only belong if you give up your medial freedom." Do better for the keiki.

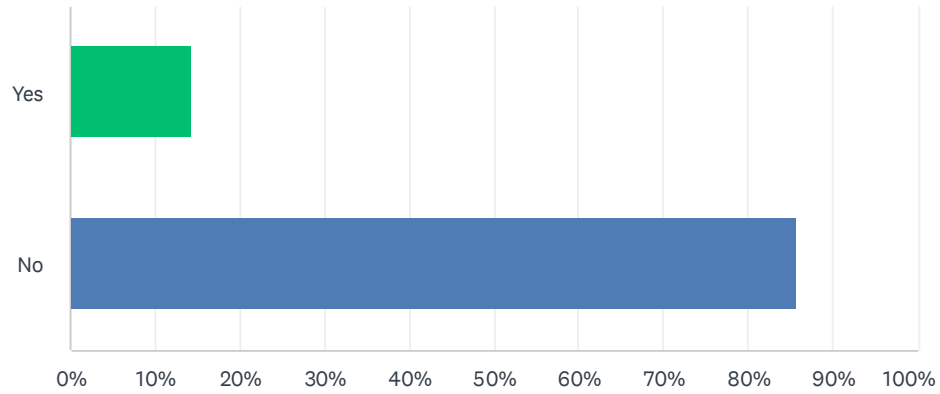
260	I'm disappointed that Ebsco et al are gone. Because I don't have access to UH online scholarly materials, I depended on the state library to make these available.	12/23/2021 2:21 PM
261	I'm 75 and not good manipulating computers at all. Take my responses w that grain of salt.	12/23/2021 2:21 PM
262	Want to see all Hawaii based newspaper publications available online especially dailies like The Honolulu Advertiser, Honolulu Star Bulletin, the Maui News, etc.	12/23/2021 2:19 PM
263	I use the old system database search. The newer system is difficult to use the results are confusing.	12/23/2021 2:17 PM
264	N/A	12/23/2021 2:16 PM
265	Learn to write in Unix	12/23/2021 2:16 PM
266	I've just used the Morningstar database	12/23/2021 2:15 PM
267	So much discovery and learning	12/23/2021 2:14 PM
268	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.	12/23/2021 2:14 PM
269	Hard to know what's available	12/23/2021 2:14 PM
270	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.	12/23/2021 2:13 PM
271	Availability of physical brick and mortar libraries are crucial as not everyone has constant access to online only resources	12/23/2021 2:13 PM
272	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.	12/23/2021 2:13 PM
273	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	12/23/2021 2:12 PM
274	Difficult to use so I dont use it now	12/23/2021 2:11 PM
275	Thank you for providing reliable accurate information.	12/23/2021 2:08 PM
276	Awesome research	12/23/2021 2:07 PM
277	Thank you for having this option!	12/23/2021 2:07 PM
278	More access please	12/23/2021 2:00 PM
279	Online is important as we've become a 2 tiered society going back towards the dark ages of Hawai'i 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.	12/23/2021 2:00 PM
280	I find the databases daunting and hard to figure out	12/23/2021 1:58 PM
281	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!	12/23/2021 1:58 PM
282	need more access to investment databases like value line	12/23/2021 1:57 PM
283	ONLY USE LIBBY FOR RECREATION READING OR NON-FICTION BOOKS	12/23/2021 1:56 PM
284	I cannot always access the JSTOR items I need	12/23/2021 1:53 PM
285	Not deaf friendly. Not able find which aisle	12/23/2021 1:52 PM

286	Very good we'll done on working with library equipment and right access To your computer's.is well done.	12/23/2021 1:51 PM
287	could be more user friendly	12/23/2021 1:49 PM
288	appreciate the Morningstar database access	12/23/2021 1:48 PM
289	Some of the books and music have been lost or damaged these items should be removed from the online catalogu. If they are or when they are replaced then I would suggest updating the catalog to current status.	12/23/2021 1:47 PM
290	It doesn't load properly.	12/23/2021 1:46 PM
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.	12/23/2021 1:45 PM
292	Infrequent use so not expert in access/use of them	12/23/2021 1:44 PM
293	Sure navigation to find the stat base is challenging.	12/23/2021 1:44 PM
294	I definitely feel that data sources are much needed for myself and all.	12/23/2021 1:43 PM
295	Sorry. Pressed the wrong button. I've never used online data base research	12/23/2021 1:43 PM
296	I can't always find all the books in a series as an ebook, and that's a little frustrating.	12/23/2021 1:43 PM
297	masterfile which includes consumer repts magazine is not easily accessible nor is its existence made known	12/23/2021 1:43 PM
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.	12/23/2021 1:42 PM
299	It has been since 2017 system that I used the online databases—so take that into account on my survey	12/23/2021 1:40 PM
300	searching by author is confusing...last name first? Takes too long to select book and find content on book	12/23/2021 1:39 PM
301	Mahalo Nui Loa!	12/23/2021 1:38 PM
302	Awesome!	12/23/2021 1:37 PM
303	Some of the progrms require too manysteps which gets confusing to the non techies. (paths, etc.)	12/23/2021 1:37 PM
304	Don't know how to use magazines or newspaper resources. Tried so many times. No access	12/23/2021 1:37 PM
305	Website is difficult to maneuver through.	12/23/2021 1:36 PM
306	Thankful for the use of Ancestry.com during the year to help friends find their relatives/ancestors.	12/23/2021 1:35 PM
307	Many things I do would not be possible without online tearch	12/23/2021 1:34 PM
308	Navigation and sometimes finding which library has what books is a bit tricky	12/23/2021 1:34 PM
309	THANK YOU FOR ALLOWING ME TO DOWNLOAD BOOKS TO READ. GIL MATTOS	12/23/2021 1:33 PM
310	Very nice	12/23/2021 1:33 PM
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".	12/23/2021 1:33 PM
312	NEED HIGH-SPEED INTERNET CONNECTION	12/23/2021 1:33 PM
313	wish that Ancestry would keep remote access in place until libraries are open more.	12/23/2021 1:33 PM

314	During Covid and staying at home online data bases were very helpful and USED	12/23/2021 1:32 PM
315	It is good initial start to searching for a research topic	12/23/2021 1:32 PM
316	I don't know anything about them	12/23/2021 1:31 PM
317	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.	12/23/2021 1:31 PM
318	Although I found books of interest in the database searches, the process to reserve and pickup was not easy, convenient or successful.	12/23/2021 1:31 PM
319	Easier to access information online vs going physically to library for research and library is closed or it's holidays	12/23/2021 1:31 PM
320	The EBSCO NoveList is AMAZING and my absolute favorite. I've found so many wonderful books through it.	12/23/2021 1:30 PM
321	Requiring vaccine for entry to the library is discriminatory. I am pissed off and now refuse to use your services	12/23/2021 1:30 PM
322	auto repair resources are near useless due to being out of date, not applicable to new vehicles	12/23/2021 1:29 PM
323	Access to Ancestry.com is WONDERFUL	12/23/2021 1:29 PM
324	How do I search all the available databases?	12/23/2021 1:29 PM
325	Kupuna like me are lower tech than 30 somethings	12/23/2021 1:28 PM
326	Key words are limited in researching topics.	12/23/2021 1:28 PM
327	I love that there are so many accessible resources that are included with our library cards.	12/23/2021 1:26 PM
328	DO NOT HAVE MANDATED poison shots to enter Library !!! I have Doctor letters, legitimate Vaccine exemption!!	12/23/2021 1:26 PM
329	Sometimes it's very slow and drops out.	12/23/2021 1:25 PM
330	Initially, needed help from a librarian to navigate to the site.	12/23/2021 1:25 PM
331	Thank you for providing them	12/23/2021 1:25 PM
332	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..	12/23/2021 1:25 PM
333	I love the convenience of using the system 24hrs. I do my research in the wee hours of the mornings. Mahalo	12/23/2021 1:24 PM
334	Awesome and easy	12/23/2021 1:24 PM
335	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.	12/23/2021 1:24 PM
336	Don't like the vaccine mandates because i refuse to take that poison	12/23/2021 1:23 PM
337	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.	12/23/2021 1:23 PM
338	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.	12/14/2021 3:23 PM
339	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.	12/14/2021 2:50 PM
340	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.	12/14/2021 2:24 PM
341	Too many databases and not enough info on what is in each one	12/11/2021 3:10 PM

Q5 Have you used any of our eMagazine or eNewspaper digital collections?

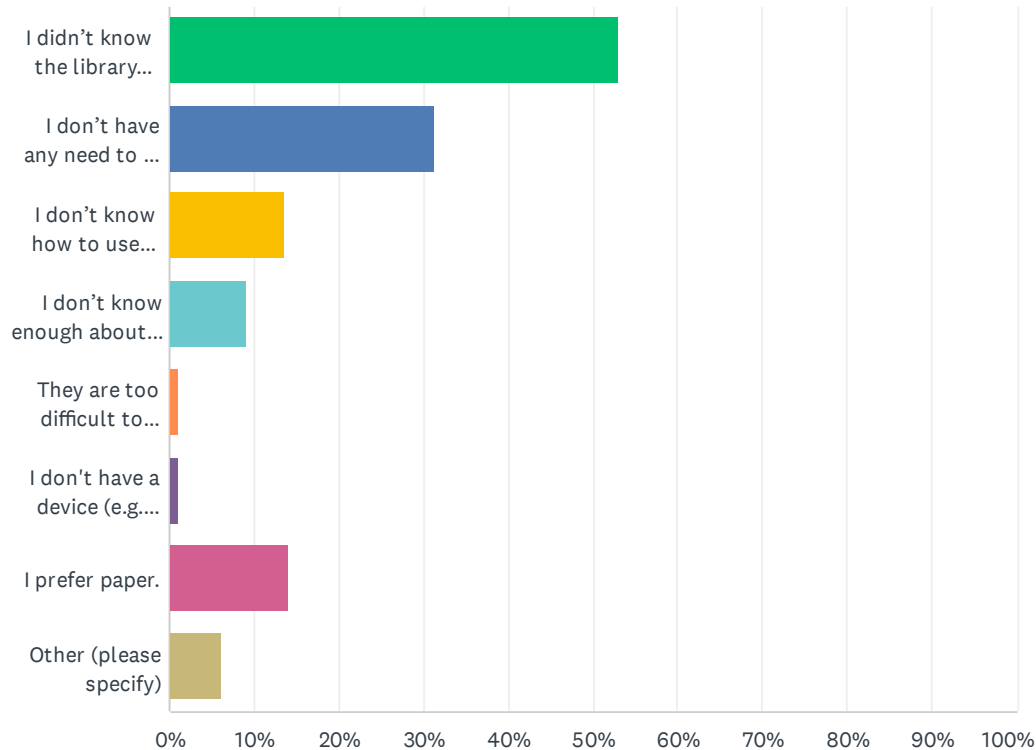
Answered: 13,317 Skipped: 1,034



ANSWER CHOICES	RESPONSES	
Yes	14.18%	1,889
No	85.82%	11,428
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	RESPONSES	
I didn't know the library offered eMagazine and eNewspaper digital collections.	52.99%	5,990
I don't have any need to use them.	31.40%	3,549
I don't know how to use them.	13.62%	1,540
I don't know enough about what is in them.	9.17%	1,037
They are too difficult to use.	1.11%	126
I don't have a device (e.g. tablet, laptop, computer) to access the digital collections.	1.15%	130
I prefer paper.	14.07%	1,591
Other (please specify)	6.23%	704
Total Respondents: 11,304		

#	OTHER (PLEASE SPECIFY)	DATE
1	No servicable link provided (no easy way to get to correct emagazine database in EbscoHost); ineffecient 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.	1/1/2022 7:51 PM

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

40	I can't use library unless vaccinated. So I won't be coming back	12/29/2021 2:54 AM
41	No time to read magazines. Small kids at home.	12/29/2021 2:31 AM
42	Maui News	12/28/2021 11:10 PM
43	Don't have internet service at home	12/28/2021 11:07 PM
44	I live in Oregon	12/28/2021 10:21 PM
45	Covid	12/28/2021 10:07 PM
46	haven't made the time to investigate	12/28/2021 10:00 PM
47	i was told i need to renew my library card and so I don't understand why I am getting this survey	12/28/2021 9:28 PM
48	Prefer reading "paper in hand" than "screen in face" :-)	12/28/2021 9:12 PM
49	I used other means via my laptop	12/28/2021 9:05 PM
50	Rather use audiobooks	12/28/2021 8:54 PM
51	When I see the hard copies in the library they are usually outdated and I have sought other sources for current issues	12/28/2021 8:46 PM
52	I use my own devices at home for news & magazine reading.	12/28/2021 8:29 PM
53	I have access to a computer and do online searches	12/28/2021 8:09 PM
54	Haven't gotten around to looking for eMagazines or eNewspapers	12/28/2021 7:59 PM
55	Would like to know what is available	12/28/2021 7:42 PM
56	I didn't know they were available so I subscribed to nyt, wp, wsj.	12/28/2021 7:28 PM
57	Never got around to it	12/28/2021 6:19 PM
58	Haven't had time	12/28/2021 5:06 PM
59	I have access via personal subscriptions.	12/28/2021 3:26 PM
60	We don't live on Oahu anymore	12/28/2021 2:22 PM
61	I have access to the NY Times through UH	12/28/2021 2:11 PM
62	I have access to what I need via personal subscriptions	12/28/2021 1:55 PM
63	I will use them	12/28/2021 1:32 PM
64	We are usually on the go when we get to our condo from Albuquerque and are there mainly for relaxation	12/28/2021 1:21 PM
65	I tried an eMag, but it was not too user friendly.	12/28/2021 12:50 PM
66	No interest	12/28/2021 11:58 AM
67	we live in Chicago	12/28/2021 11:27 AM
68	I just haven't gotten into the habit	12/28/2021 11:26 AM
69	I don't currently live in Hawaii	12/28/2021 8:16 AM
70	Just haven't gotten around to it yet	12/28/2021 3:11 AM
71	I read online new	12/28/2021 2:54 AM
72	My library card is expired and I need to renew it.	12/28/2021 2:49 AM
73	I don't have enough time to enjoy it since I have 2 young children to take care of.	12/28/2021 2:37 AM
74	Vax passport is discrimination	12/28/2021 1:42 AM
75	I was visiting, and I didn't know about them	12/28/2021 1:14 AM
76	Not a magazine reader, but might give it a try.	12/28/2021 12:53 AM

77	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.	12/28/2021 12:52 AM
78	I prefer books and in library resources and publications.	12/28/2021 12:38 AM
79	Mainstream news sources are largely unreliable. Their news is biased, usually in favor of left-wing policies.	12/27/2021 11:59 PM
80	I don't read newspapers or magazines	12/27/2021 11:57 PM
81	Segregation contributes hate.	12/27/2021 11:33 PM
82	I'll try.	12/27/2021 11:14 PM
83	Should be on app, not website	12/27/2021 11:07 PM
84	lack of time	12/27/2021 11:04 PM
85	I use my home computer to read newspapers	12/27/2021 10:52 PM
86	I use my computer	12/27/2021 10:27 PM
87	I think any kind of subscription system may work better for members.	12/27/2021 10:08 PM
88	No need to use them	12/27/2021 10:08 PM
89	I get the NYTimes and a few magazines to keep up with things	12/27/2021 9:41 PM
90	Only interested in ebooks	12/27/2021 9:40 PM
91	I do read main stream stuff	12/27/2021 9:22 PM
92	already subscribe to the NYT online but the others would be great!	12/27/2021 9:20 PM
93	forgot they are available	12/27/2021 9:16 PM
94	I have digital magazines through Apple.	12/27/2021 9:10 PM
95	Not needed for me at this time	12/27/2021 9:01 PM
96	I have had no need for any research online	12/27/2021 8:34 PM
97	I have enough to read	12/27/2021 8:28 PM
98	Also access magazines/articles through iPhone	12/27/2021 8:05 PM
99	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	12/27/2021 8:03 PM
100	Haven't had need, but appreciate having these resources available in case I need them.	12/27/2021 7:58 PM
101	COVID bogus rules say no to mandates	12/27/2021 7:55 PM
102	I have my own private subscriptions to the news and magazines I use.	12/27/2021 7:27 PM
103	My library card does not connect to the library's online system.	12/27/2021 7:26 PM
104	I go online to access them	12/27/2021 7:11 PM
105	Just found out about them will be using in the future	12/27/2021 7:06 PM
106	The database is prohibitive. By the time I attempted to narrow down the selections, I didn't have any appetite to read.	12/27/2021 6:49 PM
107	I haven't yet had a reason to use them. That is different from 'I don't have a reason to use them.'	12/27/2021 6:42 PM
108	Next	12/27/2021 6:38 PM
109	I have a subscription to National newspapers	12/27/2021 6:17 PM
110	moved out of state	12/27/2021 6:07 PM

111	I always intend to read the Economist and others, but I'm too lazy	12/27/2021 5:48 PM
112	fg sdfg	12/27/2021 5:46 PM
113	After work evening hrs. & life tasks take precedence. At times, there is no wifi or laptop availability.	12/27/2021 5:28 PM
114	I'd rather come in the library and read. You know a library that doesn't ask for your papers to enter	12/27/2021 5:27 PM
115	Haven't been to to library	12/27/2021 5:21 PM
116	i get my news on tv	12/27/2021 5:17 PM
117	I use my iphone	12/27/2021 5:16 PM
118	Live on the mainland	12/27/2021 5:14 PM
119	not easy to read	12/27/2021 5:14 PM
120	Same reason as above - I live in Oregon most of the year.	12/27/2021 5:09 PM
121	I have my own computer and can search on my own	12/27/2021 5:06 PM
122	We access newspapers/magazines at our home-residence	12/27/2021 5:06 PM
123	I was not aware of the availability of these.	12/27/2021 5:04 PM
124	I read what's available online	12/27/2021 4:58 PM
125	I have access with personal devices	12/27/2021 4:57 PM
126	I can't use the library without a Passport proving i've had the Jab. This is unconstitutional.	12/27/2021 4:50 PM
127	Discrimination against unvaccinated	12/27/2021 4:48 PM
128	Moved out of Hawaii	12/27/2021 4:43 PM
129	I didn't think of it. I will now.	12/27/2021 4:39 PM
130	I am only there 2x a year with my family.	12/27/2021 4:36 PM
131	I live in CA and only visit HI.	12/27/2021 4:29 PM
132	Look boring	12/27/2021 4:23 PM
133	I don't have time to read magazines and newspapers at this point in my life.	12/27/2021 4:23 PM
134	I have zero trust for big media, NYTimes, local news. All are worldly, anti God, anti traditional family, anti-conservative	12/27/2021 4:11 PM
135	Is it in the library phone app?	12/27/2021 4:11 PM
136	haven't had an opportunity to try them	12/27/2021 4:04 PM
137	It is inhumane that you do not let people come to the library that have not been vaccinated. That is incredible and mean	12/27/2021 3:57 PM
138	most are propaganda not news	12/27/2021 3:51 PM
139	Already have access through work. I work at a school.	12/27/2021 3:51 PM
140	See Qn #2 answer.	12/27/2021 3:50 PM
141	Signed up on a holiday	12/27/2021 3:48 PM
142	I don't have wifi only cellular iPad	12/27/2021 3:41 PM
143	same as previous comment	12/27/2021 3:37 PM
144	Plan on using them Just too busy now	12/27/2021 3:28 PM
145	No interest to me.	12/27/2021 3:24 PM
146	Mainstream press is all propoganda	12/27/2021 3:23 PM

147	I have a New York Times subscription of my own.	12/27/2021 3:21 PM
148	'Haven't taken the time to learn about them	12/27/2021 3:19 PM
149	Usually Google things I want to look up. I should remember that you have magazines available online.	12/27/2021 3:17 PM
150	I will start to use since I now know	12/27/2021 3:17 PM
151	stop requiring vaccine	12/27/2021 3:13 PM
152	Please subscribe to the Art Newspaper	12/27/2021 3:12 PM
153	I am an occasional visitor to the islands, I use the e-resources of my home library	12/27/2021 3:10 PM
154	I get it on Libby using my card	12/27/2021 3:10 PM
155	Difficult to use services if unvaccinated or untested	12/27/2021 3:10 PM
156	I subscribe to one magazine that I read and don't have time for more	12/27/2021 3:09 PM
157	I'm assuming the collections are not of current issues. I'd be curious how far back the archives go.	12/27/2021 3:09 PM
158	Lift the mandates!! Medical segregation is wrong!!	12/27/2021 3:09 PM
159	Just read them on line.	12/27/2021 1:47 PM
160	We get the local news paper.	12/27/2021 1:31 PM
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	12/27/2021 1:17 PM
162	Not interested in that media	12/27/2021 1:04 PM
163	Between NPR and Newyorker I am good	12/27/2021 12:22 PM
164	I already have a different digital source.	12/27/2021 10:42 AM
165	I frequent the local news websites.	12/27/2021 6:27 AM
166	Magazines are a waste of paper	12/27/2021 3:12 AM
167	too busy reading books	12/27/2021 2:28 AM
168	I have not had the time. I'd like to use the New York Times one day.	12/27/2021 1:04 AM
169	I have my own online access for what interests me.	12/27/2021 12:53 AM
170	Other library used	12/26/2021 11:56 PM
171	I have my own subscription	12/26/2021 11:53 PM
172	never looked for them- will try to access	12/26/2021 11:33 PM
173	not interested	12/26/2021 10:39 PM
174	Havent used as resource	12/26/2021 9:35 PM
175	not a current resident	12/26/2021 9:09 PM
176	I have not had the chance to use them.	12/26/2021 7:14 PM
177	Still waiting on library card	12/26/2021 7:01 PM
178	I some tutored me I would love to explore	12/26/2021 6:25 PM
179	Just a little too busy to read any news right now.	12/26/2021 6:07 PM
180	Subscribe to specific ones personally	12/26/2021 5:35 PM
181	Probably need reminders	12/26/2021 5:13 PM
182	We spend limited time in Hawaii (4-6 weeks per year)	12/26/2021 5:08 PM
183	Visually impaired	12/26/2021 4:27 PM

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.	12/24/2021 8:02 PM
221	Not enough time	12/24/2021 7:55 PM
222	This is something that I want to do soon.	12/24/2021 7:23 PM
223	I get the Stat Advertiser print replica online and other publications	12/24/2021 7:21 PM
224	use at home	12/24/2021 6:52 PM
225	the internet is off, when the library is closed, this is wrong, it should e available 24/7	12/24/2021 6:42 PM
226	I have my own subscription to newspapers.com	12/24/2021 6:35 PM
227	I forget about the opportunity.	12/24/2021 6:19 PM
228	No time to utilize.	12/24/2021 5:52 PM
229	I would welcome knowing how to access NYT.	12/24/2021 5:50 PM
230	Living on the mainland I don't have reason to use it.	12/24/2021 4:54 PM
231	I subscribe online to the magazines and papers I read	12/24/2021 4:46 PM
232	I get it through Kindle Unlimited. However, I'm going to look into it now!	12/24/2021 4:46 PM
233	rarely look at them	12/24/2021 4:44 PM
234	I already have newspapers.com	12/24/2021 4:29 PM
235	All those examples are TOTALLY FAKE NEWS.	12/24/2021 4:02 PM
236	I have tried to use them from home, but failed.	12/24/2021 4:00 PM
237	Live out of state. Only a visitor.	12/24/2021 3:55 PM
238	I am a teacher and have access via my school library.	12/24/2021 3:52 PM
239	I may use it.	12/24/2021 3:41 PM
240	I subscribe to the paper when I am there. I like a newspaper in my hands!	12/24/2021 3:27 PM
241	I haven't yet had a need to use them, however am thankful they are available.	12/24/2021 3:07 PM
242	I subscribe to the daily newspaper. I have several magazines that I subscribe.	12/24/2021 2:57 PM
243	Recently got library card	12/24/2021 2:14 PM
244	I have the New York Times, Forbes, and the Economist online	12/24/2021 2:13 PM
245	Harvard Business Review is not offered.	12/24/2021 1:34 PM
246	I have a subscription for most of them on my tablet	12/24/2021 1:17 PM
247	I do not like magazines or newspapers	12/24/2021 1:14 PM
248	Restrictions on entering library	12/24/2021 1:13 PM
249	I subscribe directly with the news publications.	12/24/2021 1:08 PM
250	I'm not sure how to log on	12/24/2021 12:45 PM
251	I will use them one day. Just not right now.	12/24/2021 12:45 PM
252	I don't read magazines	12/24/2021 12:34 PM
253	I thought you had to have an active library card	12/24/2021 12:22 PM
254	no need	12/24/2021 11:46 AM
255	Not thinking about newspapers but books online. Maybe now I will also use newspapers	12/24/2021 11:25 AM
256	not a resident	12/24/2021 11:16 AM
257	other sources	12/24/2021 11:06 AM
258	Maintain my own subscriptions	12/24/2021 10:57 AM

259	I won't use library due to discrimination against my vaccination status	12/24/2021 10:55 AM
260	Online access	12/24/2021 10:52 AM
261	Since Covid I have not used any services	12/24/2021 10:50 AM
262	I have a subscription.	12/24/2021 10:37 AM
263	I forgot this was a service offered	12/24/2021 10:33 AM
264	I moved out of HI in 2011.	12/24/2021 10:22 AM
265	n	12/24/2021 10:22 AM
266	no time	12/24/2021 10:18 AM
267	My poor awareness of digital collections	12/24/2021 8:39 AM
268	Temp card no longer active	12/24/2021 7:10 AM
269	You have been closed so long and then protocol to use library	12/24/2021 6:36 AM
270	I subscribe to several magazines & journals & neighbors & friends give me copies of some magazines & newspapers to read when they are finished w/ them	12/24/2021 5:56 AM
271	Forgot about it	12/24/2021 5:52 AM
272	do not use them	12/24/2021 5:12 AM
273	I'd like to use Consumer Reports online but it the library doesn't have it	12/24/2021 4:12 AM
274	I prefer books for reading material	12/24/2021 3:38 AM
275	No time to use them	12/24/2021 3:23 AM
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.	12/24/2021 3:11 AM
277	I have a phone app for this that I use	12/24/2021 3:00 AM
278	I don't have any time	12/24/2021 2:55 AM
279	I haven't had time to explore the service.	12/24/2021 2:50 AM
280	I boycott the library because it has become ma homeless shelter	12/24/2021 2:48 AM
281	I have star advertiser delivery	12/24/2021 2:40 AM
282	I didn't feel the need. I've used other systems' (Florida) data.	12/24/2021 2:31 AM
283	Not interested right now.	12/24/2021 2:18 AM
284	I directly access the web sites for their news.	12/24/2021 2:14 AM
285	have not had time to explore emags and enewspapers	12/24/2021 2:14 AM
286	See previous answers.	12/24/2021 2:01 AM
287	I prefer to read things on paper	12/24/2021 1:55 AM
288	During the pandemic from 2019 to current I think the library has been closed.	12/24/2021 1:26 AM
289	COVID access	12/24/2021 1:23 AM
290	I already subscribe the NYT	12/24/2021 1:23 AM
291	I try to keep locally present	12/24/2021 1:11 AM
292	Have several subscriptions. Paper is easier on the eyes. Will likely use digital collection in future.	12/24/2021 1:11 AM
293	The only time I wanted to use it, I learned that you don't carry the WSJ.	12/24/2021 1:02 AM
294	Have not been to library since covid	12/24/2021 12:29 AM

295	I don't have time to use them	12/24/2021 12:21 AM
296	I don't have time to read at the library I take magazines home and read them when I do	12/24/2021 12:06 AM
297	Same response as previous	12/23/2021 11:44 PM
298	I like going to the library	12/23/2021 11:40 PM
299	Already on tilt / info overload	12/23/2021 11:27 PM
300	I left Hawaii 3 years ago.	12/23/2021 11:26 PM
301	Have subscriptions	12/23/2021 11:05 PM
302	No time	12/23/2021 11:03 PM
303	I tend to read books rather than articles.	12/23/2021 10:55 PM
304	I don't know enough about how to access them remotely.	12/23/2021 10:50 PM
305	I'm typically behind in my reading so do not tend to check out magazines or newspapers	12/23/2021 10:50 PM
306	I have my own subscription to the New Yorker and to NY Times	12/23/2021 10:47 PM
307	We subscribe to several magazines that we like. No need to use the library.	12/23/2021 10:42 PM
308	but I will have to explore b/c I want to use it	12/23/2021 10:38 PM
309	Willing to work on it	12/23/2021 10:35 PM
310	Nothing of interest for me	12/23/2021 10:33 PM
311	That's interesting! I had not considered this option.	12/23/2021 10:32 PM
312	i get the local paper digitally	12/23/2021 10:21 PM
313	I don't support fascism, so I don't want to support library programs that don't support the ENTIRE public.	12/23/2021 10:11 PM
314	I have personal subscriptions delivered.	12/23/2021 10:06 PM
315	I prefer going into the library	12/23/2021 10:05 PM
316	I have subscribed to the magazines I wish to read. You don't offer the periodicals I wish to read.	12/23/2021 10:01 PM
317	Have not gone online in quite awhile to know what the library offers	12/23/2021 9:57 PM
318	Too much 24 hour news repetition.	12/23/2021 9:53 PM
319	I think those who publish in paper are more responsible. I think digital should be an accessory to paper.	12/23/2021 9:52 PM
320	See previous response.	12/23/2021 9:50 PM
321	Not much of a magazine or newspaper reader.	12/23/2021 9:46 PM
322	wasn't paying attention to the availability	12/23/2021 9:46 PM
323	Same reason	12/23/2021 9:41 PM
324	I prefer reading paper editions. I also have my own iphone and laptop to access eMagazine and eNewspaper	12/23/2021 9:40 PM
325	Time	12/23/2021 9:30 PM
326	I don't have no time to look emagazine	12/23/2021 9:27 PM
327	Just busy	12/23/2021 9:26 PM
328	I have digital subscription to most magazines and newspapers	12/23/2021 9:25 PM
329	I'm visually impaired. I prefer audio. Also I have difficulty being sedatary!	12/23/2021 9:17 PM
330	It's been on my bucket list but too overwhelmed by current subscriptions and work	12/23/2021 9:13 PM

331	I subscribe digitally to papers and magazines I want.	12/23/2021 9:10 PM
332	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!	12/23/2021 9:10 PM
333	i dont read many magazines or newspapers	12/23/2021 9:00 PM
334	I prefer to do this at home where I have all the time I need to read and digest the information	12/23/2021 9:00 PM
335	My wi-fi went down	12/23/2021 8:52 PM
336	I have a emagazine subscription already	12/23/2021 8:33 PM
337	I'm not sure whether these do, but most eMagazines prevent me from saving articles from them, so are of no use to me.	12/23/2021 8:33 PM
338	I subscribe to the newspapers and magazines that I read.	12/23/2021 8:29 PM
339	Just haven't gotten around to use it yet	12/23/2021 8:24 PM
340	I am no longer a resident of Hawaii	12/23/2021 8:24 PM
341	Not on island	12/23/2021 8:24 PM
342	Haven't traveled to Hana lately	12/23/2021 8:20 PM
343	I dont read magazines anymore and i get all the news i can handle from tv or my phone/tablet.	12/23/2021 8:13 PM
344	Just use the internet	12/23/2021 8:00 PM
345	I subscribe to 4+ paper magazine and have access to some digital ones as well	12/23/2021 7:58 PM
346	We receive local newspaper digitally	12/23/2021 7:57 PM
347	I don't have time, working	12/23/2021 7:51 PM
348	Membership only 1 month 2 years ago. Would use New York Times online.	12/23/2021 7:47 PM
349	You are not public any more you are private and only open to the vaccinated	12/23/2021 7:44 PM
350	At this point in my life, my preference is to hold the periodical I 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.	12/23/2021 7:43 PM
351	H	12/23/2021 7:36 PM
352	I enjoy reading inside the library when I was allowed to go. Now I am not.	12/23/2021 7:36 PM
353	Same as previous reason. Only 2 computers were available.	12/23/2021 7:34 PM
354	I subscribe to local newspaper (both print/online).	12/23/2021 7:32 PM
355	I just haven't tried or explored this.	12/23/2021 7:32 PM
356	I read what I have at home.	12/23/2021 7:32 PM
357	I'm not a magazine reader & I get local news via a Garden Island email	12/23/2021 7:30 PM
358	Just haven't used it	12/23/2021 7:25 PM
359	Too busy now but would like to read news when I'm free.	12/23/2021 7:19 PM
360	Don't have enough free time to explore use	12/23/2021 7:19 PM
361	Didn't need for information needed	12/23/2021 7:15 PM
362	Would access it probably if there is a video tutorial available.	12/23/2021 7:14 PM
363	I subscribe to it on my own	12/23/2021 7:14 PM
364	Ive 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.	12/23/2021 7:13 PM
365	Just didn't think about but will now.	12/23/2021 7:11 PM
366	I already have two newspaper subscriptions and multiple magazines	12/23/2021 7:08 PM

367	I have my own.	12/23/2021 7:05 PM
368	Mobile device more convenient, than logging into HSPL system.	12/23/2021 6:59 PM
369	Don't read the paper or magazines	12/23/2021 6:53 PM
370	We get a newspaper and I have an e-service which includes magazines	12/23/2021 6:52 PM
371	newspaper is delivered to my home also magazines	12/23/2021 6:52 PM
372	I look online	12/23/2021 6:50 PM
373	covid	12/23/2021 6:49 PM
374	The print is too small for me to comfortably read.	12/23/2021 6:37 PM
375	Just not that interested	12/23/2021 6:36 PM
376	Okay	12/23/2021 6:35 PM
377	No longer Hawaii residents.	12/23/2021 6:28 PM
378	I would be happy to read the Garden Island daily and Sunday Honolulu papers on line if I knew how to access them.	12/23/2021 6:27 PM
379	Are they chronicled/ searchable	12/23/2021 6:23 PM
380	Too little time	12/23/2021 6:21 PM
381	I'm pretty much information overloaded.	12/23/2021 6:18 PM
382	I haven't got around to it. But I will.	12/23/2021 6:16 PM
383	Don't have internet service at home	12/23/2021 6:11 PM
384	I use my own devices to read them	12/23/2021 6:11 PM
385	I generally prefer paper but May check them out when not overbombarbed with reading what I have!	12/23/2021 6:10 PM
386	Didn't get around to it.	12/23/2021 6:08 PM
387	Have subscriptions to those magazines I like to read	12/23/2021 6:08 PM
388	I have subscriptions to magazines and newspapers now	12/23/2021 6:03 PM
389	I no longer live in Hawaii	12/23/2021 5:59 PM
390	I use my home computer for this	12/23/2021 5:59 PM
391	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	12/23/2021 5:53 PM
392	I don't read magazines	12/23/2021 5:51 PM
393	Buy use of library when in hawaii	12/23/2021 5:50 PM
394	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	12/23/2021 5:41 PM
395	For some reason I can't see them on my iPhone. Tried several times.	12/23/2021 5:37 PM
396	Prefer to use my "read time" on other material.	12/23/2021 5:36 PM
397	I don't have enough time to read them	12/23/2021 5:34 PM
398	I don't wish to support organizations that implement tyrannical , authoritarian , evil dictator policies	12/23/2021 5:32 PM
399	In	12/23/2021 5:32 PM
400	I get over internet	12/23/2021 5:31 PM
401	We get the daily newspaper and several print magazines.	12/23/2021 5:30 PM

402	Just not yet gotten around to it...and I do love paper	12/23/2021 5:29 PM
403	Access info online from news feeds	12/23/2021 5:27 PM
404	Haven't had time	12/23/2021 5:24 PM
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!	12/23/2021 5:23 PM
406	no time to read digital magazines	12/23/2021 5:23 PM
407	Can't get into the library because of discriminatory practices	12/23/2021 5:21 PM
408	already get NYT online	12/23/2021 5:19 PM
409	I haven't figured out how to get a library card.	12/23/2021 5:11 PM
410	I don't care	12/23/2021 5:06 PM
411	No longer in Hawaii	12/23/2021 5:03 PM
412	Haven't tried yet. New.	12/23/2021 5:00 PM
413	I get my news my home laptop	12/23/2021 5:00 PM
414	would love to, need to find the time	12/23/2021 4:59 PM
415	I looked for Consumer Reports but you didn't have it.	12/23/2021 4:59 PM
416	Just returned to HI	12/23/2021 4:56 PM
417	I would rather read the hard copy!	12/23/2021 4:55 PM
418	Probably will now	12/23/2021 4:53 PM
419	I have subscriptions to what I'm interested in.	12/23/2021 4:52 PM
420	Might use in the future, have not yet used them	12/23/2021 4:52 PM
421	Simply never thought about them. I will in the future.	12/23/2021 4:44 PM
422	I would gladly use them if I was made aware of this ability and how to use it!	12/23/2021 4:43 PM
423	have subscriptions	12/23/2021 4:40 PM
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.	12/23/2021 4:40 PM
425	I have other means of access	12/23/2021 4:35 PM
426	have not been to your beautiful island since 2020 because of covid	12/23/2021 4:32 PM
427	Don't have time or trust the news media.	12/23/2021 4:31 PM
428	see previous reply	12/23/2021 4:29 PM
429	Only an iPhone	12/23/2021 4:27 PM
430	Due to Covid restrictions I haven't been to our local Library's	12/23/2021 4:26 PM
431	I subscribe to AppleNews plus and Amazon Prime.	12/23/2021 4:26 PM
432	i already subscribe to emags and enews i am interested in	12/23/2021 4:25 PM
433	I have my own subscriptions	12/23/2021 4:25 PM
434	I utilize resources through UH (also allows access to NYT)	12/23/2021 4:21 PM
435	I haven't been to library since Covid restrictions started	12/23/2021 4:20 PM
436	Haven't had the time	12/23/2021 4:19 PM
437	i use google or duckduckgo	12/23/2021 4:19 PM
438	I subscribe to NY Times digital	12/23/2021 4:16 PM

439	requiring a vaccination to have access to a PUBLIC library is disgusting and you should be ashamed.	12/23/2021 4:15 PM
440	At our age we do not have interest in using anything digital. We are in our 80's.	12/23/2021 4:15 PM
441	right now, no time to read magazines! Thank you for offering them	12/23/2021 4:15 PM
442	covid	12/23/2021 4:13 PM
443	Have many journals I have access to	12/23/2021 4:12 PM
444	I like books	12/23/2021 4:09 PM
445	I have very little time to read something other than what I already have but hope to use in the future.	12/23/2021 4:09 PM
446	Never got around to enrolling to access these data bases	12/23/2021 4:09 PM
447	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.	12/23/2021 4:04 PM
448	No time to read magazines	12/23/2021 4:04 PM
449	I just haven't thought about using them there, but good to be reminded since North Kohala has no newspaper delivery currently	12/23/2021 3:57 PM
450	Later	12/23/2021 3:57 PM
451	i get my news online	12/23/2021 3:56 PM
452	I receive quite a few paper magazines.	12/23/2021 3:54 PM
453	I only use Epic Times & CBN for all my news media	12/23/2021 3:53 PM
454	Just open all the libraries on oahu. I would much rather come into a nearby library! I dont want to use the library online.	12/23/2021 3:52 PM
455	i want to & plan to utilize eMagazines	12/23/2021 3:50 PM
456	I have a lot to read currently. I could seem me using them if there was something specific I was interested in finding.	12/23/2021 3:47 PM
457	I will use them now that I know they exist and will learn how to use them.	12/23/2021 3:47 PM
458	lost card	12/23/2021 3:46 PM
459	The New York Times portal is very troublesome to use.	12/23/2021 3:46 PM
460	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.	12/23/2021 3:46 PM
461	I just never thought about. It but would if I had.	12/23/2021 3:44 PM
462	I use my device	12/23/2021 3:42 PM
463	Prefer apps over the pdf / zooming of emag apps	12/23/2021 3:41 PM
464	Have personal online magazines and paper	12/23/2021 3:40 PM
465	I can find them online.	12/23/2021 3:37 PM
466	not interested	12/23/2021 3:37 PM
467	I use other media	12/23/2021 3:36 PM
468	I just moved to Lahaina in September. I'm a new neighbor.	12/23/2021 3:34 PM
469	I would love to access the NY Times or Wash Post, if available!	12/23/2021 3:33 PM
470	I subscribe to 3 online newspapers.	12/23/2021 3:33 PM
471	Liberal and leftist bias	12/23/2021 3:32 PM

472	My library card has expired and it costs \$\$ to renew it.	12/23/2021 3:30 PM
473	i subscribe to on line newspapers	12/23/2021 3:30 PM
474	I receive digital news updates on my phone as well as the daily local and Sunday NYT newspapers at home so that meets my needs.	12/23/2021 3:30 PM
475	not interested	12/23/2021 3:29 PM
476	at this time didn't need to use them	12/23/2021 3:27 PM
477	I subscribe to several magazines for both news and entertainment.	12/23/2021 3:27 PM
478	Only have a data phone connection at this time.	12/23/2021 3:27 PM
479	I was a short term visitor to Hawaii and had online subscriptions to my 'home' newspapers	12/23/2021 3:26 PM
480	All news/info I get on line	12/23/2021 3:26 PM
481	Did not have what I was look for	12/23/2021 3:23 PM
482	I have a lot of subscriptions	12/23/2021 3:18 PM
483	I am glad to know about about emagazine and enewspaper digital collections and would like to learn how to access these valuable assets.	12/23/2021 3:17 PM
484	Subscribe to periodicals which interest us.	12/23/2021 3:16 PM
485	Have not made time to read e magazines	12/23/2021 3:14 PM
486	I don't have time to read my 3 on-line eNewspapers & one paper-&-online one.	12/23/2021 3:13 PM
487	Moved to mainland	12/23/2021 3:13 PM
488	I do everything on my iPhone.	12/23/2021 3:12 PM
489	Magazines I'd like to read aren't offered	12/23/2021 3:12 PM
490	Had access to all research databases thru UH Manoa as faculty.	12/23/2021 3:10 PM
491	I already have personal subscriptions to online newspapers.	12/23/2021 3:09 PM
492	In the past, I have been using Google	12/23/2021 3:09 PM
493	I plan to use the magazines, but just haven't yet.	12/23/2021 3:08 PM
494	I have too many paper mags right now and can't keep up.	12/23/2021 3:08 PM
495	just not that interested in online magazine reading	12/23/2021 3:08 PM
496	Just never check them out.	12/23/2021 3:07 PM
497	Because of your unlawful decision to discriminate against a citizens right to make a decision about their personal health choices	12/23/2021 3:07 PM
498	I forgot	12/23/2021 3:06 PM
499	Haven't used library resources in years	12/23/2021 3:05 PM
500	I don't read magazines	12/23/2021 3:02 PM
501	I used school resources	12/23/2021 3:02 PM
502	dumb vaccine mandate - stay away from utilizing the library now...	12/23/2021 3:02 PM
503	haven't looked at a magazine in any form in years	12/23/2021 3:01 PM
504	Have not needed to use them	12/23/2021 3:01 PM
505	We have a personal subscription to several newspapers on our own computers at home.	12/23/2021 3:01 PM
506	I'm more of a book person	12/23/2021 3:00 PM
507	get information via google and online resources	12/23/2021 3:00 PM
508	Not enough time, and rather read physical edition when time permits	12/23/2021 3:00 PM

509	Have not had the time yet	12/23/2021 3:00 PM
510	Get enough news on other sites.	12/23/2021 2:57 PM
511	I tried using them but it did not work.	12/23/2021 2:56 PM
512	I've moved out of state	12/23/2021 2:55 PM
513	I'm a mainland and only use the library system when on vacation in Lihue.	12/23/2021 2:53 PM
514	I don't keep up with the news or anything else. I am a hermit.	12/23/2021 2:52 PM
515	none of the subscriptions interest me	12/23/2021 2:52 PM
516	I use digital subscriptions to read newspapers and magazines	12/23/2021 2:52 PM
517	won't download on my old Ipad	12/23/2021 2:52 PM
518	No interest	12/23/2021 2:49 PM
519	Haven't had time to check them out	12/23/2021 2:49 PM
520	I have paid subscriptions and I like to support media	12/23/2021 2:48 PM
521	Most online articles and books are time dependent. I don't read that fast.	12/23/2021 2:45 PM
522	Don't have time.	12/23/2021 2:45 PM
523	last time I tried to use the digital magazine they were not readable, too awkward to read/use	12/23/2021 2:44 PM
524	low priority reading	12/23/2021 2:44 PM
525	The Hawaii library is my away from home library. I use my local library	12/23/2021 2:43 PM
526	I already subscribe to many of them	12/23/2021 2:43 PM
527	Was a bit lazy to try it as I subscribe NYT	12/23/2021 2:42 PM
528	I have not been able to renew my library card access	12/23/2021 2:40 PM
529	Not interested, we enjoy going in.	12/23/2021 2:40 PM
530	I cannot read anything on a screen. At work i print it all out then i read it.	12/23/2021 2:38 PM
531	Didn't know I had access. Will have to try - are other than local newspapers offered?	12/23/2021 2:38 PM
532	Can I access them from home, or do I have to come to the library to use them?	12/23/2021 2:36 PM
533	I already subscribe to all the online newspapers and magazines that I need	12/23/2021 2:36 PM
534	My needs are fully met by Apple News and my subscription to NYTIMES online.	12/23/2021 2:35 PM
535	I don't have time for magazines	12/23/2021 2:34 PM
536	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.)	12/23/2021 2:33 PM
537	i have access at work	12/23/2021 2:31 PM
538	I have subscriptions myself	12/23/2021 2:31 PM
539	I refuse to use or support the library with the vaccine mandate you have in place.	12/23/2021 2:29 PM
540	I have enough access for now currently.	12/23/2021 2:29 PM
541	e-magazine pdfs are unwieldy to use. zooming to get readable print size also results in difficulty navigating the entire page. haven't tried e-newspapers.	12/23/2021 2:29 PM
542	Vaccine passport	12/23/2021 2:29 PM
543	I didn't know you offered this service and would love to learn how to use it!	12/23/2021 2:29 PM
544	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.	12/23/2021 2:27 PM
545	First of all, the connection is not swift. As mentioned before the connection is slooooooowwww.	12/23/2021 2:27 PM

	It takes forever to use internet. I used to 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 2:19 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

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

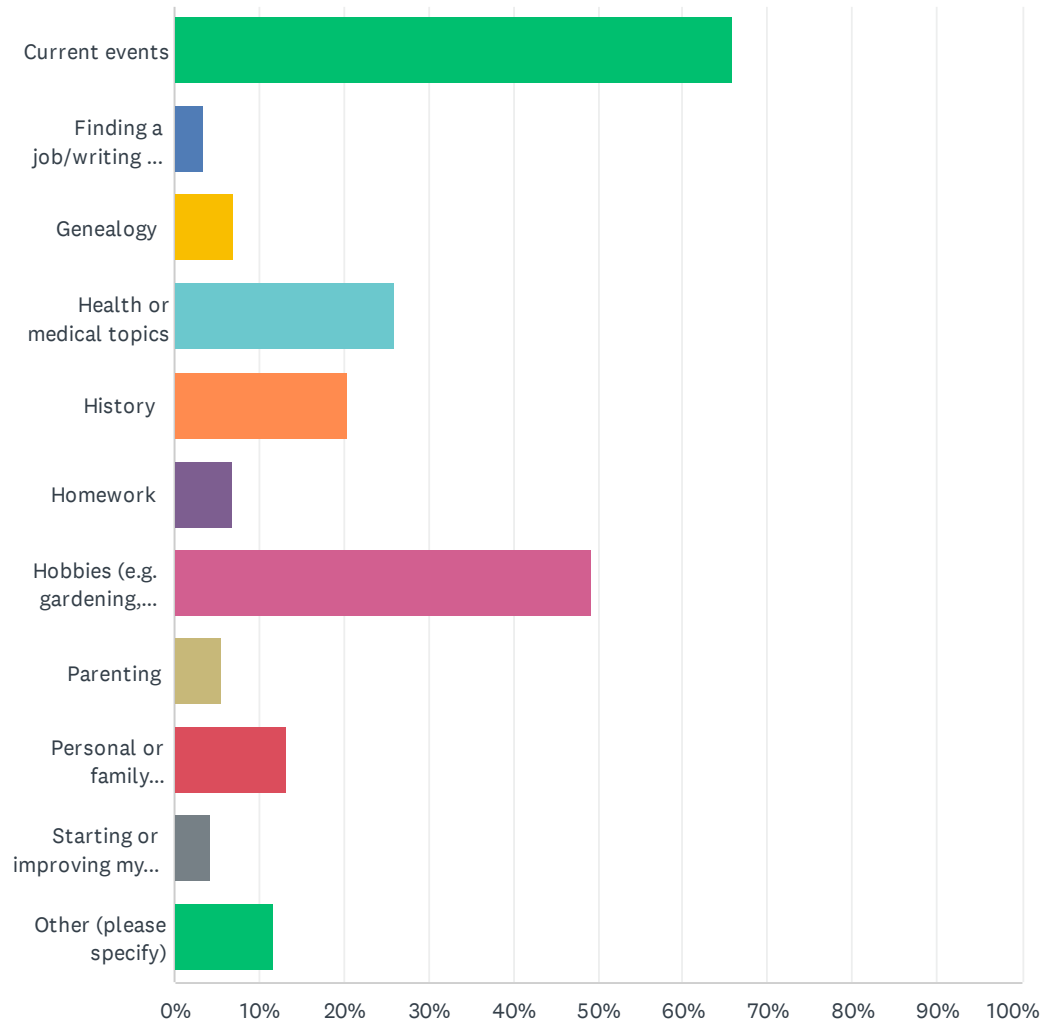
615	Moved to las Vegas	12/23/2021 1:44 PM
616	can not read on my kindle	12/23/2021 1:44 PM
617	I have other resources for these.	12/23/2021 1:43 PM
618	I will use them now. The Times would be nice.	12/23/2021 1:43 PM
619	Not enough time to read everything I'd like to read.	12/23/2021 1:42 PM
620	I haven't found that the library access to current books, so assumed their emagazine or newspaper wouldn't be as current or easily accessible	12/23/2021 1:42 PM
621	your support of untruth - the vac does not work	12/23/2021 1:42 PM
622	Didn't have a chance to research and use it yet	12/23/2021 1:41 PM
623	No time	12/23/2021 1:41 PM
624	No time for magazines at the moment	12/23/2021 1:41 PM
625	Your ridiculous Vax Mandates against Mt in person use of the library are discrimination!	12/23/2021 1:41 PM
626	I tried using the NY Times, but found it too cumbersome and limited.	12/23/2021 1:40 PM
627	Didn't think of using	12/23/2021 1:40 PM
628	Dont live in Hawaii	12/23/2021 1:39 PM
629	I receive two eNewspapers and several eMagazines. Maxed out	12/23/2021 1:39 PM
630	The font for the magazines remain too small to read. I am not able to enlarge it.	12/23/2021 1:39 PM
631	i have enough to read with just books! :)	12/23/2021 1:39 PM
632	not enough time	12/23/2021 1:38 PM
633	I have magazine and news subscriptions online	12/23/2021 1:37 PM
634	I have online subscriptions.	12/23/2021 1:37 PM
635	I prefer books	12/23/2021 1:36 PM
636	not sure why I haven't	12/23/2021 1:36 PM
637	https://www.change.org/Petition_for_legal_suicide_in_America	12/23/2021 1:36 PM
638	No time	12/23/2021 1:36 PM
639	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.	12/23/2021 1:35 PM
640	I don't read periodicals	12/23/2021 1:35 PM
641	We subscribe to magazines and newspapers and pay the fee Ω	12/23/2021 1:34 PM
642	Lots to read	12/23/2021 1:34 PM
643	Why do you have the sixth option, "I don't have a device...". How can you even take this survey without a device?	12/23/2021 1:34 PM
644	I USUALLY DOWNLOAD E-BOOKS	12/23/2021 1:34 PM
645	I have access to Emagazines through Apple+	12/23/2021 1:34 PM
646	You did not allow me to renew my library card!	12/23/2021 1:34 PM
647	I,m on vacation while in HI each year.	12/23/2021 1:34 PM
648	Dovetailing from "I prefer paper", I like tangible items to hold, physical book material for research and leisure.	12/23/2021 1:34 PM
649	very limited internet	12/23/2021 1:33 PM
650	Visitor	12/23/2021 1:33 PM

651	subscribe to several newspapers online	12/23/2021 1:33 PM
652	I subscribe to magazines online.	12/23/2021 1:33 PM
653	covid	12/23/2021 1:31 PM
654	Use my home computer or mobile phone news subsy	12/23/2021 1:31 PM
655	I subscribe to newspapers and magazines online.	12/23/2021 1:31 PM
656	No wi-fi at home	12/23/2021 1:31 PM
657	i goofed up my access code	12/23/2021 1:31 PM
658	Stop with the vaccine mandates	12/23/2021 1:31 PM
659	I didn't have the time to check it out.	12/23/2021 1:30 PM
660	I don't have the time to figure it out.	12/23/2021 1:30 PM
661	I've been reading ebooks instead	12/23/2021 1:30 PM
662	use them on my own devices	12/23/2021 1:30 PM
663	I access in other ways, e.g. subscriptions	12/23/2021 1:30 PM
664	I have enough online subscriptions.	12/23/2021 1:29 PM
665	NOT INTERESTED	12/23/2021 1:29 PM
666	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.	12/23/2021 1:29 PM
667	I have my own online subscriptions to enewspapers.	12/23/2021 1:29 PM
668	I read online NY Times at home	12/23/2021 1:28 PM
669	STOP the segregation	12/23/2021 1:28 PM
670	I have access to internet at home.	12/23/2021 1:28 PM
671	I only use physical media	12/23/2021 1:27 PM
672	Prefer paper	12/23/2021 1:27 PM
673	Didn't have the mag that I wanted	12/23/2021 1:27 PM
674	Have my own subscriptions to emags and epapers	12/23/2021 1:27 PM
675	I just haven't taken the time to get started with them	12/23/2021 1:27 PM
676	Since the library is participating in discrimination I am not allowed to go.	12/23/2021 1:27 PM
677	already have access myself	12/23/2021 1:26 PM
678	We are winter visitors and haven't been back since covid	12/23/2021 1:26 PM
679	I don't read magazines or newspapers	12/23/2021 1:26 PM
680	I get enough on line magazines	12/23/2021 1:26 PM
681	I am selective about what sources of news and media I read	12/23/2021 1:25 PM
682	Will try later next year	12/23/2021 1:25 PM
683	I prefer apps on my phone	12/23/2021 1:25 PM
684	I forget they are available	12/23/2021 1:25 PM
685	I will notice them more and make use of them now that it is brought to my attention.	12/23/2021 1:25 PM
686	I prefer audio books because I do to much visual stuff on comp already	12/23/2021 1:25 PM
687	Rarely read magazines	12/23/2021 1:25 PM

688	na	12/23/2021 1:24 PM
689	N	12/23/2021 1:24 PM
690	No time to take advantage of this service.	12/23/2021 1:24 PM
691	use at home	12/23/2021 1:24 PM
692	We subscribe to the newspaper and I seldom read magazines.	12/23/2021 1:24 PM
693	I refuse to patronize the library because of the vaccine mandates.	12/23/2021 1:24 PM
694	Even if I knew these were offered, I don't read magazines or newspapers and would not use	12/23/2021 1:24 PM
695	I'm not allowed in the library because of discrimination	12/23/2021 1:24 PM
696	H	12/23/2021 1:23 PM
697	live in Pennsylvania now	12/23/2021 1:23 PM
698	I don't support government services that discriminate	12/23/2021 1:23 PM
699	I am on the mainland now.	12/23/2021 1:23 PM
700	I use Kindle Unlimited for periodicals	12/23/2021 1:23 PM
701	Mandates!	12/23/2021 1:23 PM
702	I have no interest in eMags or eNews.	12/23/2021 1:22 PM
703	Too busy to read magazines and get news by email and text. However, I would use it to get local news.	12/15/2021 1:40 PM
704	I don't think there are any emagazines on anime or video gaming being offered.	12/13/2021 5:54 PM

Q7 I used eMagazine or eNewspaper digital collections to find information on: (Select all that apply).

Answered: 1,839 Skipped: 12,512



ANSWER CHOICES	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 soduko	12/29/2021 9:56 PM
6	new technologies	12/29/2021 7:05 PM
7	entertainment	12/29/2021 4:36 AM
8	Reading in other languages. It's amazing what's available!	12/29/2021 4:29 AM
9	Culture	12/28/2021 10:34 PM
10	Reviews and biographies for book clubs	12/28/2021 10:20 PM
11	Self help	12/28/2021 4:50 PM
12	Just to see what it was like	12/28/2021 3:42 PM
13	Home improvement	12/28/2021 2:41 PM
14	Entertaining	12/28/2021 12:31 PM
15	Sharia LAW	12/28/2021 12:01 PM
16	Possibly Consumer Reports	12/28/2021 10:31 AM
17	entertainment	12/28/2021 2:53 AM
18	general interest reading	12/28/2021 1:51 AM
19	Internet and fiber optics	12/28/2021 12:52 AM
20	Research	12/27/2021 10:35 PM
21	Relaxing topics like fashion, make up, etc.	12/27/2021 8:06 PM
22	Travel	12/27/2021 7:18 PM

23	Entertaining or informative articles	12/27/2021 7:12 PM
24	economics	12/27/2021 7:09 PM
25	entertainment	12/27/2021 7:02 PM
26	Entertainment	12/27/2021 6:49 PM
27	politics/government	12/27/2021 6:35 PM
28	Engineering and Construction Articles	12/27/2021 6:12 PM
29	I used Consumer Reports to find info on the quality of items I purchasesd.	12/27/2021 5:48 PM
30	car reviews	12/27/2021 4:18 PM
31	I would like to read msgs from eMagazines and eNewspapers	12/27/2021 3:50 PM
32	Movie, television, and art reviews	12/27/2021 3:21 PM
33	General Knowledge	12/27/2021 3:14 PM
34	Recreational reading	12/27/2021 3:10 PM
35	I use the Libby app to access eMagazines	12/27/2021 3:02 PM
36	Just to read magazines.	12/27/2021 2:46 PM
37	Just for reading fun	12/27/2021 3:28 AM
38	Cooking	12/26/2021 8:52 PM
39	cooking magazines	12/26/2021 8:39 PM
40	Curiosity	12/26/2021 7:55 PM
41	Cultural info	12/26/2021 6:30 PM
42	cooking	12/26/2021 3:41 AM
43	general interests	12/25/2021 11:17 PM
44	just reading	12/25/2021 9:57 PM
45	Reader's Digest, Guideposts and National Geographic	12/25/2021 9:31 PM
46	I have not utilized these sources	12/25/2021 12:55 PM
47	NASA	12/25/2021 11:50 AM
48	Research on products.	12/25/2021 11:44 AM
49	Sport - scuba diving	12/25/2021 10:27 AM
50	Travel, business	12/25/2021 2:14 AM
51	the garden island newspaper	12/24/2021 9:51 PM
52	Music instrument and entertainment industry news.	12/24/2021 9:46 PM
53	Consumer research	12/24/2021 9:14 PM
54	Just skimmed various articles for pleasure	12/24/2021 7:28 PM
55	Cooking	12/24/2021 7:16 PM
56	News (NYTimes)	12/24/2021 6:12 PM
57	Enjoyment	12/24/2021 5:37 PM
58	research topics	12/24/2021 4:52 PM
59	Consumer reports	12/24/2021 3:43 PM
60	pleasure reading (The New Yorker magazine)	12/24/2021 3:32 PM
61	Readers Digest	12/24/2021 3:14 PM

62	Recreational reading	12/24/2021 3:09 PM
63	Utilize for multiple purpose	12/24/2021 2:54 PM
64	Look deeper into a topic of interest	12/24/2021 2:38 PM
65	Browsing	12/24/2021 1:56 PM
66	Arts news events	12/24/2021 12:00 PM
67	Purchasing decisions	12/24/2021 11:25 AM
68	i haven't used this as i didn't know it was available	12/24/2021 10:58 AM
69	Entertainment	12/24/2021 10:50 AM
70	Learning about the big, wide world.	12/24/2021 10:50 AM
71	Recipes	12/24/2021 8:23 AM
72	Leisure reading	12/24/2021 6:47 AM
73	Research	12/24/2021 6:17 AM
74	cooking	12/24/2021 5:33 AM
75	Entertainment	12/24/2021 5:26 AM
76	Literature	12/24/2021 5:09 AM
77	Anything and Everything	12/24/2021 4:08 AM
78	travel & investment information	12/24/2021 3:41 AM
79	Entertainment	12/24/2021 1:37 AM
80	COOKING	12/24/2021 1:15 AM
81	Hi	12/24/2021 1:09 AM
82	general interest	12/24/2021 1:01 AM
83	Entertainment	12/24/2021 12:21 AM
84	No more access	12/24/2021 12:07 AM
85	Business research	12/24/2021 12:06 AM
86	General interest--CO River \$ Afghanistan	12/23/2021 11:57 PM
87	Cooking	12/23/2021 11:52 PM
88	Obituary	12/23/2021 11:50 PM
89	An article I want to read	12/23/2021 11:35 PM
90	Current news	12/23/2021 11:28 PM
91	Looking for old, local news articles	12/23/2021 10:59 PM
92	College thesis	12/23/2021 10:10 PM
93	Saw it on friends posts	12/23/2021 10:00 PM
94	Diversion from the problems of the world	12/23/2021 9:56 PM
95	Science	12/23/2021 9:46 PM
96	General reading	12/23/2021 9:43 PM
97	cooking	12/23/2021 9:36 PM
98	Kids	12/23/2021 9:16 PM
99	Knitting, quilting	12/23/2021 8:27 PM

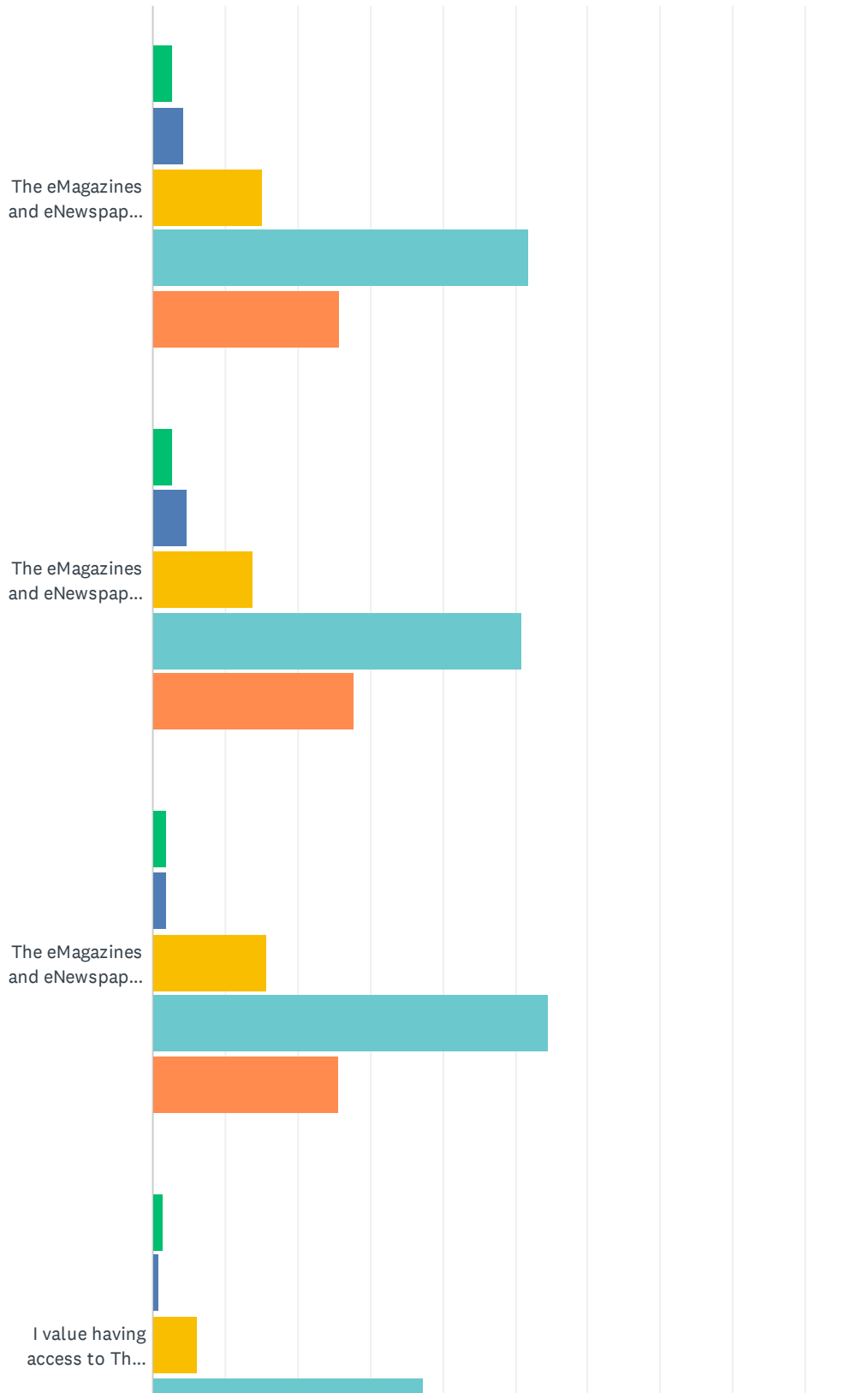
100	Home decorating	12/23/2021 8:24 PM
101	Particular news stories in other regions of the country	12/23/2021 8:04 PM
102	best appliances to purchase	12/23/2021 7:45 PM
103	get local info for travel	12/23/2021 7:35 PM
104	Fashion	12/23/2021 7:22 PM
105	food recipes	12/23/2021 7:18 PM
106	Science and Tech info	12/23/2021 7:16 PM
107	Searching for trending topics that provide useful info on academic topics I am interested in...	12/23/2021 7:07 PM
108	trade related work	12/23/2021 6:54 PM
109	Just realized they were available, will probably use them more	12/23/2021 6:47 PM
110	Cooking	12/23/2021 6:44 PM
111	construction	12/23/2021 6:41 PM
112	Science	12/23/2021 6:27 PM
113	Arts News	12/23/2021 6:24 PM
114	I try the New York tomes but it was only for 1 day	12/23/2021 6:14 PM
115	People / Entertainment / Celebrity	12/23/2021 6:13 PM
116	Cooking	12/23/2021 5:44 PM
117	Cars	12/23/2021 5:43 PM
118	Keeping informed on global, national, cultural processes.	12/23/2021 5:24 PM
119	Cooking and crafts	12/23/2021 5:21 PM
120	I could never log on, so didnt read any mags.	12/23/2021 5:17 PM
121	lots	12/23/2021 5:16 PM
122	stories and article of interest	12/23/2021 5:07 PM
123	Improving knowledge and skills (technology magazines)	12/23/2021 5:07 PM
124	leisure reading	12/23/2021 5:03 PM
125	Current new literature in magazines. Art news	12/23/2021 5:01 PM
126	just read a few magazines--crappy w/browser(difficult)	12/23/2021 4:59 PM
127	Recipes	12/23/2021 4:52 PM
128	Health research	12/23/2021 4:46 PM
129	General interest	12/23/2021 4:40 PM
130	General interest	12/23/2021 4:39 PM
131	household management	12/23/2021 4:38 PM
132	Reference Section	12/23/2021 4:36 PM
133	Specialized topics (science, medicine, biology)	12/23/2021 4:23 PM
134	Nonfiction technical	12/23/2021 4:23 PM
135	Personal interest	12/23/2021 4:12 PM
136	pleasure reading and practicing French language	12/23/2021 4:10 PM
137	technology how too	12/23/2021 4:04 PM
138	Investing	12/23/2021 4:04 PM

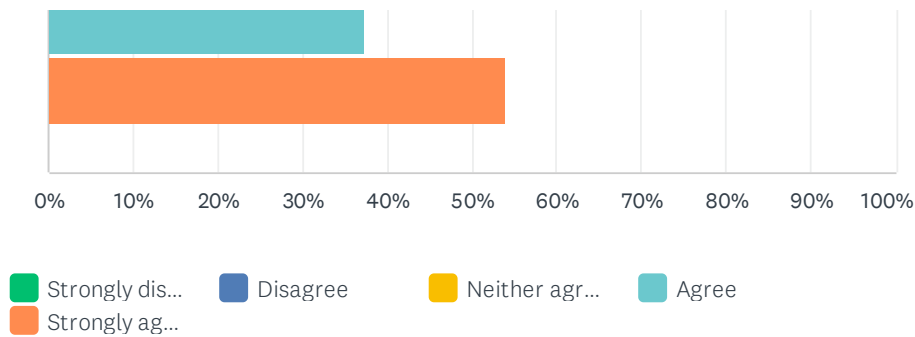
139	recipes	12/23/2021 3:58 PM
140	Language- French learning	12/23/2021 3:45 PM
141	ADA accessible home, aging in place	12/23/2021 3:44 PM
142	Professional research	12/23/2021 3:36 PM
143	NYT	12/23/2021 3:35 PM
144	book reviews	12/23/2021 3:35 PM
145	Academic research	12/23/2021 3:34 PM
146	daily news	12/23/2021 3:33 PM
147	Generally	12/23/2021 3:32 PM
148	Entertainment (celebrity magazines)	12/23/2021 3:21 PM
149	for news publications which charge to use.	12/23/2021 3:09 PM
150	Japanese magazines	12/23/2021 3:05 PM
151	Consumer report issue on suv	12/23/2021 3:03 PM
152	learn	12/23/2021 3:02 PM
153	science	12/23/2021 3:01 PM
154	general info	12/23/2021 2:57 PM
155	Professional journals and trends	12/23/2021 2:55 PM
156	Just for pleasure	12/23/2021 2:53 PM
157	family handyman	12/23/2021 2:45 PM
158	Smithsonian magazine	12/23/2021 2:43 PM
159	Entertainment	12/23/2021 2:41 PM
160	research	12/23/2021 2:40 PM
161	Just reading	12/23/2021 2:38 PM
162	recreational	12/23/2021 2:37 PM
163	Recreation/lifestyle	12/23/2021 2:27 PM
164	Prior publication	12/23/2021 2:24 PM
165	Kids	12/23/2021 2:23 PM
166	Entertainment	12/23/2021 2:18 PM
167	Recipes	12/23/2021 2:18 PM
168	Favorite newspapers or magazines, articles by favorite writers	12/23/2021 2:16 PM
169	fecreational reading	12/23/2021 2:15 PM
170	Work	12/23/2021 2:14 PM
171	Sports	12/23/2021 2:12 PM
172	Past friends and classmates	12/23/2021 2:06 PM
173	Public Service Announcements	12/23/2021 2:06 PM
174	enjoy searching and rading	12/23/2021 2:04 PM
175	We	12/23/2021 2:01 PM
176	General information	12/23/2021 2:00 PM

177	OOPS, WON'T 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

Q8 Please indicate your level of agreement with the following statements about our eMagazine or eNewspaper digital collections:

Answered: 1,827 Skipped: 12,524





	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
The eMagazines and eNewspapers provided are easy to use.	2.76% 50	4.30% 78	15.21% 276	51.87% 941	25.85% 469	1,814	3.94
The eMagazines and eNewspapers provided are convenient to use.	2.76% 50	4.69% 85	13.80% 250	50.94% 923	27.81% 504	1,812	3.96
The eMagazines and eNewspapers have the information I need.	1.83% 33	2.00% 36	15.87% 286	54.66% 985	25.64% 462	1,802	4.00
I value having access to The eMagazines and eNewspapers.	1.60% 29	0.94% 17	6.28% 114	37.32% 677	53.86% 977	1,814	4.41

#	COMMENTS	DATE
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.	1/1/2022 5:49 PM
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.	12/31/2021 9:00 PM
3	Need to expand licensing for additional titles . Pitiful selection compared to other library systems	12/31/2021 6:27 PM
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.	12/31/2021 4:35 PM
5	Sometimes it is nice to see a different newspaper or magazine.	12/31/2021 12:20 PM
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.	12/30/2021 10:55 PM
7	The magazine site is hard to navigate. It should be more user-friendly so you can see a complete list of magazines offered.	12/29/2021 11:09 PM
8	Often have difficulty accessing the New York Times through the HSPLS website. I am unable to log in to NYT.	12/29/2021 5:05 PM
9	Tried it a long time ago but can't remember why I gave it up; willing to check it out again.	12/29/2021 12:55 PM
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.	12/29/2021 4:29 AM
11	the local paper does not provide the section I was looking for in its digital copies. (Not your fault!)	12/29/2021 1:14 AM
12	Please add the Washington Post	12/28/2021 11:34 PM

13	Access to more types would be great.	12/28/2021 10:34 PM
14	It is difficult to get to the emagazines/newspapers through Libby. Libby is not that user friendly.	12/28/2021 8:53 PM
15	This is the way many publications are going. he organizations can not afford to print and mail.	12/28/2021 2:39 PM
16	Need more online Japanese language newspapers and magazines	12/28/2021 1:59 PM
17	Being stuck at home because of the pandemic has let/made me use these more often than I did before covid.	12/28/2021 12:25 PM
18	It's been awhile, but I think it took me a bit of time to find the eMagazine database	12/28/2021 10:31 AM
19	Kindle transfer would be great.	12/28/2021 1:23 AM
20	again, haven't used it in a while but I do enjoy doing so!	12/27/2021 11:12 PM
21	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!	12/27/2021 10:13 PM
22	This is a fabulous resource.	12/27/2021 9:54 PM
23	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.	12/27/2021 9:36 PM
24	pressreader, NYT, overdrive - great and easy to use. Honolulu newspapers - aggravating/impossible to search	12/27/2021 7:55 PM
25	Wish there was at-home access for even more things.	12/27/2021 7:18 PM
26	I have read some of the magazines through Libby.	12/27/2021 7:12 PM
27	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.	12/27/2021 7:02 PM
28	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.	12/27/2021 6:44 PM
29	I wish you could see past issues of the magazines	12/27/2021 6:38 PM
30	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.	12/27/2021 6:12 PM
31	Thanks for providing access to magazines!	12/27/2021 5:48 PM
32	Great resource	12/27/2021 4:51 PM
33	Sometimes the print is so small it is challenging to read.	12/27/2021 4:48 PM
34	Mahalo for offering SO many choices!	12/27/2021 4:19 PM
35	Love PressReader!	12/27/2021 4:17 PM
36	The eMagazines and eNewspapers are easier to use than the general research databases	12/27/2021 4:05 PM
37	I haven't used these resources much partly because I don't know what is in them or the best way to use them.	12/27/2021 3:54 PM
38	Couldn't read the info because it was too small	12/27/2021 3:33 PM
39	These collections are a treasure trove of info. I no longer need to continue my various subscriptions. I really appreciate this resource. Thank you	12/26/2021 9:56 PM
40	Great resource to substantiate an argument- excellent cite material	12/26/2021 5:52 PM
41	used frequently through libby	12/26/2021 9:52 AM
42	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.	12/25/2021 11:17 PM
43	I've never been able to find some of the information. This was so useful.	12/25/2021 9:19 PM

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 asdociates	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

76	I have accessed The New York Times	12/23/2021 11:51 PM
77	I value the newspapers as a source for researching history and genealogy.	12/23/2021 11:47 PM
78	same as above	12/23/2021 11:35 PM
79	Magazines, are current and of a wide variety of subjects	12/23/2021 11:19 PM
80	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.	12/23/2021 10:59 PM
81	These services have been on occasion helpful to me.	12/23/2021 10:29 PM
82	sometimes can't get the exact article to scientific or research journals.	12/23/2021 10:10 PM
83	I don't know how to use the newspapers. I'd like to learn how.	12/23/2021 9:56 PM
84	Not easy or readily available to read. Too many hoops to jump through to access	12/23/2021 9:23 PM
85	Wish there was an even larger selection	12/23/2021 9:16 PM
86	n/a	12/23/2021 9:15 PM
87	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.	12/23/2021 9:04 PM
88	I have used the information here to serve my personal needs and for others	12/23/2021 9:00 PM
89	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?	12/23/2021 8:32 PM
90	We found the format extremely hard to read and navigate!	12/23/2021 8:18 PM
91	Please try to bring back the 'rental laptops'	12/23/2021 8:04 PM
92	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.	12/23/2021 7:35 PM
93	I wish there were more magazine options!	12/23/2021 7:22 PM
94	The Friend, Polynesian and other historical newspapers are extremely valuable	12/23/2021 7:01 PM
95	I used the NYTimes and found it easy and great but after a while it wouldn't let me onto the site. Quite aggravating.	12/23/2021 6:55 PM
96	Love the online access to New York Times! If possible, access to the Star Advertiser and Wall Street Journal would be appreciated.	12/23/2021 6:46 PM
97	Please get The Atlantic magazine on eMagazines. IT is NOT there.	12/23/2021 6:17 PM
98	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.	12/23/2021 6:14 PM
99	has not used it enough to have an opinion	12/23/2021 6:14 PM
100	Used in a prior reading program (between 2016 and 2019)	12/23/2021 6:13 PM
101	21 days comes fast	12/23/2021 5:53 PM
102	Great resource	12/23/2021 5:38 PM
103	Hard to find the link to New York Times.	12/23/2021 5:17 PM
104	Please continue them.	12/23/2021 5:12 PM
105	I gave up on trying to use NYT.	12/23/2021 5:08 PM
106	I would like access to much older articles.	12/23/2021 5:07 PM
107	Hope to see more technical magazines such as for programming and electronics engineering	12/23/2021 5:07 PM

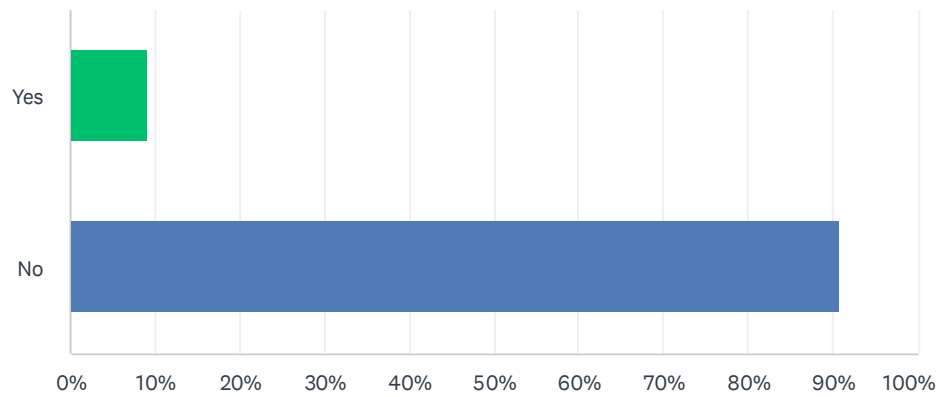
	etc	
108	appreciate free mags, just not worth fighting with font size, page layout etc. would hassle with it for consumer reports mag or others that would be considered important	12/23/2021 4:59 PM
109	I use eMagazines through Libby and the organizational pages and structure are a nightmare to browse and find things in.	12/23/2021 4:59 PM
110	There is a lag time when turning pages, it's frustrating.	12/23/2021 4:52 PM
111	The periodicals provided are skewed toward one mindedness with no contrasting opinions or information regarding health.	12/23/2021 4:46 PM
112	In general, not just HSPL, find navigating emagazines frustrating and often give up finishing an article	12/23/2021 4:40 PM
113	Found it difficult at first to figure out how to receive digitally through Libby. Eventually connected	12/23/2021 4:39 PM
114	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?	12/23/2021 4:39 PM
115	entertainment and pleasure	12/23/2021 4:38 PM
116	The selection of emagazines is woefule!	12/23/2021 4:36 PM
117	The process is cumbersome and the format is sometimes difficult to read.	12/23/2021 4:27 PM
118	Mahalo for the Survey.	12/23/2021 4:26 PM
119	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.	12/23/2021 4:23 PM
120	Easy to use but personally, I prefer the magazine in my hand & reading it. I like seeing the entire page when reading.	12/23/2021 4:12 PM
121	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!	12/23/2021 3:48 PM
122	No comment	12/23/2021 3:47 PM
123	I couldn't figure out how to search for a particular magazine article	12/23/2021 3:44 PM
124	I actually use the eMagazines and eNewspapers even more than the regular databases. Please continue to provide access to them!	12/23/2021 3:36 PM
125	found it impossible to use NYT and gave up after several attempts	12/23/2021 3:33 PM
126	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.	12/23/2021 3:30 PM
127	i think i'm technologically astute enough to use the library's system. however, using the emagazine and enewspaper collections was not easy.	12/23/2021 3:19 PM
128	It seemed that there are a lot of foreign edition magazines, very few US editions for my interests	12/23/2021 3:06 PM
129	Would be more helpful if we had access to Hawaii newspapers and magazines.	12/23/2021 3:05 PM
130	Only used once for emagazine. Have not used for enewspaper but plan to use in future.	12/23/2021 3:03 PM
131	I like hard copies, better, but this is very convenient!	12/23/2021 3:01 PM
132	I understand why licensing limits the number of users but not being able to access the material limits the value.	12/23/2021 3:00 PM
133	I would like to learn how to MAKE THE MOST of my searches and all the easy ways to access information.	12/23/2021 2:56 PM
134	I purchased Smithsonian magazine after using the on line service.	12/23/2021 2:43 PM
135	I would prefer to be able to return them after I read them instead of waiting for the 14 day time	12/23/2021 2:38 PM

	period.	
136	I seem to have problems opening it up so I can see or read it larger	12/23/2021 2:35 PM
137	Would love to see this collection grow!	12/23/2021 2:30 PM
138	missing some popular newspapers, Wall Street Journal, Barons, Forbes, Fortune	12/23/2021 2:29 PM
139	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	12/23/2021 2:28 PM
140	Answers based on Overdrive usage	12/23/2021 2:27 PM
141	Not all articles in the NYT are compatible with all computers	12/23/2021 2:20 PM
142	Some eMagazines are out of date and need to be updated.	12/23/2021 2:18 PM
143	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.	12/23/2021 2:18 PM
144	NYT is invaluable- love it!	12/23/2021 2:18 PM
145	A good resource to have for public use.	12/23/2021 2:15 PM
146	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!!	12/23/2021 2:14 PM
147	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?	12/23/2021 2:06 PM
148	it's not convenient to always have to log in with my library card to access the nytimes	12/23/2021 2:05 PM
149	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.	12/23/2021 2:00 PM
150	NEVER KNEW YOU HAD THIS ACCESS THROUGH LIBRARY. ONLY USED LIBRARY TO DOWNLOAD BOOKS.	12/23/2021 1:59 PM
151	some financial emags didn't contain current, archive, or were not subscribed issues	12/23/2021 1:58 PM
152	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.	12/23/2021 1:57 PM
153	I especially like downloading for reading on long flights. Wonderful.	12/23/2021 1:57 PM
154	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	12/23/2021 1:55 PM
155	Sometimes New York Times is hard to log in.	12/23/2021 1:55 PM
156	I am thankful that The New York Times is available for free to read using the library account but I have not been successful with logging on.	12/23/2021 1:55 PM
157	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.	12/23/2021 1:53 PM
158	could be more user friendly	12/23/2021 1:49 PM
159	It's nice to be able to read a magazine online and it's very easy to use.	12/23/2021 1:47 PM
160	I don't use this much, but am glad it is available	12/23/2021 1:46 PM
161	would be useful to have Hilo Tribune Herald online	12/23/2021 1:46 PM
162	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.	12/23/2021 1:45 PM
163	see my previous comment. webpage promotes certain publications and hides others	12/23/2021 1:45 PM
164	Haven't used them in a while. Plus I do find other resources elsewhere online... Google, etc. Fox News.	12/23/2021 1:44 PM

165	I utilize design, innovation, engineering to teach homeschool	12/23/2021 1:41 PM
166	I have only used the emagazines	12/23/2021 1:41 PM
167	Aloha	12/23/2021 1:41 PM
168	I would like to see more newspaper archives available than Honolulu's	12/23/2021 1:40 PM
169	Would enjoy a larger selection	12/23/2021 1:39 PM
170	Access to New York Times is huge and saved me \$200/plus annually.	12/23/2021 1:39 PM
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.	12/23/2021 1:39 PM
172	Like the emagazines so I don't need to spend the money on these magazines.	12/23/2021 1:37 PM
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.	12/23/2021 1:37 PM
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.	12/23/2021 1:36 PM
175	newspaper info is not current, searching by keywords is inefficient	12/23/2021 1:35 PM
176	Wish could get more news papers besides NYT--which I still like.	12/23/2021 1:35 PM
177	NEED HIGH-SPEED INTERNET CONNECTION	12/23/2021 1:34 PM
178	Read on my phone. E magazine size cannot be increased. Can't even read the magazine on a phone.	12/23/2021 1:33 PM
179	Like I said before anything online helps!!!	12/23/2021 1:33 PM
180	Thank you library!	12/23/2021 1:32 PM
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.	12/23/2021 1:30 PM
182	Awesome!!	12/23/2021 1:29 PM
183	NO VACCINE MANDATES!! Stop!! Some of us have legitimate vaccine exemption!! Recognize it!!	12/23/2021 1:27 PM
184	Too cumbersome to read	12/23/2021 1:26 PM
185	N/A	12/23/2021 1:26 PM
186	very helpful and easy to access	12/23/2021 1:26 PM
187	Wish it were easier	12/23/2021 1:23 PM
188	Press Reader is hard to use	12/14/2021 4:10 PM
189	The eMagazines and eNewspapers terminologies sound strange. I almost answered in the negative, but I have read newspapers and magazines via PressReader.	12/14/2021 2:53 PM
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.	12/14/2021 2:25 PM
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.	12/13/2021 2:10 PM
192	I really enjoy downloading digital magazines to read offline, like when I travel. There are lots of titles to browse and explore.	12/12/2021 3:27 PM
193	Would be more helpful if Hawaii newspapers and magazines were included.	12/11/2021 4:49 PM
194	Why do I have to log in all the time?	12/11/2021 3:11 PM

Q9 Have you used any of our online learning tools?

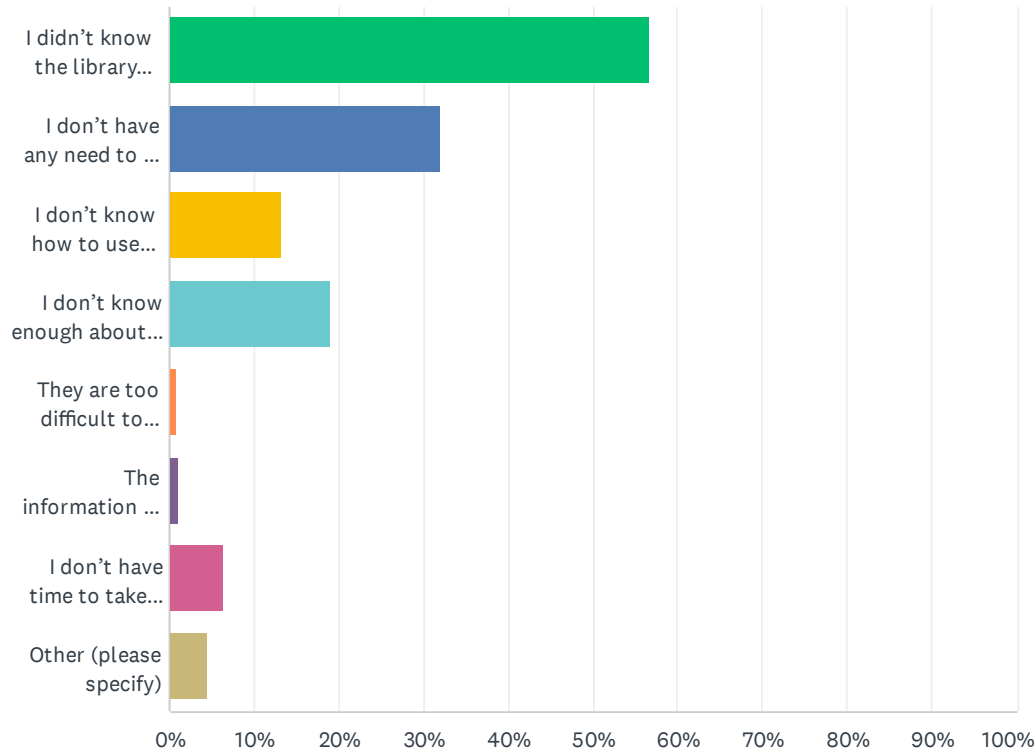
Answered: 13,127 Skipped: 1,224



ANSWER CHOICES	RESPONSES	
Yes	9.09%	1,193
No	90.91%	11,934
TOTAL		13,127

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	RESPONSES	
I didn't know the library offered online learning tools.	56.65%	6,687
I don't have any need to use them.	32.00%	3,778
I don't know how to use them.	13.21%	1,560
I don't know enough about what is in them.	18.98%	2,240
They are too difficult to use.	0.86%	101
The information I need to learn is not in the tools available.	1.09%	129
I don't have time to take a course.	6.34%	748
Other (please specify)	4.39%	518
Total Respondents: 11,805		

#	OTHER (PLEASE SPECIFY)	DATE
1	I have looked at Mango and will explore it further in the future. I love this idea!	1/1/2022 5:50 PM
2	I forgot about them and now don't remember how to use them.	12/31/2021 8:17 PM
3	currently taking course at Kap Community College	12/31/2021 7:14 PM

4	Your closed to the unvaccinated	12/31/2021 5:50 PM
5	might use it later	12/31/2021 3:39 PM
6	Will try them in the future!	12/31/2021 12:21 PM
7	Still learningabout online resources	12/31/2021 12:02 PM
8	Don't have internet access	12/31/2021 8:24 AM
9	I've been away from Hawaii since 2020	12/30/2021 8:44 PM
10	I haven't needed them yet.	12/30/2021 4:27 PM
11	I'm an out-of-state user and didn't need this resource while in Hawaii.	12/30/2021 3:47 PM
12	no time	12/30/2021 3:02 PM
13	I currently don't reside in Hawaii but may again	12/30/2021 2:39 PM
14	I prefer verbal instructions, difficult to understand the terminology/computer language. Have no idea what they're referring to, etc. Not too smart!	12/30/2021 1:47 PM
15	would definitely use, but am out of area	12/30/2021 9:08 AM
16	Using another language tool	12/29/2021 11:21 PM
17	I have been unable to renew my library card online	12/29/2021 10:42 PM
18	Not needed at this time	12/29/2021 9:34 PM
19	no interest	12/29/2021 8:15 PM
20	moved	12/29/2021 7:49 PM
21	could not select this feature.	12/29/2021 4:04 AM
22	I'm discriminated against , not vaccinated	12/29/2021 2:54 AM
23	I plan on taking a language course.	12/29/2021 1:44 AM
24	For the 3rd X, I LIVE IN OREGON! Your survey should ask "are you a Hawaii resident"	12/28/2021 10:24 PM
25	Time	12/28/2021 10:08 PM
26	a newsletter with topics such as what is offered would be helpful so less engaged folks like myself might engage more	12/28/2021 10:06 PM
27	i was told i need to renew my library card and so I don't understand why I am getting this survey	12/28/2021 9:28 PM
28	Now I'm aware to include the Library as a key resource	12/28/2021 9:10 PM
29	I don't know where to find them.	12/28/2021 8:54 PM
30	This is a valuable resource I haven't explored yet, but plan to.	12/28/2021 8:48 PM
31	I'm not sure what an online learning tool is.	12/28/2021 8:42 PM
32	I haven't made time to use the tools	12/28/2021 8:09 PM
33	Haven't gotten around to using the tools	12/28/2021 8:00 PM
34	For learning or courses I would prefer paper, or in person	12/28/2021 7:45 PM
35	Would like more info on borrowing books to my tablet.	12/28/2021 5:29 PM
36	These things are not publicized enough to the general public!	12/28/2021 5:04 PM
37	Hate to keep answering no, but I just have not had time to add things like use of these resources to my days.	12/28/2021 4:03 PM
38	Limited WiFi access	12/28/2021 3:41 PM
39	I have access via personal subscriptions.	12/28/2021 3:27 PM

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	12/27/2021 9:13 PM
77	Not needed for me at this time	12/27/2021 9:01 PM
78	I really didn't know the library had this!	12/27/2021 8:37 PM
79	No Need at this time	12/27/2021 8:36 PM
80	I have my own device	12/27/2021 8:10 PM
81	absolutely no good reason!	12/27/2021 8:04 PM
82	Have not had time to explore; appreciate having them available	12/27/2021 7:59 PM
83	I am a visitor not a resident	12/27/2021 7:31 PM
84	not nterested	12/27/2021 6:58 PM
85	at the moment I don't have the time to use them, though I may in the future	12/27/2021 6:25 PM
86	I use my school library	12/27/2021 6:22 PM
87	Aware of the offerings..just haven't taken advantage of the products.	12/27/2021 6:13 PM
88	Possibly interested but haven't looked into any of it yet.	12/27/2021 6:02 PM
89	adfadgf	12/27/2021 5:46 PM
90	have a Great Courses subscription	12/27/2021 5:44 PM
91	I use other resources	12/27/2021 5:43 PM
92	Have been busy so have not taken time as yet...	12/27/2021 5:41 PM
93	I do not live in Hawaii.	12/27/2021 5:30 PM
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.	12/27/2021 5:30 PM
95	New library member who hasn't had a chance to try them out.	12/27/2021 5:27 PM
96	too old	12/27/2021 5:22 PM
97	I was a guest and had no need	12/27/2021 5:09 PM
98	Same reason as above - I live in Oregon most of the year.	12/27/2021 5:09 PM
99	I was not aware but now I can use them.	12/27/2021 5:05 PM
100	I attempted to use Mango but it was not working.	12/27/2021 5:04 PM
101	I am good	12/27/2021 4:58 PM
102	Would like to, just didnt have time	12/27/2021 4:53 PM
103	Once again, the Library is out of reach and taking a stand against the Public.	12/27/2021 4:51 PM
104	Discrimination agaonst unvaccinated	12/27/2021 4:48 PM
105	Moved out of Hawaii	12/27/2021 4:43 PM
106	I was informed about them at a public event but forgot about them since COVID started	12/27/2021 4:38 PM
107	I have access to LinkedIn Learning	12/27/2021 4:36 PM
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.	12/27/2021 4:28 PM
109	Library computers are usually full	12/27/2021 4:27 PM
110	None	12/27/2021 4:25 PM
111	On my list to explore	12/27/2021 4:20 PM
112	I liked to visit the beautiful library in Kapolei. Too much of everything is already online.	12/27/2021 4:12 PM

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. Noone 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 concider 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

148	I'm a dinosaur and enjoy holding and smelling books and other reading material.	12/26/2021 2:02 PM
149	Could not access the system	12/26/2021 12:41 PM
150	already take an online app course	12/26/2021 12:39 PM
151	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.	12/26/2021 11:42 AM
152	Always interested in language-learning opportunities however!	12/26/2021 1:16 AM
153	I might be interested in the future	12/26/2021 12:23 AM
154	Not vaccinated	12/25/2021 11:33 PM
155	I don't know about these services because I am not allowed inside.	12/25/2021 9:59 PM
156	I was so busy with genealogy that I didn't even look at anything else.	12/25/2021 9:21 PM
157	I know of languages programs, I haven't made time for learning.	12/25/2021 7:48 PM
158	Only cell phone	12/25/2021 6:39 PM
159	I live in AS	12/25/2021 5:29 PM
160	I read/listen for entertainment.	12/25/2021 4:38 PM
161	Don't need at this time.	12/25/2021 3:37 PM
162	I passed on the info about ukulele check-out to 2 people!	12/25/2021 3:26 PM
163	I live in Colorado but am on Maui 3 months of the year.	12/25/2021 2:53 PM
164	time constraints	12/25/2021 2:22 PM
165	Working 6 mts. of the year in another state.	12/25/2021 11:24 AM
166	up to now I have had no need, but I may have a need in the future and am glad they are available	12/25/2021 9:08 AM
167	Use the library for it's Overdrive Service	12/25/2021 7:20 AM
168	Now that I'm aware, I plan to try and use them.	12/25/2021 4:57 AM
169	I only own a cell phone; am a senior on limited resources.	12/25/2021 4:28 AM
170	This puts some kids at a disadvantage bc they cannot decide whether their parents are vaccinated or not. And the library is not liable for injury should someone experience side effects.	12/25/2021 3:17 AM
171	I'm retired and probably die before I read all the books I own.	12/25/2021 2:26 AM
172	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	12/24/2021 10:55 PM
173	I live in Virginia and use my local library	12/24/2021 10:30 PM
174	They don't allow to sit in... waste time trying to get to the library and to find out is not available	12/24/2021 10:18 PM
175	Prefer not to spend lengthy time periods on electronic devices.	12/24/2021 10:14 PM
176	I guess that my card it too old.	12/24/2021 9:34 PM
177	i do not have a pin	12/24/2021 9:27 PM
178	I just never thought of using them.	12/24/2021 9:25 PM
179	Haven't had the need yet	12/24/2021 8:35 PM
180	I forgot that you had Mango. This is one that I'd probably use.	12/24/2021 8:19 PM

181	Need to let unvaccinated people go back to the library.	12/24/2021 8:03 PM
182	I prefer to visit the Library in person.	12/24/2021 7:06 PM
183	Would be great if the library would give more info about how to use this service	12/24/2021 6:54 PM
184	I take the on-line courses freely available at the university	12/24/2021 6:43 PM
185	Access from home is always a plus	12/24/2021 6:40 PM
186	I like to learn in person	12/24/2021 4:18 PM
187	Live out of state. Only a visitor.	12/24/2021 3:56 PM
188	I am away	12/24/2021 3:28 PM
189	I am a professor spending hours on line as teacher.	12/24/2021 3:28 PM
190	If I need help in finding any information, the library employees are always very helpful at the Ewa Beach library!	12/24/2021 3:00 PM
191	Work in education	12/24/2021 2:55 PM
192	Hi	12/24/2021 1:33 PM
193	I really do not want to learn anymore	12/24/2021 1:14 PM
194	Restrictions on entering library	12/24/2021 1:13 PM
195	Never explored	12/24/2021 12:57 PM
196	I don't know how to log on	12/24/2021 12:46 PM
197	The online research tools at the library of the university where I teach are adequate.	12/24/2021 12:46 PM
198	I forget that it's available	12/24/2021 12:30 PM
199	I thought you had to have an active library card	12/24/2021 12:23 PM
200	i will be looking into them	12/24/2021 12:22 PM
201	A how-to course on using my new smartphone or more task-oriented software such as MS Excel would be good.	12/24/2021 11:57 AM
202	I haven't needed too yet	12/24/2021 11:53 AM
203	i just went n watshed youtube movies on my device	12/24/2021 11:49 AM
204	I'm not really tech savvy .	12/24/2021 11:33 AM
205	I forgot it was available	12/24/2021 11:30 AM
206	not a resident	12/24/2021 11:16 AM
207	i don't have any interest	12/24/2021 11:00 AM
208	Biased teaching material	12/24/2021 10:59 AM
209	More information please	12/24/2021 10:48 AM
210	no time	12/24/2021 10:19 AM
211	subscription has run out. No longer living on Molokai.	12/24/2021 9:38 AM
212	I need in person format	12/24/2021 8:45 AM
213	Already responded to this survey.	12/24/2021 7:31 AM
214	Card not active	12/24/2021 7:11 AM
215	Protocol to use the library	12/24/2021 6:37 AM
216	Never tried	12/24/2021 5:56 AM
217	I didn't have time to investigate the scholastic resources	12/24/2021 5:51 AM

218	Not allowed if not vaccinated	12/24/2021 5:15 AM
219	have had interests in other areas	12/24/2021 5:12 AM
220	elderly	12/24/2021 4:37 AM
221	N	12/24/2021 4:10 AM
222	Too lazy	12/24/2021 3:13 AM
223	I forgot that they offered that!	12/24/2021 3:12 AM
224	I boycott the library because it has become a homeless shelter	12/24/2021 2:49 AM
225	Sounds interesting - depending on the course	12/24/2021 2:16 AM
226	I live out of country so I may try to use all the services now along with my own local services	12/24/2021 2:15 AM
227	Please see previous answer.	12/24/2021 2:01 AM
228	Not to good on the computer	12/24/2021 1:55 AM
229	I have my own home computer now and have access	12/24/2021 1:28 AM
230	May use in the future.	12/24/2021 1:12 AM
231	I wish to learn and please tell me where to go to.	12/24/2021 1:00 AM
232	No comment	12/24/2021 1:00 AM
233	I don't want to use the computer for reading. I have enough of the computer in my life already.	12/24/2021 12:54 AM
234	Just learning how to use Newer L/T today.	12/24/2021 12:15 AM
235	not sure if I need them	12/24/2021 12:12 AM
236	I just love reading my ebooks	12/24/2021 12:11 AM
237	Intend to but just haven't done it	12/24/2021 12:10 AM
238	Languages	12/24/2021 12:08 AM
239	I find online tools when I need them. I use the library to take home resources	12/24/2021 12:08 AM
240	I'll try	12/23/2021 11:53 PM
241	I can't figure out how to use Mango	12/23/2021 11:39 PM
242	I left Hawaii 3 years ago.	12/23/2021 11:27 PM
243	No time	12/23/2021 11:03 PM
244	Having the ability to brush up on my French language skills would be amazing. Is there a fee involved?	12/23/2021 10:56 PM
245	Don't know what they are.	12/23/2021 10:44 PM
246	now I know I need to explore usage	12/23/2021 10:39 PM
247	i use internet	12/23/2021 10:37 PM
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.	12/23/2021 10:32 PM
249	Busy	12/23/2021 10:31 PM
250	Was not aware they are available.	12/23/2021 10:17 PM
251	I forget they are available!	12/23/2021 10:17 PM
252	I don't support fascism, so I don't want to support library programs that don't support the ENTIRE public.	12/23/2021 10:11 PM
253	I think I'll news to take in person classes that tea h me how to use my laptop efficiently.	12/23/2021 9:59 PM
254	Not sure if the courses have any subject I would be interested in	12/23/2021 9:54 PM

255	I learn things online, but it never occurred to me to look for tools.	12/23/2021 9:53 PM
256	I'm retiring and will now have time to use other resources.	12/23/2021 9:53 PM
257	Age dulls need.	12/23/2021 9:51 PM
258	M	12/23/2021 9:44 PM
259	Sane	12/23/2021 9:42 PM
260	Rather go to library	12/23/2021 9:41 PM
261	I didn't use them while visiting but did use them back home	12/23/2021 9:31 PM
262	That is really cool service. Thanks for the survey	12/23/2021 9:29 PM
263	I would use them if needed	12/23/2021 8:57 PM
264	My wi-fi went down	12/23/2021 8:52 PM
265	I started but didnt like Mango	12/23/2021 8:49 PM
266	wasn't aware of them	12/23/2021 8:48 PM
267	Not interested	12/23/2021 8:47 PM
268	Don't need at this time.	12/23/2021 8:39 PM
269	I am 78 years old and have other interests besides learning!!	12/23/2021 8:27 PM
270	I no longer live in ahawaii	12/23/2021 8:25 PM
271	Haven't traveled to Hana lately	12/23/2021 8:20 PM
272	I will do rresearch and see if there are art courses offered.	12/23/2021 8:14 PM
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 saf	12/23/2021 8:10 PM
274	I prefer paper over online	12/23/2021 8:04 PM
275	When I try to sign up for them, the classes are full. You need need to offer offer more/larger classes	12/23/2021 8:04 PM
276	I usually use google for those things	12/23/2021 7:54 PM
277	I recently had a kiddo and may be interested in some of these services in the future.	12/23/2021 7:53 PM
278	Only 1 month membership 2 years ago.	12/23/2021 7:50 PM
279	Long wait list for Japanese	12/23/2021 7:48 PM
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.	12/23/2021 7:48 PM
281	I have multiple devices & internet connection at home. Also, as a retiree, my needs are simple.	12/23/2021 7:33 PM
282	Have not needed to use	12/23/2021 7:33 PM
283	Too busy now.	12/23/2021 7:19 PM
284	Don't know enough what is being offered.	12/23/2021 7:15 PM
285	I didn't have time but I hope to this year	12/23/2021 7:09 PM
286	I WOULD LIKE, VERY MUCH, TO LEARN MORE ABOUT THIS.	12/23/2021 6:56 PM
287	Same reason given previously. Not in HI all the time	12/23/2021 6:53 PM
288	I want to be able to go into the library.	12/23/2021 6:51 PM
289	Your software is so outdated it takes so much time to actually obtain the specific item you need	12/23/2021 6:40 PM

290	At age 89 I'm not looking for learning tools	12/23/2021 6:38 PM
291	I've been too lazy and I need to correct that !	12/23/2021 6:28 PM
292	I got kicked out of library because I am not Vaccinated	12/23/2021 6:28 PM
293	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.	12/23/2021 6:27 PM
294	not interested in on line learning	12/23/2021 6:26 PM
295	I found ut all cumbersome	12/23/2021 6:23 PM
296	Not interested	12/23/2021 6:22 PM
297	I will! Thanks!	12/23/2021 6:17 PM
298	Don't have internet service at home	12/23/2021 6:12 PM
299	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.	12/23/2021 6:09 PM
300	Need to explore the tools	12/23/2021 6:08 PM
301	We are visitors to Hawaii and appreciate having access to the library resources when we come.	12/23/2021 6:01 PM
302	No longer in Hawaii	12/23/2021 6:00 PM
303	I already have a Ph.D.	12/23/2021 5:58 PM
304	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	12/23/2021 5:53 PM
305	Google offers information	12/23/2021 5:52 PM
306	Not there long enough in hawaii	12/23/2021 5:51 PM
307	To much, just more added stuff to lean	12/23/2021 5:51 PM
308	I haven't made the time to try Mango yet, but I plan to try it.	12/23/2021 5:49 PM
309	Prefer to learn in person.	12/23/2021 5:46 PM
310	Haven't taken the opportunity	12/23/2021 5:36 PM
311	I don't want to support organizations that discriminate	12/23/2021 5:33 PM
312	I'm a stand-alone retired prof;)	12/23/2021 5:33 PM
313	I didn't have a specific need.	12/23/2021 5:32 PM
314	old dog not willing to learn new tricks	12/23/2021 5:31 PM
315	Okay - I'll get around to it	12/23/2021 5:29 PM
316	But i will in the new year!	12/23/2021 5:24 PM
317	i would rather use my own computer	12/23/2021 5:23 PM
318	i knew in the back of my head these were available but i just never actively sought to use them, but i should :)	12/23/2021 5:21 PM
319	Drop the vax check at the door	12/23/2021 5:21 PM
320	Haven't been to library since Pandemic	12/23/2021 5:11 PM
321	I	12/23/2021 5:11 PM
322	I just recently became available and want to use them.	12/23/2021 5:08 PM
323	I think if I had a need I would just search myself on my own laptop.	12/23/2021 5:08 PM

324	I may use this resource in the future. Good to know it is available.	12/23/2021 5:07 PM
325	I have not come across situations where I need to use it	12/23/2021 5:07 PM
326	No longer in Hawaii	12/23/2021 5:04 PM
327	I cannot sit for long lengths of time	12/23/2021 5:01 PM
328	I find any information I need or want online at home	12/23/2021 5:01 PM
329	I hope to use them one day, esp. language	12/23/2021 4:57 PM
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.	12/23/2021 4:57 PM
331	Just returned to HI	12/23/2021 4:56 PM
332	What's with ALL this online stuff???????	12/23/2021 4:56 PM
333	I only took out a few books	12/23/2021 4:54 PM
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!	12/23/2021 4:42 PM
335	I teach online for University of Hawaii Lifelong Learning, OLLI https://osher.socialsciences.hawaii.edu/current-catalog/	12/23/2021 4:41 PM
336	I don't know what you mean by "learning tool."	12/23/2021 4:34 PM
337	have not been to your beautiful island since 2020 due to covid	12/23/2021 4:32 PM
338	I don't have a computer. I only have tablets and mobile phone. I would like to take the courses though.	12/23/2021 4:32 PM
339	Internet	12/23/2021 4:29 PM
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.	12/23/2021 4:28 PM
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.	12/23/2021 4:24 PM
342	I have access to more specialized online learning tools through the University of Hawaii and other online learning sites.	12/23/2021 4:24 PM
343	how do you find out about these services?	12/23/2021 4:18 PM
344	retired and have not much use at this time	12/23/2021 4:18 PM
345	Waste of power	12/23/2021 4:16 PM
346	requiring a vaccination to have access to a PUBLIC library is disgusting and you should be ashamed.	12/23/2021 4:15 PM
347	Did not get assistance to be e to use this service	12/23/2021 4:10 PM
348	I don't use the tools because the time permitted is to short. I don't like to rush threw it.	12/23/2021 4:07 PM
349	I need instruction on how to find this so I can use this service	12/23/2021 3:57 PM
350	My experience with attempting to access digital books has been abysmal. NEVER available. Easier to just go buy one.	12/23/2021 3:56 PM
351	I dont want to use the libtary online!	12/23/2021 3:54 PM

352	I have used the tools.	12/23/2021 3:53 PM
353	I	12/23/2021 3:52 PM
354	Found information I needed from other sources	12/23/2021 3:52 PM
355	multimedia and computer section is always full of folks	12/23/2021 3:51 PM
356	I want to investigate the Scholastic online feature. how do I find it?	12/23/2021 3:51 PM
357	Using other online classes eg. Uh osher	12/23/2021 3:49 PM
358	I have not used them yet, but look forward to using them in the future.	12/23/2021 3:48 PM
359	i have haed enough time typing using one finger.	12/23/2021 3:46 PM
360	I am handicaped 91 yo difficult	12/23/2021 3:46 PM
361	I use duolingo	12/23/2021 3:44 PM
362	I asked about them once, but the librarian didn't know about them and couldn't help me.	12/23/2021 3:42 PM
363	I'm new here in Lahaina.	12/23/2021 3:35 PM
364	Now that I know online courses exist at the library, I'll take a look.	12/23/2021 3:35 PM
365	Old computer then died. On phone too small to enjoy long time reading	12/23/2021 3:35 PM
366	no need	12/23/2021 3:33 PM
367	Again I have other professional resources on hand to help me with these things.	12/23/2021 3:31 PM
368	I am 79 years old, rarely visit the library but when I do I prefer researching/reading about Hawaiian history.	12/23/2021 3:31 PM
369	Limited data gigabite availability.	12/23/2021 3:28 PM
370	What are on line learning tools?	12/23/2021 3:27 PM
371	No need	12/23/2021 3:25 PM
372	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!	12/23/2021 3:20 PM
373	not sure of the offerings	12/23/2021 3:19 PM
374	not interested	12/23/2021 3:19 PM
375	Purchase own relevant books for personal library.	12/23/2021 3:17 PM
376	Moved to mainland	12/23/2021 3:14 PM
377	Your breaking the law by discriminating against citizens who choose not to take a "vaccine" that is dangerous	12/23/2021 3:09 PM
378	I'm	12/23/2021 3:03 PM
379	do not comply to mandates taking freedom away	12/23/2021 3:03 PM
380	I would like to use in future	12/23/2021 3:01 PM
381	Recently retired, may use in the future	12/23/2021 3:01 PM
382	not able to do them been ill	12/23/2021 2:59 PM
383	No time or need at this time.	12/23/2021 2:57 PM
384	I have other resources that are more easily available	12/23/2021 2:56 PM
385	I moved out of state	12/23/2021 2:55 PM
386	Are language learning items available?	12/23/2021 2:54 PM
387	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.	12/23/2021 2:54 PM

388	I don't CURRENTLY have a need, but may in the future	12/23/2021 2:53 PM
389	won't download on my old Ipad	12/23/2021 2:52 PM
390	Did not need too	12/23/2021 2:51 PM
391	Good selection with YouTube and online university courses	12/23/2021 2:51 PM
392	No time to check them put	12/23/2021 2:49 PM
393	Had planned to utilize them and appreciate greatly the courses offered. Thank you.	12/23/2021 2:46 PM
394	I have used some just u familiar with the last I e	12/23/2021 2:45 PM
395	I don't know what learning tools are available but I will check them out	12/23/2021 2:45 PM
396	same reason as given for prior question	12/23/2021 2:43 PM
397	Rather come in person	12/23/2021 2:43 PM
398	I prefer face-to-face	12/23/2021 2:43 PM
399	I could not log in	12/23/2021 2:41 PM
400	Not interested, we enjoy going in but are being forced by a mandate.	12/23/2021 2:41 PM
401	I prefer to evaluate and purchase online learning based on my interests, learning style and current subject matter knowledge.	12/23/2021 2:36 PM
402	Prefer going to library	12/23/2021 2:36 PM
403	Retired	12/23/2021 2:35 PM
404	I have O'Reilly (for tech and business) and LinkedIn Premium subscriptions, which seem to cover my needs right now.	12/23/2021 2:35 PM
405	I encourage others to use the resource. I am a great advocate of our Public Libray	12/23/2021 2:33 PM
406	I prefer paper	12/23/2021 2:33 PM
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 esoeially online stumps next, so I won't be making holds except for actual books.) Garder as you get older!	12/23/2021 2:32 PM
408	If the library offers in-person help, I'd love to try using them!	12/23/2021 2:31 PM
409	I refuse to use or support the library with the vaccine mandate you have in place.	12/23/2021 2:29 PM
410	Vaccine passport	12/23/2021 2:29 PM
411	do not have hawaiian language resources for learning	12/23/2021 2:28 PM
412	Don't want to	12/23/2021 2:26 PM
413	The only computer I have access to is my work computer.	12/23/2021 2:26 PM
414	Read fiction books	12/23/2021 2:26 PM
415	you refuse my password and will not let me correct or change	12/23/2021 2:26 PM
416	I looked into this but never set time aside to go through the course.	12/23/2021 2:25 PM
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?	12/23/2021 2:25 PM
418	I use Duolingo	12/23/2021 2:23 PM
419	I have been busy but I will access this info shortly	12/23/2021 2:23 PM
420	Only use Fiction Books (read and listen)	12/23/2021 2:22 PM
421	Have a lot of unread reading material at home	12/23/2021 2:20 PM
422	Prefer printed books and magazines, as I spend a lot of time online already.	12/23/2021 2:19 PM

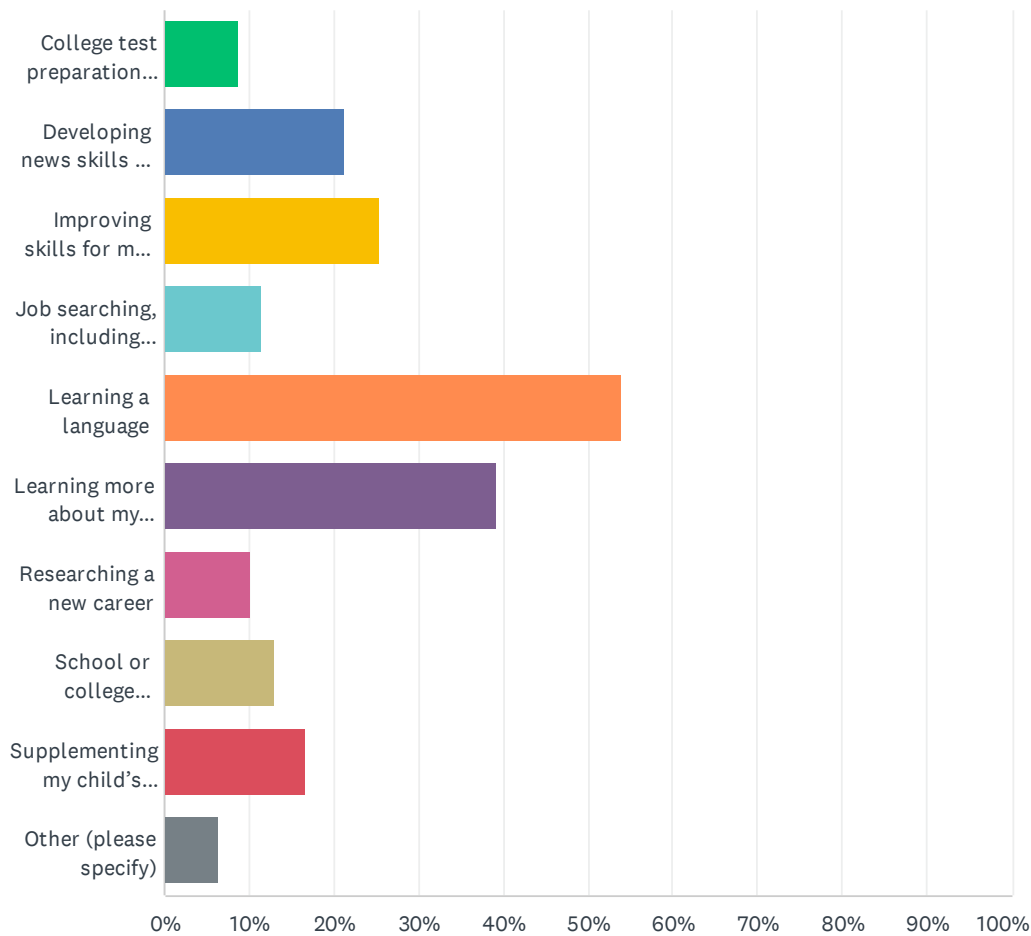
423	I plan to use the language tools available thru Kanopy	12/23/2021 2:19 PM
424	Am already spending a LOT of time on computer. Need time to read the hard books I keep ordering from Library.	12/23/2021 2:19 PM
425	again, useless	12/23/2021 2:17 PM
426	Haven't had a need to use them, yet.	12/23/2021 2:17 PM
427	Rtd	12/23/2021 2:17 PM
428	#FJB	12/23/2021 2:16 PM
429	I use internet a lot.	12/23/2021 2:16 PM
430	I'm able to learn without the help of tyranical government institutions	12/23/2021 2:16 PM
431	I usually ask my wife as she is very good with I T	12/23/2021 2:13 PM
432	Discrimination against unjabbed	12/23/2021 2:12 PM
433	Library provided no info. it was available Especially during the pandemic.	12/23/2021 2:12 PM
434	Love to use but not online like to b out snd in person	12/23/2021 2:11 PM
435	Not good internet	12/23/2021 2:11 PM
436	Never thought about it	12/23/2021 2:10 PM
437	Not interested	12/23/2021 2:10 PM
438	I did not know about them but now I do...	12/23/2021 2:08 PM
439	I won't participate in your discrimination.	12/23/2021 2:07 PM
440	no need to use now, but perhaps when needed	12/23/2021 2:06 PM
441	UH	12/23/2021 2:04 PM
442	I dont support the library after they announced not allowing my unvaccinated children in there to use the resources I pay taxes for	12/23/2021 2:04 PM
443	I no longer live in Maui, Hawaii	12/23/2021 2:02 PM
444	At 82 lucky to download anything -- LOL	12/23/2021 2:00 PM
445	Too old no desire	12/23/2021 1:59 PM
446	Your app doesn't work	12/23/2021 1:58 PM
447	I will use them in the future...just not yet thanks for asking	12/23/2021 1:58 PM
448	haven't checked them out yet	12/23/2021 1:57 PM
449	Not interested	12/23/2021 1:57 PM
450	I don't have the time to search your resources at this time. I'm glad it is available.	12/23/2021 1:57 PM
451	Not interested	12/23/2021 1:56 PM
452	Need more discipline to take a course now	12/23/2021 1:56 PM
453	I'd like to use the Library in person	12/23/2021 1:54 PM
454	I do Google searches for information and Ytube	12/23/2021 1:53 PM
455	No	12/23/2021 1:53 PM
456	Again, never been advised of these things. Need more friendly smiles and or greetings. They're mostly mute...	12/23/2021 1:51 PM
457	I haven't felt the need to use them	12/23/2021 1:51 PM
458	Different focus for now	12/23/2021 1:50 PM
459	G	12/23/2021 1:47 PM

460	We'd rather come in.	12/23/2021 1:46 PM
461	If they don't cost extra, I'll look into that.	12/23/2021 1:45 PM
462	Haven't taken time; poor surfer: impatient.	12/23/2021 1:45 PM
463	Moved to las Vegas	12/23/2021 1:44 PM
464	I will be checking this soon	12/23/2021 1:42 PM
465	I will not support your dystopian agenda	12/23/2021 1:42 PM
466	Have not tried it yet. Would like to start soon	12/23/2021 1:42 PM
467	I can't access my account.	12/23/2021 1:42 PM
468	Other items had higher priority	12/23/2021 1:41 PM
469	Your ridiculous Vax Mandates against Mt in person use of the library are discrimination!	12/23/2021 1:41 PM
470	Dont live in Hawaii	12/23/2021 1:40 PM
471	i want to use language learning tools but haven't gotten to them yet	12/23/2021 1:40 PM
472	I use the audiobook versions at times.	12/23/2021 1:40 PM
473	I use your library when I come for vacation.	12/23/2021 1:39 PM
474	Just haven't checked it out yet	12/23/2021 1:39 PM
475	Took Gale many yrs ago. Basic course.	12/23/2021 1:38 PM
476	Ω https://www.thegreatcourses.com/ or the web :)	12/23/2021 1:36 PM
477	https://www.change.org/Petition_for_legal_suicide_in_America	12/23/2021 1:36 PM
478	limited internet availability	12/23/2021 1:35 PM
479	I just use Google at home.	12/23/2021 1:35 PM
480	You did not allow me to renew my library card!	12/23/2021 1:35 PM
481	Visiting	12/23/2021 1:34 PM
482	There are a lot of online learning options that may be better than the library's options. I use Coursea regularly,	12/23/2021 1:34 PM
483	have other areas for online learning	12/23/2021 1:34 PM
484	I prefer in person courses	12/23/2021 1:34 PM
485	I'm a visitor	12/23/2021 1:33 PM
486	I like walking into the library	12/23/2021 1:33 PM
487	I do want to take a course or two, but haven't yet made time for it.	12/23/2021 1:32 PM
488	boycotting	12/23/2021 1:32 PM
489	Deplorable that you won't service the unvaccinated	12/23/2021 1:32 PM
490	The subjects I am interested in are not covered.	12/23/2021 1:31 PM
491	I did not know the library had a website	12/23/2021 1:31 PM
492	I have my own internet and computers	12/23/2021 1:31 PM
493	I am a retired teacher. This would be a busman's holiday.	12/23/2021 1:30 PM
494	Do not need them at this time	12/23/2021 1:30 PM
495	Very important for children and other learners	12/23/2021 1:29 PM
496	Enough is enough. Vaccinated are getting covid still . Leave the unvaccinated alone	12/23/2021 1:29 PM
497	I will only use a real book, a cd or vinyl record,	12/23/2021 1:28 PM

498	don't have the need to take any at this time	12/23/2021 1:28 PM
499	I found the library to be impersonal and unfriendly.	12/23/2021 1:28 PM
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	12/23/2021 1:28 PM
501	I'm a fiction nerd	12/23/2021 1:27 PM
502	Didn't have the software necessary to do the lessons	12/23/2021 1:27 PM
503	same	12/23/2021 1:27 PM
504	Hope to take some but haven't found the time yet	12/23/2021 1:26 PM
505	I am specific about what learning modules I use. I have what I need	12/23/2021 1:26 PM
506	I don't want online stuff	12/23/2021 1:26 PM
507	Na	12/23/2021 1:26 PM
508	Will try to learn later	12/23/2021 1:25 PM
509	I use LinkedIn e-learning instead	12/23/2021 1:25 PM
510	maybe will use in the future	12/23/2021 1:25 PM
511	I used to but now I'm not aloud in the library	12/23/2021 1:25 PM
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	12/23/2021 1:25 PM
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.	12/23/2021 1:24 PM
514	Shame on you for discriminating	12/23/2021 1:24 PM
515	I refuse to patronize the library because of the vaccine mandates.	12/23/2021 1:24 PM
516	don't need	12/23/2021 1:24 PM
517	Same reason - not there!!	12/23/2021 1:23 PM
518	I haven't taken the time to explore this opportunity.	12/13/2021 4:44 PM

Q11 I used online learning tools for: (Select all that apply).

Answered: 1,154 Skipped: 13,197



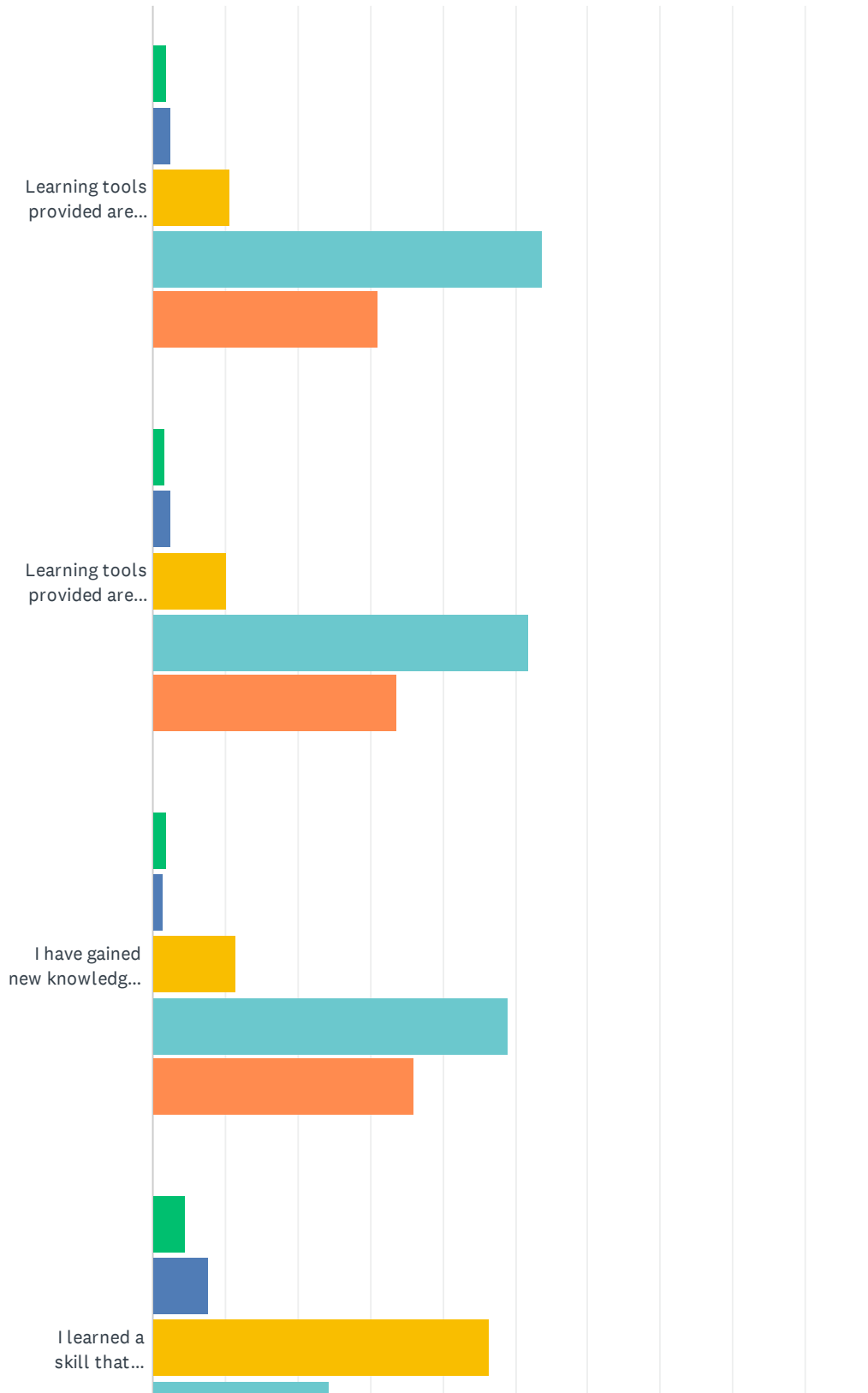
ANSWER CHOICES	RESPONSES	
College test preparation (e.g. SAT, ACT)	8.84%	102
Developing news skills for a new job/career	21.40%	247
Improving skills for my current job/career	25.48%	294
Job searching, including resume preparation	11.53%	133
Learning a language	53.90%	622
Learning more about my interest(s)	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		

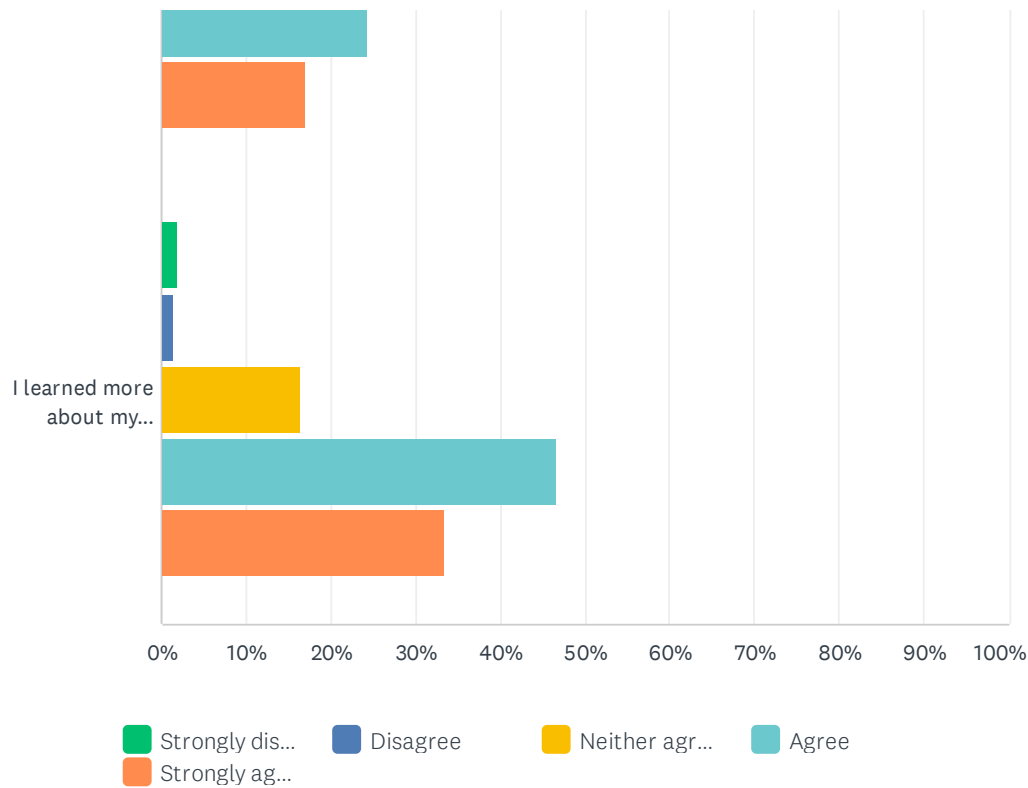
#	OTHER (PLEASE SPECIFY)	DATE
1	Homeschool	1/1/2022 10:57 AM
2	Online course re genealogical research resources.	12/30/2021 9:56 PM
3	scholarships	12/29/2021 7:06 PM
4	refresh what I've learned	12/28/2021 1:04 PM
5	LAW	12/28/2021 12:02 PM
6	probate law info	12/28/2021 3:11 AM
7	Online trading	12/27/2021 10:09 PM
8	i did not use this service	12/27/2021 9:08 PM
9	Homeschooling	12/27/2021 5:12 PM
10	Help students compare fiction and nonfiction text	12/27/2021 3:33 PM
11	Computer trng	12/27/2021 3:23 PM
12	Homeschool	12/27/2021 1:04 PM
13	Supplementing my students' education during COVID	12/27/2021 3:52 AM
14	I'm	12/26/2021 7:50 PM
15	writing a children's book	12/26/2021 6:39 PM
16	Adoption court papers	12/26/2021 6:43 AM
17	Referring Community Members to Gale Courses to Develop new skills for a new job/career and Research new career	12/25/2021 1:49 PM
18	I have not utilized these sources.	12/25/2021 12:56 PM
19	To help my students.	12/25/2021 1:50 AM
20	Through Kanopy, I watch a Great Courses each month. Love it!	12/24/2021 3:34 PM
21	Resources for students to access	12/24/2021 2:36 PM
22	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.	12/24/2021 1:19 PM
23	Learning	12/24/2021 11:10 AM
24	Research	12/24/2021 4:12 AM
25	Anything and Everything	12/24/2021 4:09 AM
26	gale ed	12/24/2021 2:54 AM
27	Several multi-unit Great Courses, on Kanopy.	12/24/2021 2:49 AM
28	Fun	12/24/2021 1:14 AM
29	life long learner	12/24/2021 12:46 AM
30	ed2go to take writing classes for free	12/24/2021 12:42 AM
31	Referring others for information on available topics	12/23/2021 10:19 PM
32	computer skills for personal use	12/23/2021 9:57 PM
33	Hobbies	12/23/2021 8:23 PM
34	Homeschool use	12/23/2021 8:22 PM
35	Recreational reading	12/23/2021 7:58 PM
36	Hobbies - I took a drawing class and a photography class.	12/23/2021 7:12 PM

37	Learning new languages...	12/23/2021 7:08 PM
38	work, language related	12/23/2021 6:55 PM
39	Keep my mind active with learning	12/23/2021 6:20 PM
40	Fun activities	12/23/2021 6:14 PM
41	tool for child's learning (we homeschool)	12/23/2021 5:26 PM
42	to look for books	12/23/2021 5:24 PM
43	Just learning	12/23/2021 5:23 PM
44	For kids education	12/23/2021 5:07 PM
45	Reference Section	12/23/2021 4:37 PM
46	Gale Courses	12/23/2021 4:34 PM
47	referring students to resoruces	12/23/2021 4:33 PM
48	Movies	12/23/2021 4:18 PM
49	For my varied iintress.....	12/23/2021 3:59 PM
50	Art project learning	12/23/2021 3:47 PM
51	Activities from summer reading program	12/23/2021 3:41 PM
52	Ebooks	12/23/2021 3:06 PM
53	Parent trying to learn Olelo Hawaii to keep up with kids	12/23/2021 2:45 PM
54	Looking at teaching resources, briefly looked at mango	12/23/2021 2:17 PM
55	Internet	12/23/2021 2:06 PM
56	Health	12/23/2021 1:54 PM
57	useful information related to my child's education	12/23/2021 1:51 PM
58	research	12/23/2021 1:47 PM
59	Stop Hawaii mask mandate. Hawaii is so far behind.	12/23/2021 1:42 PM
60	Not sure maybe for GRE prep been over 10 years ago?	12/23/2021 1:41 PM
61	Use Kanopy courses	12/23/2021 1:41 PM
62	books	12/23/2021 1:33 PM
63	Taking courses from Gale university	12/23/2021 1:33 PM
64	teaching resources	12/23/2021 1:31 PM
65	VACCINE EXEMPTION	12/23/2021 1:28 PM
66	research, personal interest	12/23/2021 1:27 PM
67	Bookflix	12/23/2021 1:26 PM
68	Reading and song videos for child	12/23/2021 1:26 PM
69	assisting patrons	12/20/2021 4:32 PM
70	parenting, product evaluations	12/14/2021 4:11 PM
71	I took a drawing and a gardening course.	12/14/2021 3:26 PM
72	Movies	12/13/2021 3:36 PM
73	Just checked a few things out - like Mango languages - but didn't actually learn a language.	12/13/2021 2:12 PM

Q12 Please indicate your level of agreement with the following statements about our online learning tools:

Answered: 1,155 Skipped: 13,196





	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Learning tools provided are easy to use.	2.00% 23	2.61% 30	10.70% 123	53.65% 617	31.04% 357	1,150	4.09
Learning tools provided are convenient to use.	1.66% 19	2.62% 30	10.32% 118	51.79% 592	33.60% 384	1,143	4.13
I have gained new knowledge and/or skills by using the learning tools.	2.01% 23	1.40% 16	11.45% 131	49.04% 561	36.10% 413	1,144	4.16
I learned a skill that helped me prepare for a job.	4.47% 50	7.69% 86	46.47% 520	24.31% 272	17.07% 191	1,119	3.42
I learned more about my interest(s).	1.95% 22	1.59% 18	16.39% 185	46.68% 527	33.39% 377	1,129	4.08

#	COMMENTS	DATE
1	I intend to use the genealogical resources for personal, no job-related, purposes.	12/30/2021 9:56 PM
2	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!	12/30/2021 2:15 AM
3	Tried it long time ago but can't remember why I gave it up; willing to check it out again.	12/29/2021 12:57 PM
4	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.	12/29/2021 4:32 AM
5	online classes are very useful. I regret that I didn't know it sooner.	12/28/2021 1:04 PM
6	only down side was the long wait on the hold list before getting access to course	12/28/2021 11:38 AM
7	No comments	12/28/2021 2:55 AM

8	I would like to know more about what is available.	12/27/2021 10:37 PM
9	Great way to learn a language before going on vacation overseas	12/27/2021 9:55 PM
10	The Gale Courses are pretty limited and feel outdated.	12/27/2021 7:19 PM
11	I enrolled in a coding course. I feel I probably need In-person instructions	12/27/2021 7:17 PM
12	I would love it if I could learn Ilokano online.	12/27/2021 6:54 PM
13	Scholastic Teachables has been especially valuable.	12/27/2021 5:12 PM
14	WAS A WHILE AGO...	12/27/2021 4:44 PM
15	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!	12/27/2021 4:39 PM
16	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	12/27/2021 4:10 PM
17	Great service!	12/27/2021 3:25 PM
18	Mango languages is a great resource	12/27/2021 1:39 AM
19	I did not complete the online course, through no fault of the library.	12/26/2021 6:39 PM
20	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.	12/26/2021 3:04 PM
21	Thank you for offering these!	12/26/2021 1:26 PM
22	I did not use it many times as yet, but hope to.	12/25/2021 6:41 PM
23	Mahalo language course	12/25/2021 11:34 AM
24	These tools are especially important for people like me who live on the neighbor islands.	12/25/2021 8:31 AM
25	Have not used	12/25/2021 2:19 AM
26	Mango/Manga had very limited Spanish language course(s).	12/25/2021 2:16 AM
27	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.	12/24/2021 10:37 PM
28	I'm 89 ... and basically "out of it" .. the things above .	12/24/2021 6:53 PM
29	The online courses are a little clunky in format.	12/24/2021 6:13 PM
30	I am retired, so do not need new skills for a job!	12/24/2021 4:02 PM
31	Enjoyed learning info on languages as well as to supplement my hobbies.	12/24/2021 3:44 PM
32	Note: My clients did learn new skills to prepare for a job.	12/24/2021 1:19 PM
33	Mango Languages is a great program. I use it to brush up and expand my spanish	12/24/2021 11:15 AM
34	used Gale courses. I wish could watch on random schedule rather than having to wait for new lesson.	12/24/2021 5:05 AM
35	The level of the tool was too easy at my stage of learning in French	12/24/2021 2:56 AM
36	The Mango Language Tool is easy to navigate and useful for language learning, but difficult to load on my computer/wireless network.	12/24/2021 2:44 AM
37	Your online writing courses are fabulous	12/24/2021 12:42 AM
38	Thank You!	12/24/2021 12:12 AM
39	Online learning tools, were, very helpful	12/23/2021 11:21 PM
40	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.	12/23/2021 10:50 PM

41	I'm not looking for a job, but the skills would have helped if I was.	12/23/2021 9:57 PM
42	My daughter used it to further her Korean language studies.	12/23/2021 9:48 PM
43	I had difficulty locating and navigating some sites	12/23/2021 9:36 PM
44	mango is very helpful	12/23/2021 9:33 PM
45	State or county need to provide better infrastructure to support access for rural communities	12/23/2021 9:06 PM
46	The tools provided on the internet were very helpful	12/23/2021 9:02 PM
47	The tools and options are great. It's totally a user-staying-on-it thing!	12/23/2021 8:07 PM
48	Some response options not applicable	12/23/2021 8:07 PM
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.	12/23/2021 7:37 PM
50	Hawaiian language tools are valuable when researching old Hawaiian documents	12/23/2021 7:04 PM
51	Good that the library provides online resources.Would like to know more.	12/23/2021 7:03 PM
52	I'm retired so no need to prepare for a job. Fortunately.	12/23/2021 6:20 PM
53	MANGO used for one chapter of this HI's language (reading program between 2016 and 2019).	12/23/2021 6:15 PM
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.	12/23/2021 6:14 PM
55	I have studied Italian over several years through various resources. I really like the learning format of the Mango Language Resource.	12/23/2021 6:13 PM
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.	12/23/2021 5:10 PM
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.	12/23/2021 4:42 PM
58	The Learning tools lacked diversity.	12/23/2021 4:37 PM
59	Access to Lydia database would be nice	12/23/2021 4:37 PM
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.	12/23/2021 4:34 PM
61	Mango	12/23/2021 4:28 PM
62	Something like coursera or LinkedIn learning would be awesome.	12/23/2021 4:15 PM
63	I have learned so much throughout the years taking a variety of courses. I appreciate all of them and continue to use them.	12/23/2021 4:13 PM
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!	12/23/2021 4:05 PM
65	No comment	12/23/2021 3:48 PM
66	I am retired so I was not searching for job skills	12/23/2021 3:46 PM
67	All of my neither agree or disagrees were because I didnt know there were online tools to use.	12/23/2021 3:06 PM
68	I wish there was an app for my phone instead of using my browser	12/23/2021 3:00 PM
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	12/23/2021 2:58 PM

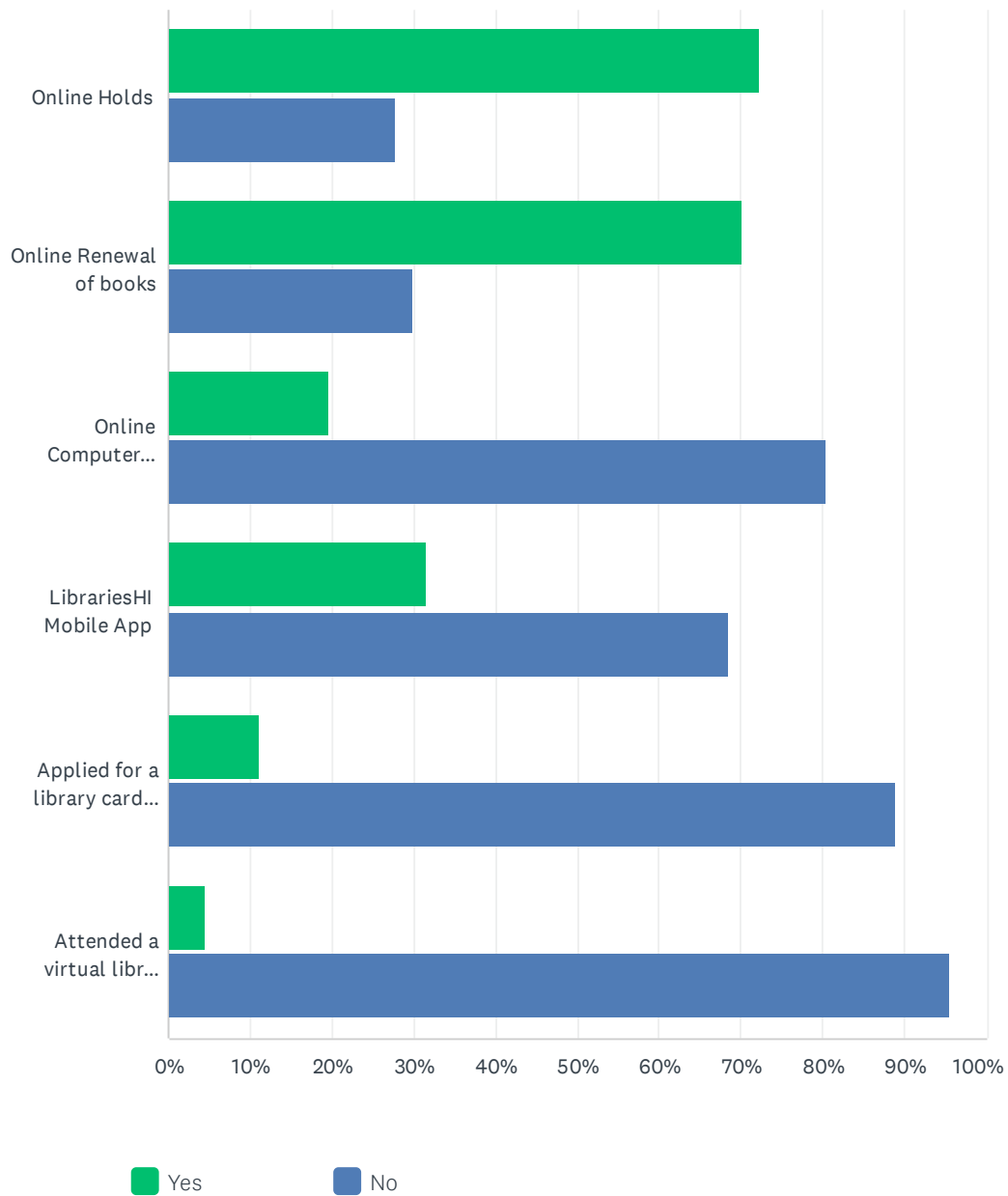
70	Please add Udemy like they have in California	12/23/2021 2:31 PM
71	a great tool	12/23/2021 2:29 PM
72	I can find what I need, but it takes time looking through the results. I wonder if others have the same patience to find what they are searching for.	12/23/2021 2:29 PM
73	Love the courses! I learn a lot from them.	12/23/2021 2:28 PM
74	Mahalo!	12/23/2021 2:20 PM
75	Hawaiian language is basic but good reference.	12/23/2021 2:19 PM
76	There are no links on your website	12/23/2021 2:17 PM
77	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.	12/23/2021 2:17 PM
78	Thank you for these opportunities! It provides much added value!	12/23/2021 2:09 PM
79	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.	12/23/2021 2:09 PM
80	I have enjoyed the language courses.	12/23/2021 2:08 PM
81	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.	12/23/2021 2:02 PM
82	My eyesight is challenging I am afraid of online in case I buy something by accident while searching	12/23/2021 2:02 PM
83	need more advanced computer courses with feedback on assignments	12/23/2021 1:59 PM
84	The language resources I visited were too basic.	12/23/2021 1:56 PM
85	Needed updated this year news	12/23/2021 1:54 PM
86	could be more user friendly	12/23/2021 1:51 PM
87	Access to Mango Languages is the most important thing that is offered for me.	12/23/2021 1:49 PM
88	I truly appreciate your connection with the Mango Languages! I can learn different languages the rest of my life!!	12/23/2021 1:44 PM
89	Mango is great!	12/23/2021 1:42 PM
90	Stop the Hawaii mask mandate. Hawaii is so far behind.	12/23/2021 1:42 PM
91	My elderly grandma came to live with us. I took gale courses on gerontology, nutrition and mediation to help prepare.	12/23/2021 1:42 PM
92	Thanks	12/23/2021 1:42 PM
93	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.	12/23/2021 1:39 PM
94	The tools are there, just my fault for not being more diligent using them and developing skills.	12/23/2021 1:38 PM
95	There is no way to hold your place.	12/23/2021 1:38 PM
96	NEED HIGH-SPEED INTERNET CONNECTION	12/23/2021 1:35 PM
97	Information only	12/23/2021 1:33 PM
98	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.	12/23/2021 1:31 PM
99	I was unaware until just recently about the number of different offering provided and am looking to learn more about all of them.	12/23/2021 1:27 PM
100	Please keep it. It's an amazing tool	12/23/2021 1:26 PM
101	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	12/14/2021 2:58 PM

Tuesday, but lost interest with the homework portion. A person can learn from YouTube videos without assignments.

102	The courses were to restrictive on time and responses for me to continue	12/11/2021 3:12 PM
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Q13 Which of the following online services have you used?

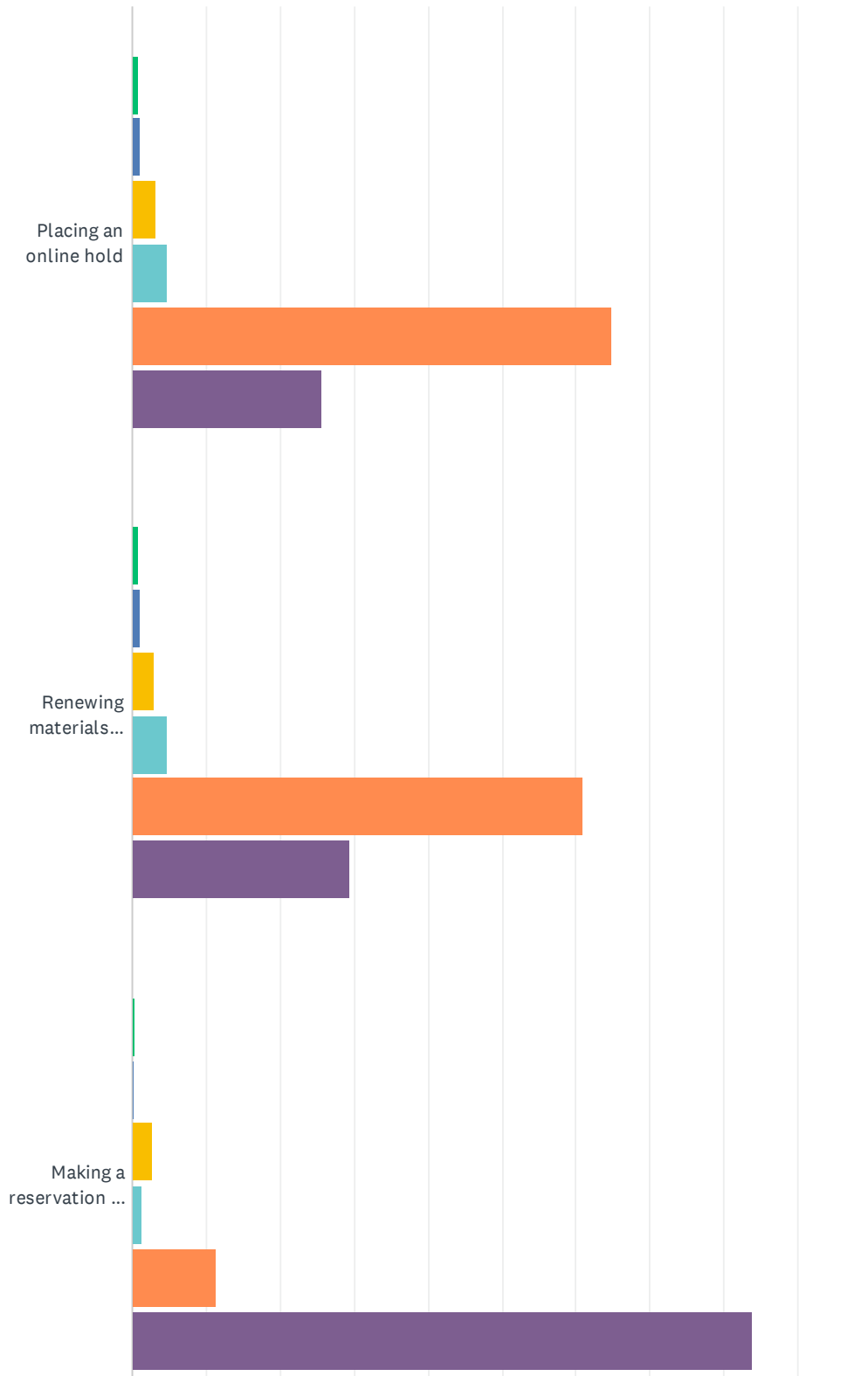
Answered: 12,583 Skipped: 1,768

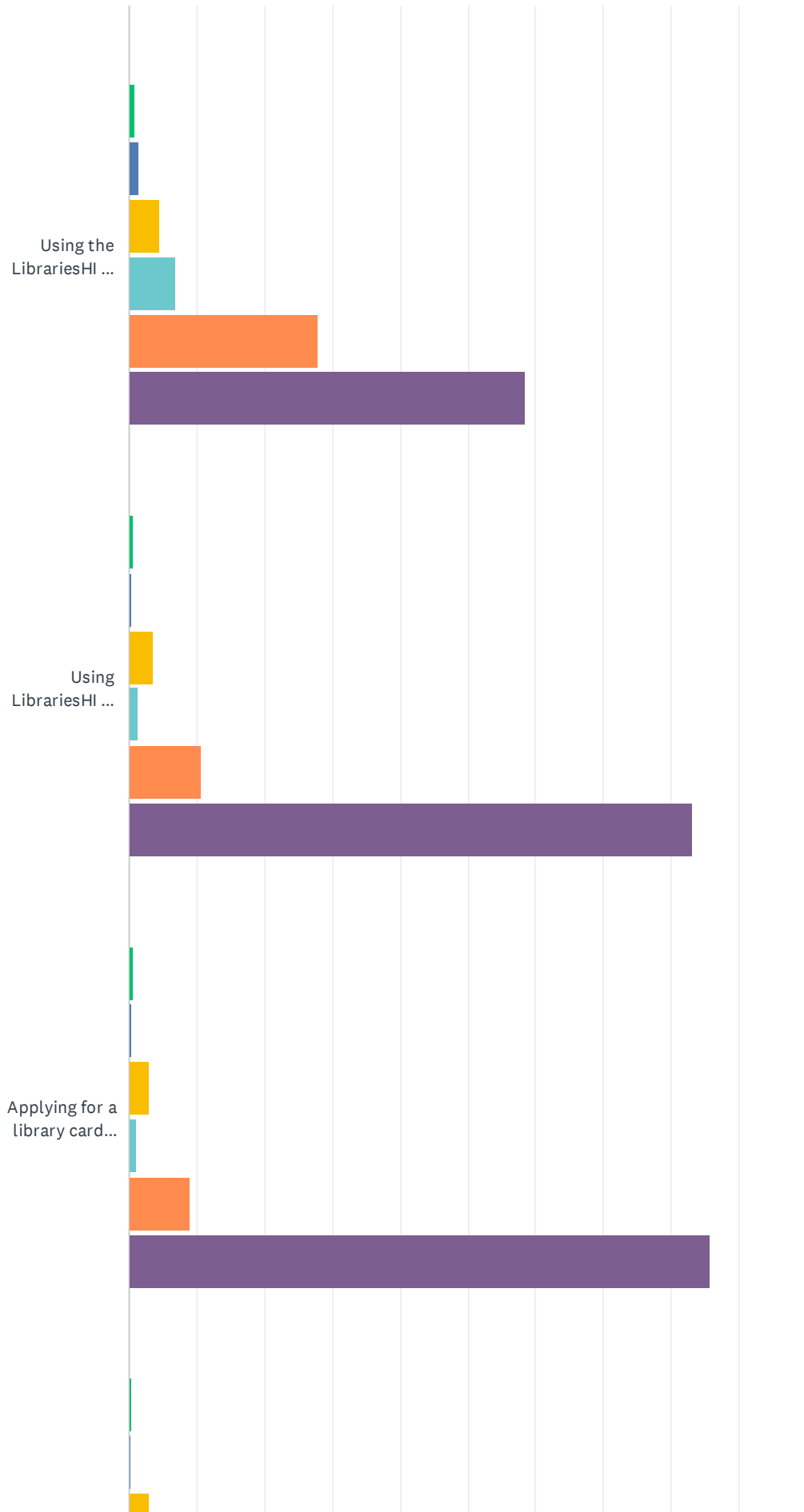


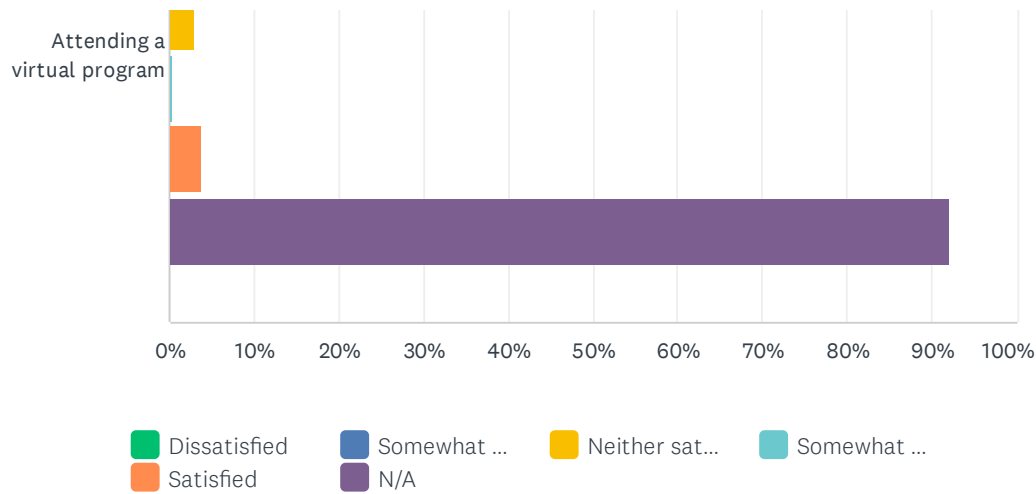
	YES	NO	TOTAL
Online Holds	72.35% 8,822	27.65% 3,372	12,194
Online Renewal of books	70.11% 8,432	29.89% 3,595	12,027
Online Computer Reservation	19.54% 2,068	80.46% 8,514	10,582
LibrariesHI Mobile App	31.49% 3,312	68.51% 7,206	10,518
Applied for a library card online	11.02% 1,145	88.98% 9,249	10,394
Attended a virtual library program	4.46% 457	95.54% 9,787	10,244

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







	DISSATISFIED	SOMEWHAT DISSATISFIED	NEITHER SATISFIED OR DISSATISFIED	SOMEWHAT SATISFIED	SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
Placing an online hold	0.86% 108	1.01% 126	3.13% 391	4.62% 577	64.85% 8,107	25.53% 3,192	12,501	4.77
Renewing materials borrowed online	0.81% 100	1.07% 133	2.97% 369	4.76% 590	61.01% 7,569	29.39% 3,646	12,407	4.76
Making a reservation to use a computer	0.45% 54	0.29% 35	2.82% 337	1.23% 147	11.35% 1,355	83.85% 10,010	11,938	4.41
Using the LibrariesHI App overall	0.85% 102	1.42% 170	4.50% 539	6.86% 822	27.98% 3,353	58.40% 6,999	11,985	4.43
Using LibrariesHI App to check out books yourself when in the library	0.69% 82	0.49% 58	3.61% 430	1.37% 163	10.76% 1,283	83.09% 9,903	11,919	4.24
Applying for a library card online	0.72% 86	0.50% 60	3.05% 364	1.07% 127	8.97% 1,069	85.69% 10,213	11,919	4.19
Attending a virtual program	0.45% 53	0.13% 15	2.90% 343	0.52% 62	3.85% 456	92.16% 10,919	11,848	3.92

#	COMMENTS	DATE
1	I have no any online service experience until now. I will definitely try it sooner or later. Mahalo.	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	1/1/2022 8:27 PM

3	It would be nice to know when a renewal is not possible why it is not possible.	1/1/2022 7:52 PM
4	I need to pay more attention. I love all the things you have to offer. I will check them out. How very cool!!!	1/1/2022 6:21 PM
5	I live close to the library I get the best service in person at the Wialua Library Happy New Year	1/1/2022 5:53 PM
6	Tried to renew library card online but was required to go to local branch in person	1/1/2022 5:09 PM
7	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.	1/1/2022 3:04 PM
8	The app could be easier to use, but its ok	1/1/2022 1:15 PM
9	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!	1/1/2022 12:56 PM
10	I look forward to resuming on premises service.	1/1/2022 12:50 PM
11	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.	1/1/2022 3:32 AM
12	Never tried using it because i go straight to the library lol	1/1/2022 2:29 AM
13	I love being able to run in and quickly pick up books on hold, especially during COVID.	1/1/2022 1:19 AM
14	I read online books for pleasure. It's very convenient and maintains social distancing during this pandemic.	1/1/2022 12:51 AM
15	I live far away from the library. I don't spend as much time there as I would like.	12/31/2021 9:19 PM
16	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..	12/31/2021 9:04 PM
17	I love my library and the librarians who work there	12/31/2021 9:00 PM
18	I was unaware of all of these online resources! They sound great!	12/31/2021 7:15 PM
19	Have remained in home during pandemic. The pandemic certainly accentuates the meager online resources offered.	12/31/2021 6:29 PM
20	Thanks for letting me know these services are available.	12/31/2021 6:16 PM
21	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.	12/31/2021 5:32 PM
22	Not using library services/etc. currently	12/31/2021 3:40 PM
23	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.	12/31/2021 3:36 PM
24	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.	12/31/2021 3:26 PM
25	None	12/31/2021 1:25 PM
26	I use LIBBY. Also, most things, such as applying for a library card, involve questions best answered for me in person by library staff.	12/31/2021 1:16 PM

27	Should allow more than one renewal online	12/31/2021 1:13 PM
28	The library app doesn't let me see my wish list.	12/31/2021 12:59 PM
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.	12/31/2021 12:47 PM
30	The online app doesnt keep me logged in, nor does it store my acc # or that of my kids. It is super frustrating and seingly unnecessary to have to look it up every time.	12/31/2021 12:37 PM
31	It's difficult to know when online renewal is available vs when it is not available.	12/31/2021 12:32 PM
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!	12/31/2021 12:29 PM
33	Did not know these were options	12/31/2021 3:43 AM
34	I haven't seen the library's website ever. I'd like to now after reading all that's offered.	12/31/2021 1:48 AM
35	sometimes i have difficulty finding a book that i am looking for. the search just does not seem correct.	12/30/2021 10:55 PM
36	Was unable to get a card using online application.	12/30/2021 10:55 PM
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.	12/30/2021 10:41 PM
38	I would like to learn more about this online process	12/30/2021 10:15 PM
39	Having free access to that dna genealogy website was nice and to be able to watch free movies.	12/30/2021 9:59 PM
40	I have my own computer.	12/30/2021 8:34 PM
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.	12/30/2021 7:05 PM
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	12/30/2021 6:25 PM
43	I use Libby for borrowing books, it works great.	12/30/2021 6:12 PM
44	hard to schedule book on holds p/up	12/30/2021 5:56 PM
45	I would like to know more about this.	12/30/2021 4:37 PM
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.	12/30/2021 4:14 PM
47	I appreciate our library and the people who work there	12/30/2021 3:39 PM
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.	12/30/2021 3:19 PM
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.	12/30/2021 3:04 PM
50	I have not taken advantage of services for which i responded with NA	12/30/2021 2:43 PM
51	It is nice to have these services available for when we come back to Hawaii	12/30/2021 2:39 PM
52	Good to know these are available for me to access via my mobile phone.	12/30/2021 2:21 PM
53	I just use the library to borrow books for my grandkids to read.	12/30/2021 1:48 PM
54	Someone stole my library card and may have use it. Aso, I having a hard time replacing it. Need some help!	12/30/2021 1:19 PM
55	Thanks for your service to the community	12/30/2021 1:05 PM

56	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?	12/30/2021 12:06 PM
57	It seems I have 3 library apps and not clear to me which does what, but I can usually figure it out	12/30/2021 11:51 AM
58	Wish I had known about a lot of these. Not even sure if the library's are open now e we it's Covid.	12/30/2021 8:26 AM
59	I find the mobile app unintuitive and difficult to use.	12/30/2021 6:36 AM
60	I enjoy going to the library and browsing through the large print books.	12/30/2021 3:47 AM
61	Not sure if this includes the audio books library. I enjoy this very much.	12/30/2021 3:28 AM
62	The App is garbage. Toss it and try again! It's sad to see a good idea turn into garbage. All the nerds in world and you get some amateur to do this, pathetic!	12/30/2021 2:19 AM
63	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.	12/30/2021 2:10 AM
64	I didn't know I could apply for a library card online. will help try it for my mom	12/30/2021 1:25 AM
65	I didn't realize I could renew my library card online	12/29/2021 10:43 PM
66	Never been able to find audio books compatible with kindle	12/29/2021 9:59 PM
67	Love the libraries here, but haven't had the time to go recently.	12/29/2021 8:25 PM
68	Librarian helped me reserve novels for my students to read as part of my curriculum. Very helpful and appreciated!!!	12/29/2021 8:14 PM
69	moved	12/29/2021 7:50 PM
70	The staff did if for me in the past when I was at the library.	12/29/2021 7:50 PM
71	I didn't know/use these.	12/29/2021 7:45 PM
72	I love the reading challenges!	12/29/2021 4:26 PM
73	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.	12/29/2021 3:42 PM
74	Love being able to read books online thru the app! And in most cases am able to get the books I want with not much delay.	12/29/2021 3:38 PM
75	I was unaware the library had so much to offer now that I know I might look into it if I need to	12/29/2021 3:27 PM
76	Searching for books in the app seem limited, compared to a desktop computer	12/29/2021 3:20 PM
77	I have really appreciated Libby during the pandemic.	12/29/2021 3:15 PM
78	Despite the challenges of the Covid Pandemic, thank you for keeping the Wailuku Library open	12/29/2021 3:11 PM
79	In person is better	12/29/2021 3:10 PM
80	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!	12/29/2021 3:08 PM
81	Thank you for letting me know about all these services provided by the Library. Now I know :)	12/29/2021 2:28 PM
82	The digital tools that I have used are easy to navigate.	12/29/2021 2:27 PM
83	I didn't know any of these services were available but I will investigate now that I know.	12/29/2021 2:08 PM
84	Difficult requesting books, especially when there are multiple copies. Have had better success calling and talking to a librarian.	12/29/2021 2:02 PM
85	I'd like to know how long the wait time is prior to placing a book on hold. A few time the	12/29/2021 1:30 PM

	website has frozen and I could not access anything at all. Overall I like the website and very grateful for what is offered online.	
86	i use the library when i am on vacation in Hawaii	12/29/2021 1:29 PM
87	I wish I know more about the online resources	12/29/2021 1:24 PM
88	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.	12/29/2021 1:14 PM
89	Wasn't aware of the LibrariesHI App so will try it, mahalo!	12/29/2021 1:00 PM
90	Dissatisfied with the online renewal process because many time the system says I cannot, but if the due date passes, some items automatically renew	12/29/2021 12:41 PM
91	if there's no information how do you know	12/29/2021 12:17 PM
92	Would like a more robust digitized selection	12/29/2021 11:43 AM
93	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.	12/29/2021 10:50 AM
94	I don't recall hearing about virtual programs and many of the previous question offerings. Where can I learn more about these services?	12/29/2021 10:36 AM
95	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.	12/29/2021 4:36 AM
96	could not select the service i needed.	12/29/2021 4:06 AM
97	Great that the library offers such wide range of services!	12/29/2021 3:46 AM
98	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.	12/29/2021 3:27 AM
99	Love our HI libraries. Personnel so nice and helpful. I use the computers frequently. Very helpful for me.	12/29/2021 3:27 AM
100	Mahalo for keeping the libraries working during Covid	12/29/2021 3:00 AM
101	You parking Nazi is rude	12/29/2021 2:55 AM
102	None	12/29/2021 2:26 AM
103	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.	12/29/2021 2:07 AM
104	Tell lke the vaccine mandates are BS! States have more rights than the Federal Gov. Stop the discrimination.	12/29/2021 12:49 AM
105	Good to know that these services are available on line. I would like to give it a try.	12/29/2021 12:23 AM
106	Sorry,	12/28/2021 11:45 PM
107	Sorry but I haven't used online services the library provides because I don't have internet service at home.	12/28/2021 11:12 PM
108	Thank you for service	12/28/2021 11:11 PM
109	The geneaology 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.	12/28/2021 11:05 PM
110	I do not use online apps normally. I like going into library.	12/28/2021 10:46 PM

111	I hope to reactivate my library card/access in the new year. Thanks.	12/28/2021 10:39 PM
112	Thus survey is totally unsatisfactory!!!	12/28/2021 10:25 PM
113	I have gone to the library and reserved a computer, also gone to programs in the library	12/28/2021 10:08 PM
114	I like person - to - person interaction and wish the library was open on weekends.	12/28/2021 10:08 PM
115	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.	12/28/2021 9:25 PM
116	We love the Library!!!	12/28/2021 9:16 PM
117	Taking this survey has educated me on the options available!	12/28/2021 9:07 PM
118	Libby is not that user friendly when trying to search for things.	12/28/2021 8:56 PM
119	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.	12/28/2021 8:50 PM
120	I didn't know such services were available.	12/28/2021 8:48 PM
121	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?	12/28/2021 8:43 PM
122	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.	12/28/2021 8:34 PM
123	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.	12/28/2021 8:12 PM
124	Faster pick up when we request for and misic cd book or a magazine	12/28/2021 7:55 PM
125	I use the library to borrow books. I think libraries are an important community resource.	12/28/2021 7:43 PM
126	After the McCully Moiliili Library closed and Covid restrictions began, I did not know what services were available.	12/28/2021 7:32 PM
127	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.	12/28/2021 6:19 PM
128	thank you for offering so much help during the pandaemic	12/28/2021 6:17 PM
129	N/A	12/28/2021 5:52 PM
130	App does not work all the time	12/28/2021 5:44 PM
131	Not familiar with LibraryHI App.....will try to familiarize myself with it.	12/28/2021 5:32 PM
132	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.	12/28/2021 5:13 PM
133	Learning more about the libraries	12/28/2021 5:13 PM
134	Prefer going to the library and I prefer hard copies instead of virtual. Prefer to talk to the people in the library too. Mahalo!	12/28/2021 4:44 PM
135	N/A	12/28/2021 4:00 PM
136	I especially like that renews multiple times is available instead of having to go in person to review after 2 times when there is no hold. Mahalo!	12/28/2021 3:58 PM
137	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.	12/28/2021 3:57 PM
138	My card expired. Covid happened ... if I could renew online I'd start borrowing again.	12/28/2021 3:33 PM
139	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.	12/28/2021 3:30 PM

140	I have not used any online services	12/28/2021 3:29 PM
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.	12/28/2021 3:24 PM
142	Please modernize your website.	12/28/2021 3:01 PM
143	This survey has made me aware of services offered	12/28/2021 3:00 PM
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.	12/28/2021 2:55 PM
145	This is a good direction for libraries to go.	12/28/2021 2:41 PM
146	I did not know I could check out books myself when in the library	12/28/2021 2:33 PM
147	At 79 yrs old I recognize that I have a lot to learn about our library system.	12/28/2021 2:24 PM
148	We don't live on Oahu anymore. Mahalo and aloha!	12/28/2021 2:23 PM
149	We're only here part time or would be more involved with library.	12/28/2021 2:12 PM
150	I read books through Libby	12/28/2021 2:02 PM
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.	12/28/2021 1:45 PM
152	The services I have used have been satisfactory thus far. Thank you.	12/28/2021 12:57 PM
153	Haven't been to the library since before Covid	12/28/2021 12:54 PM
154	The system doesn't recognize my library card. When I try to log on I am assigned a new library card.	12/28/2021 12:47 PM
155	I love using the online audiobooks. Check out and use are easy and fast	12/28/2021 12:41 PM
156	Poor internet connection has not let me attend a virtual program.	12/28/2021 12:27 PM
157	We are not on Kauai this winter ☹	12/28/2021 12:23 PM
158	Space PProgram!!!	12/28/2021 12:03 PM
159	How do you renew materials borrowed online?	12/28/2021 11:59 AM
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.	12/28/2021 11:58 AM
161	I am somewhat confused by the Library app vs. the Libby app required for ebooks	12/28/2021 11:47 AM
162	It wit takes way too long to get books that are on hold. I've been waiting from April for one of them.	12/28/2021 11:28 AM
163	Your rules around asking patrons for medical status to use the library are unfounded in science and an intrusion into my freedom.	12/28/2021 11:18 AM
164	I am satisfied with the help I received trying to obtain a certain book.	12/28/2021 11:13 AM
165	Would like to use the many services more so Will get the app. Especially in the Hawaiian materials.	12/28/2021 10:51 AM
166	In the past, I have gone into the library in person when I need library services.	12/28/2021 10:06 AM
167	I am very satisfied with the on-line hold and renewal system. I rely on the email reminders.	12/28/2021 9:39 AM
168	Short term visitor and member	12/28/2021 9:00 AM
169	I would be interested in more information regarding virtual programs,	12/28/2021 8:34 AM

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.	12/28/2021 8:18 AM
171	I don't currently live in Hawaii	12/28/2021 8:18 AM
172	I use the Libby app to access the Hawaii Public Library online system.	12/28/2021 6:34 AM
173	I am interested to find out how to use more online features.	12/28/2021 6:24 AM
174	Now I know that can use the library online I'll start using it.	12/28/2021 5:08 AM
175	Didn't know about all these services but also busy with work. When I retire I will use.	12/28/2021 4:57 AM
176	I am fairly computer illiterate and prefer to avoid using them as much as possible.	12/28/2021 4:56 AM
177	I don't know that much program.	12/28/2021 4:48 AM
178	Renewal online is so very helpful. I use this and the online requests all the time.	12/28/2021 4:12 AM
179	This survey is the perfect example of why online data mining and polling 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!!!!	12/28/2021 3:36 AM
180	Need to be able to apply for a card fully online	12/28/2021 3:29 AM
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).	12/28/2021 3:20 AM
182	No comments	12/28/2021 2:55 AM
183	I never knew about online features at Hawaii Library?	12/28/2021 2:54 AM
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.	12/28/2021 2:39 AM
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.	12/28/2021 2:10 AM
186	I didn't know Hawaii or Kauai has made such an improvement in the educational research department, awesome job Hawaii nei!	12/28/2021 2:05 AM
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	12/28/2021 1:44 AM
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.	12/28/2021 1:33 AM
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?	12/28/2021 1:32 AM
190	Didn't know of any above existed	12/28/2021 1:21 AM
191	I haven't been to a library in over a year due to Covid	12/28/2021 1:04 AM
192	I like the atmosphere of the public library. Simple and old school. Looking forward to spending more time there after retirement.	12/28/2021 12:56 AM
193	Will not attend virtual program due to covid-19	12/28/2021 12:55 AM
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	12/28/2021 12:43 AM
195	The traditional library is a community environment it would be foolish 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	12/28/2021 12:41 AM

	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.	12/28/2021 12:19 AM
197	I appreciate the online renewal feature due to its immediacy and simplicity. MAHALO!	12/28/2021 12:18 AM
198	Sorry, my input is not great for a grant. Please accept my apology.	12/28/2021 12:12 AM
199	Don't do much online. With restrictions have used library once in last 2 years, prior to that i was in 1to2 times a week.	12/28/2021 12:10 AM
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!	12/28/2021 12:10 AM
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	12/28/2021 12:09 AM
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.	12/27/2021 11:58 PM
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.	12/27/2021 11:55 PM
204	During the Covid lock down I really enjoyed getting Audio books to listen to. Now that feature does not seem available.	12/27/2021 11:50 PM
205	Have not accessed library services online but am interested in doing so.	12/27/2021 11:50 PM
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.	12/27/2021 11:23 PM
207	I'll look into what services are offered. The staff does encourage me.	12/27/2021 11:17 PM
208	I use the Libby App	12/27/2021 11:10 PM
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.	12/27/2021 11:05 PM
210	I would like to be able to borrow books from mainland libraries (inter-library loan) for a reasonable fee.	12/27/2021 10:39 PM
211	I really prefer to utilize the library.	12/27/2021 10:36 PM
212	I didn't even know the library was open again. It has been closed for so long due to covid.	12/27/2021 10:28 PM
213	Did not realize these services were offered	12/27/2021 10:25 PM
214	The app is great for renewing items, but its search engine could use some work.	12/27/2021 10:15 PM
215	Please remove the vaccine card requirements and I will attend the library more often.	12/27/2021 9:58 PM
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.	12/27/2021 9:57 PM
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.	12/27/2021 9:51 PM
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	12/27/2021 9:45 PM
219	I hadn't heard about the virtual programs. Sometimes the system won't accept an online hold,	12/27/2021 9:42 PM

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 live 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 haven't 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.	12/27/2021 6:57 PM
247	I need to apply for a new library card. I didn't know I could do so on-line.	12/27/2021 6:47 PM
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.	12/27/2021 6:47 PM
249	Love the online books on tape through Libby	12/27/2021 6:39 PM
250	I need to learn how to use the online services. I would probably use them a lot.	12/27/2021 6:32 PM
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.	12/27/2021 6:32 PM
252	i hope to use the system more when I retire, soon.	12/27/2021 6:32 PM
253	Too often unable to connect to the system when trying to get more info on book or author.	12/27/2021 6:29 PM
254	We appreciate your fine services! Have a very Happy New Year!	12/27/2021 6:10 PM
255	out of area	12/27/2021 6:07 PM
256	Thanks for the info!	12/27/2021 6:04 PM
257	All employees are very welcoming and pleasant to work with.	12/27/2021 6:01 PM
258	Where can I find out what online help is there?	12/27/2021 5:58 PM
259	I prefer to browse library in person.	12/27/2021 5:58 PM
260	Mostly was not aware of the offerings	12/27/2021 5:57 PM
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.	12/27/2021 5:55 PM
262	Please open to the entire public so we can all use the library that our taxes all pay for	12/27/2021 5:52 PM
263	I especially appreciate free access to audio books through Libby! I routinely listen to several books a week.	12/27/2021 5:50 PM
264	When will the state libraries be open again with regular hours?	12/27/2021 5:50 PM
265	Thank you	12/27/2021 5:49 PM
266	I have moved to Vermont. When I lived in Hilo I was an enthusiastic user of the library, stopping 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."	12/27/2021 5:47 PM
267	It is lots better then it was before covid	12/27/2021 5:45 PM
268	Mostly use for downloading audio books, a service I appreciate. Adding to catalog would be nice...	12/27/2021 5:39 PM
269	To hold and borrow books online is easy and saves time.	12/27/2021 5:38 PM
270	I don't live in Hawaii.	12/27/2021 5:31 PM
271	I'd love to use Mango if I knew how to access it.	12/27/2021 5:31 PM
272	I use Libby almost every day for reading enjoyment	12/27/2021 5:31 PM
273	I was in Princevil , 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 budget could be bigger. Many old and well worn books available when I was there. Have a good 2021. Anne Carter , Eugene, OR.	12/27/2021 5:30 PM
274	The staff is very helpful at the Honokaa branch.	12/27/2021 5:28 PM
275	Thank you for all you do. It was so helpful to have library books for my son when school was closed	12/27/2021 5:22 PM

276	Actually, my husband used the online hold and renewal for me, but as far as I know the system worked very well.	12/27/2021 5:21 PM
277	I did not know about most of these offerings.	12/27/2021 5:17 PM
278	thank you for allowing us to borrow books during this pandemic	12/27/2021 5:15 PM
279	Havnt used it but happy it's there	12/27/2021 5:14 PM
280	I use the Libby app. Is that the same as the LibrariesHI app?	12/27/2021 5:10 PM
281	I appreciate the online search, hold, request capabilities, and also the ability to check out books even if I forget my card.	12/27/2021 5:10 PM
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	12/27/2021 5:10 PM
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.	12/27/2021 5:09 PM
284	The Gov's mandate to ban the unvaxxed from state institutions and private institutions is illegal and hurts all of us.	12/27/2021 5:07 PM
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.	12/27/2021 4:58 PM
286	Would like to be able to renew library card online.	12/27/2021 4:56 PM
287	I GAVE UP ATTEMPTING TO USE YOUR LIBRARY SERVICES SOME TIME AGO.	12/27/2021 4:54 PM
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.	12/27/2021 4:54 PM
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	12/27/2021 4:52 PM
290	Have not tried to do anything online with the library	12/27/2021 4:52 PM
291	Great resource	12/27/2021 4:52 PM
292	I would like to know more about accessing reading periodicals on line. ALSO I believe everyone at the Nanakuli Library is doing their best to meet our needs during the pandemic.	12/27/2021 4:50 PM
293	I need to check these resources out! Some of them I could use.	12/27/2021 4:42 PM
294	This survey reminds me to use the virtual services more	12/27/2021 4:41 PM
295	I love online books!	12/27/2021 4:40 PM
296	Haven't used my library card in a few years since I have Kindle Unlimited.	12/27/2021 4:38 PM
297	Thank you for your wonderful support to my grandchildren	12/27/2021 4:38 PM
298	I am currently homeless. The library is an invaluable venue for electricity and somewhere to research next steps during the daytime.	12/27/2021 4:30 PM
299	The app hasn't worked correctly for me in quite a while.	12/27/2021 4:29 PM
300	Did not know there is an app to check out books myself. I wish someone would explain that App.	12/27/2021 4:29 PM
301	I would like to learn more! I am a senior citizen and tech is difficult for me!	12/27/2021 4:29 PM
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.	12/27/2021 4:28 PM
303	One book title appears several times when searching and only one of them can lead to the	12/27/2021 4:27 PM

	detail page.	
304	IOS BARD LBD is my primary library	12/27/2021 4:27 PM
305	The whole thing isn't user friendly and You shouldn't be medically discriminating tax payers	12/27/2021 4:24 PM
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.	12/27/2021 4:22 PM
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.	12/27/2021 4:17 PM
308	hold times are quite long	12/27/2021 4:16 PM
309	Please discontinue requiring vaccine mandate so I can return to visiting the Library again to utilize the wonderful services offered.	12/27/2021 4:15 PM
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.	12/27/2021 4:14 PM
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.	12/27/2021 4:07 PM
312	I use Hawaii State Public Library Overdrive. I read library books on my Kindle Reader almost exclusively.	12/27/2021 4:07 PM
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.	12/27/2021 4:07 PM
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	12/27/2021 4:06 PM
315	I will take advantage of these opportunities more often now.	12/27/2021 4:01 PM
316	You need to lift your mandates.	12/27/2021 4:00 PM
317	the virtual program was wonderful	12/27/2021 3:57 PM
318	Sometimes I am unable to log into my library account using either the online system or the app. Other times it works well.	12/27/2021 3:57 PM
319	I had to call to renew my card.	12/27/2021 3:55 PM
320	We have used some similar functions at our local Bellingham and Whatcom County (WA) libraries. They are online holds, renewals and catalog searches.	12/27/2021 3:55 PM
321	Wait times on hold for any new (within the past 3 years) release ebooks are incredibly long.	12/27/2021 3:50 PM
322	Did not know all of these wonderful services existed. Will definitely take advantage of them now that I know.	12/27/2021 3:49 PM
323	I do not know how to use these programs.	12/27/2021 3:46 PM
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	12/27/2021 3:43 PM
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.	12/27/2021 3:41 PM
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	12/27/2021 3:39 PM
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.	12/27/2021 3:38 PM
328	I appreciate borrowing books online and am very grateful to be able to do so. Thank you!	12/27/2021 3:37 PM

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	Didnt 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

361	Can there be an option to renew books more than once if the are not requested by another patron?	12/27/2021 3:11 PM
362	Very satisfied with libraries- especially with printing and scanning from library computers.	12/27/2021 3:11 PM
363	I need to learn more about how things work.	12/27/2021 3:10 PM
364	I want to come into the library and not be coerced into a medical procedure to do so!!	12/27/2021 3:10 PM
365	I'm old school I prefer to go to the library whenever I'm looking for a book to read.	12/27/2021 2:56 PM
366	Since 2020 I have only listened to audiobooks and read library books using the Libby App.	12/27/2021 2:10 PM
367	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.	12/27/2021 1:35 PM
368	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.	12/27/2021 12:38 PM
369	Great reminder to use all these tools available thank you	12/27/2021 12:27 PM
370	The only online library program I'm aware of is Mango Language	12/27/2021 12:16 PM
371	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	12/27/2021 11:57 AM
372	The library hours chart on the app is not easy to use because you can only see part of the chart at a time.	12/27/2021 11:52 AM
373	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.	12/27/2021 11:43 AM
374	I'm happy this survey informed me of the many online services the library offers. I will begin to utilize them! Thank you.	12/27/2021 5:47 AM
375	I am very satisfied with reserving books online, then driving to my nearby library to pick them up when ready.	12/27/2021 4:16 AM
376	Would use online renewal or applying for a card if needed.	12/27/2021 3:46 AM
377	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	12/27/2021 3:14 AM
378	It isn't right for the library to discriminate service to those who are in vaccinated.	12/27/2021 2:21 AM
379	I didn't know about any of these things.	12/27/2021 1:17 AM
380	I'm not very good going online. Still learning. Always did in person until this pandemic.	12/27/2021 1:15 AM
381	Use it to borrow kindle books but will probably use it now that I know you have newspapers on line.	12/27/2021 1:06 AM
382	Will unvaccinated people be allowed back into the library without subjecting to a hundred dollar covid test	12/27/2021 12:39 AM
383	Having a home computer and access to the internet makes the library extinct for our family!	12/26/2021 11:51 PM
384	Waimea Kauai Library offered much help to assist Adults with ID/DD to access the online app during the COVID pandemic	12/26/2021 11:42 PM
385	Just doing this survey is teaching me what is available so I will need to research how to use these services.	12/26/2021 11:02 PM
386	Sometimes it takes a long time for a book to become available and often I am unable to renew the book.	12/26/2021 10:31 PM
387	Most of my online efforts revolve around downloading kindle books, overdrive and reading numerous magazines and periodicals.	12/26/2021 9:59 PM
388	I am a new resident and just learning about the library system	12/26/2021 9:34 PM
389	I've found it hard to understand what books I can renew and which books I can't.	12/26/2021 8:51 PM

390	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 Univeristy of Hawaii collections?	12/26/2021 8:44 PM
391	Sorry, I haven't used any of these.	12/26/2021 7:29 PM
392	I love the reservation, renewing and pick up appointments online.	12/26/2021 6:41 PM
393	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!	12/26/2021 6:29 PM
394	I'll check out some of these services in the near future.	12/26/2021 5:55 PM
395	I am 77 yeas 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.	12/26/2021 5:40 PM
396	I feel bad not using services more	12/26/2021 5:16 PM
397	I haven't use services I marked N/A.	12/26/2021 5:10 PM
398	I use the libraries ebook system and have enjoyed using it	12/26/2021 4:37 PM
399	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"	12/26/2021 4:29 PM
400	I had wanted to replace an expired library card and wasn't able to do it online-- needed to go into the branch.	12/26/2021 4:08 PM
401	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.	12/26/2021 4:00 PM
402	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.	12/26/2021 3:31 PM
403	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.	12/26/2021 3:17 PM
404	Will use more often now that I am aware of these services.	12/26/2021 2:47 PM
405	I love being able to place holds and renew online.	12/26/2021 2:25 PM
406	If your computer time is limited, whats the sense of viewing a long term course or presentation when just checking your email can take 15 to 20 minutes?	12/26/2021 2:17 PM
407	During this Covid period, the libraries have been a godsend. Mahalo to your wonderful staff for brightening our days.	12/26/2021 2:05 PM
408	I borrowed and renewed a book online early in the pandemic and could only renew the book for like a week. Not very helpful.	12/26/2021 2:04 PM
409	I appreciate being able to do these things online.	12/26/2021 1:17 PM
410	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!	12/26/2021 1:10 PM
411	I would like to renew my library card online, but don't see where to do so on the app	12/26/2021 12:40 PM
412	everyone at Makawao Library is great!	12/26/2021 12:31 PM
413	Would like to be able to renew online 2 times instead of one.	12/26/2021 12:23 PM
414	reading e books with amazon and overdrive	12/26/2021 12:21 PM
415	I use the Libby app to borrow books through Hawaii's Library. I am still new to using it but very happy with it.	12/26/2021 12:00 PM
416	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	12/26/2021 10:03 AM

	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!	
417	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.	12/26/2021 6:53 AM
418	I use the Libby app	12/26/2021 5:28 AM
419	I really miss in person events.	12/26/2021 5:00 AM
420	I talked with the Mililani 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.	12/26/2021 4:38 AM
421	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.	12/26/2021 4:02 AM
422	Never knew such offers were available	12/26/2021 3:11 AM
423	I would be interested in attending/participate in "in person" digital learning classes.	12/26/2021 1:44 AM
424	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.	12/26/2021 1:19 AM
425	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.	12/26/2021 1:03 AM
426	App needs updating. Very limited and not user friendly.	12/26/2021 1:01 AM
427	I listen to audio books and would like more variety	12/26/2021 12:32 AM
428	Libby is a tremendous asset to the library system.	12/25/2021 10:25 PM
429	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	12/25/2021 10:09 PM
430	can you show the wait time or how many in queue before i place a hold	12/25/2021 10:01 PM
431	It is nonsensical as well as discriminatory to ban community members from using our public library solely based on our vaccination status.	12/25/2021 10:00 PM
432	What I use works just fine & I appreciate these features	12/25/2021 9:11 PM
433	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?	12/25/2021 9:00 PM
434	Wish I was aware of all previous offerings. Will attempt to renew my card!	12/25/2021 8:59 PM
435	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.	12/25/2021 8:32 PM
436	Not allowed in the library	12/25/2021 7:50 PM
437	Popular ebooks through Libby take way too long. Sometimes the wait for a popular title is many weeks or months.	12/25/2021 7:33 PM
438	i have only used the library to borrow books	12/25/2021 7:24 PM
439	I really appreciate being able to place holds and renew materials online. I use those features often.	12/25/2021 6:48 PM
440	I had no idea any of this stuff existed.	12/25/2021 6:40 PM
441	I use Libby for audiobooks	12/25/2021 6:14 PM
442	Borrowing, renewing and using the library are made so easy for us seniors - mahalo nui!	12/25/2021 6:13 PM
443	I am a senior citizen, with minimal computer skills and would like to learn more about computer	12/25/2021 6:05 PM

	technology if the help, or class is available. I do have internet at home. I live in lower Puna.	
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 have 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 w/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 libraryes 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

472	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".	12/25/2021 6:17 AM
473	I am not computer savvy.	12/25/2021 4:46 AM
474	I used to enjoy using the library but am not able to comply with any of the Covid mandates required. Sorry.	12/25/2021 4:36 AM
475	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.	12/25/2021 3:05 AM
476	I did not know about the LibrariesHI app. I've been using Libby, or Overdrive.	12/25/2021 2:28 AM
477	I live overseas and use the online library to borrow e books and audio books. It's the best app on my devices.	12/25/2021 2:23 AM
478	I prefer in-person use of the library.	12/25/2021 2:21 AM
479	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.	12/25/2021 2:18 AM
480	Sometimes when I try to renew, it will let me know that the renewal is not allowed....why?	12/25/2021 2:13 AM
481	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 processes though.	12/25/2021 2:07 AM
482	There should be a feature to pay off books that are past due	12/25/2021 2:02 AM
483	I need somehow to update me on what the library has digitally.	12/25/2021 2:00 AM
484	I love that I can hold and renew my books online	12/25/2021 1:51 AM
485	I also wasn't aware 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!	12/25/2021 1:50 AM
486	Not aware of such offerings	12/25/2021 1:47 AM
487	Since I live overseas I would like to be able to renew my library card online (using a credit card).	12/25/2021 12:52 AM
488	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.	12/25/2021 12:31 AM
489	Renewal is often not possible w/o waiting in the queue again	12/25/2021 12:06 AM
490	Will plan to use the available services in the future.	12/24/2021 11:56 PM
491	Thank you for the wonderful resources, services and, most of all, the great people who work in our public libraries. Mahalo!	12/24/2021 11:34 PM
492	I also check out the Hawai'i Public Library system's books on Kindle Very satisfied with that.	12/24/2021 11:00 PM
493	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	12/24/2021 10:58 PM
494	I love the easy access for requesting books and renewing them online.	12/24/2021 10:35 PM
495	Have been off-Island for prolonged time due to COVID. THUS have not used any Library services and cannot fairly assess or rate them.	12/24/2021 10:25 PM
496	The librarian are so mean	12/24/2021 10:19 PM
497	I will use these resources now that I am aware of them.	12/24/2021 10:18 PM
498	I like talking to the librarian. I will use online tools if the library is busy.	12/24/2021 10:08 PM
499	Need more advertisment about services and programs	12/24/2021 10:08 PM

500	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.)	12/24/2021 10:02 PM
501	i want to learn how to reserve & borrow DVDS	12/24/2021 9:52 PM
502	I mostly use the Libby App	12/24/2021 9:47 PM
503	I haven't used many of the online resources	12/24/2021 9:41 PM
504	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.	12/24/2021 9:35 PM
505	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.	12/24/2021 9:32 PM
506	Lot of services I was not aware of.	12/24/2021 8:26 PM
507	You may want to fix "indicated" in the above paragraph 9.	12/24/2021 7:49 PM
508	I didn't realize that the HSPLS had so many resources. I will definitely use them in the future.	12/24/2021 7:38 PM
509	I would gladly use more the available services.	12/24/2021 7:26 PM
510	I didn't know I could check out books myself when in the library. That said, I'll probably still just use the checkout line. Easier & more social.	12/24/2021 7:24 PM
511	i renewed library card online	12/24/2021 7:23 PM
512	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.	12/24/2021 7:20 PM
513	I am a big fan of the audio books.	12/24/2021 7:16 PM
514	use overdrive for almost my reading...love it	12/24/2021 7:15 PM
515	When is the Library opening again to all who live in Hawaii with discrimination???	12/24/2021 7:08 PM
516	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.	12/24/2021 7:02 PM
517	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.	12/24/2021 6:57 PM
518	I'm 89 ... out of it !	12/24/2021 6:54 PM
519	I love the library. Its a wonderful source of knowledge and entertainment for our community	12/24/2021 6:52 PM
520	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	12/24/2021 6:48 PM

521	I did not know about the library's virtual programs or being able to apply for a card online.	12/24/2021 6:39 PM
522	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.	12/24/2021 6:38 PM
523	The books I have put on hold have not showed up, not sure if they are using my correct address	12/24/2021 6:31 PM
524	REGARDING FRIEND OF THE LIBRARY - I DONATED A LOT BUT I HAVEN'T RECEIVED RECEIPTS.	12/24/2021 6:27 PM
525	I look forward to using your online resources in the future!	12/24/2021 6:22 PM
526	Thank you for your service.	12/24/2021 6:16 PM
527	I did not know about these	12/24/2021 6:14 PM
528	Love and respect Public Libraries..still in infancy re tech/virtual anything..yet continue to investigate/learn.	12/24/2021 5:41 PM
529	I need to renew my library card before i can access site online	12/24/2021 5:35 PM
530	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!	12/24/2021 5:31 PM
531	I love being able to borrow books from the library ,make it so easy for me	12/24/2021 5:30 PM
532	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.	12/24/2021 5:29 PM
533	Did. Not know about them	12/24/2021 5:02 PM
534	Can I renew my library card online?	12/24/2021 4:56 PM
535	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.	12/24/2021 4:46 PM
536	please open the Hawaii State Library on King St	12/24/2021 4:44 PM
537	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	12/24/2021 4:39 PM
538	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	12/24/2021 4:19 PM
539	I like learning and doing in person	12/24/2021 4:18 PM
540	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.	12/24/2021 4:12 PM
541	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.	12/24/2021 4:09 PM
542	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.	12/24/2021 4:03 PM
543	How do I find out what virtual programs are available?	12/24/2021 3:59 PM
544	Would love to have the ability to renew more than twice!	12/24/2021 3:54 PM
545	Libraries has been closed or under limited access and I have not made any attempts to use the library for over a year.	12/24/2021 3:31 PM
546	I really appreciate being able to borrow books online and want to thank all of you for a wonderful service. Mahalo!	12/24/2021 3:27 PM
547	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.	12/24/2021 3:20 PM

548	I had no idea these services were available	12/24/2021 3:13 PM
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).	12/24/2021 3:10 PM
550	Please open library for half day Saturday	12/24/2021 3:08 PM
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.	12/24/2021 3:07 PM
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.	12/24/2021 3:04 PM
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,	12/24/2021 3:02 PM
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.	12/24/2021 2:58 PM
555	I'm using the Libby App to access the Hawaii library system	12/24/2021 2:41 PM
556	To date, have not used the LibrariesHI App	12/24/2021 2:37 PM
557	I probably need to look into this service.	12/24/2021 2:37 PM
558	I love Libby	12/24/2021 2:28 PM
559	I did not know these services were available online.	12/24/2021 2:26 PM
560	I didn't realize the library has all these online opportunities! Thank you ☺	12/24/2021 2:10 PM
561	I mostly use my library card to access Libby app.	12/24/2021 2:07 PM
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.	12/24/2021 2:05 PM
563	You need to have more library staff .	12/24/2021 2:03 PM
564	I didn't know the app had all this functionality. Is this functionality recent? 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.	12/24/2021 2:02 PM
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?	12/24/2021 2:01 PM
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).	12/24/2021 1:59 PM
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.	12/24/2021 1:57 PM
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.	12/24/2021 1:52 PM
569	Not sure what LibraiesHIApp is	12/24/2021 1:45 PM
570	Mahalo!	12/24/2021 1:45 PM
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.	12/24/2021 1:44 PM
572	I'm not sure what the LibrariesHI App is. However, I have been using the Libby app on my phone and ipad.	12/24/2021 1:39 PM
573	I appreciate your Audio Books very much since I am a homebound person and my daughter	12/24/2021 1:33 PM

	gets them for me. Thank you!!	
574	I love the mobile app and recommend it all the time! It makes finding, holding, and renewing books so easy!	12/24/2021 1:27 PM
575	Libraries should be available to all who are not sick.	12/24/2021 1:16 PM
576	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 nerd and use these services. Advertise your services, that's the key.	12/24/2021 1:09 PM
577	Would like to learn more of what the library offers	12/24/2021 1:04 PM
578	Publish ALL THE SERVICES YOU PROVIDE VIA NEWSPAPERS, RADIO ANNOUNCEMENTS AND TV BROADCASTS TO INFORM THE PUBLIC!	12/24/2021 1:00 PM
579	I go to the library in person	12/24/2021 12:55 PM
580	WE are part-time residentsand have checked-out DVDs and books.	12/24/2021 12:55 PM
581	I'm sorry to say I didn't know ANY of these services were provided! Would love to use in the future though.	12/24/2021 12:41 PM
582	I love my Aiea library. The staff is so kind and helpful.	12/24/2021 12:10 PM
583	I love the library and have a need to understand technology that is offered.	12/24/2021 12:08 PM
584	A family member needed to renew the library card but needed to come in person per directions online and when calling on the phone.	12/24/2021 12:08 PM
585	Not good on the computer.	12/24/2021 11:56 AM
586	I'm very satisfied with our libraries & the people who assist me. Always pleasant and willing to help.	12/24/2021 11:50 AM
587	i just went for free wifi	12/24/2021 11:50 AM
588	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.	12/24/2021 11:46 AM
589	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.	12/24/2021 11:42 AM
590	Helpful if library would tout services.	12/24/2021 11:41 AM
591	No longer live in Hi.	12/24/2021 11:35 AM
592	I don't really need any of these services	12/24/2021 11:34 AM
593	I did not realize all of these options were available!	12/24/2021 11:28 AM
594	I would have used if I had been aware especially during Covid!	12/24/2021 11:27 AM
595	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.	12/24/2021 11:26 AM
596	Didn't know about these. Am interested in virtual programs	12/24/2021 11:26 AM
597	Not aware of virtual programs.	12/24/2021 11:23 AM
598	I didn't know there were services provided online by the library.	12/24/2021 11:16 AM
599	Will make appropriate comments in person next time I visit library!	12/24/2021 11:09 AM
600	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.	12/24/2021 11:08 AM
601	now knowing these are available i may use them	12/24/2021 11:02 AM
602	I am very saddened by being. DISCRIMINATED AGAINST this is wrong. Science says the vaccinated are spreading the virus via viral drift.	12/24/2021 10:57 AM

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

	and not having to go to a library.	
630	Would be interested in knowing what services or features are available online and prices if applicable.	12/24/2021 5:13 AM
631	placing an online hold and renewing is great!	12/24/2021 5:07 AM
632	I would like to join online card and lifelong education- Mahalo for this survey GiPaHoldorff	12/24/2021 4:45 AM
633	Never attended online service. I prefer in person experiences with my local library ♥	12/24/2021 4:43 AM
634	I don't know enough about these to comment	12/24/2021 4:41 AM
635	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 (theorems)	12/24/2021 4:07 AM
636	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.	12/24/2021 4:02 AM
637	Hawaii's segregation policy towards the un vaccinated is getting old.	12/24/2021 4:02 AM
638	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.	12/24/2021 4:00 AM
639	I wish the app was more user friendly. It's not the easiest to navigate.	12/24/2021 3:48 AM
640	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.	12/24/2021 3:48 AM
641	i wish that I could renew dvd's online more than once.	12/24/2021 3:46 AM
642	Not familiar with checking out books on the app	12/24/2021 3:42 AM
643	Kaneohe Library provides exceptional service, in all areas. Kudos to them, esp. during this COVID period.	12/24/2021 3:40 AM
644	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.	12/24/2021 3:28 AM
645	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.	12/24/2021 3:28 AM
646	LibrariesHI app is easy to use & follow	12/24/2021 3:27 AM
647	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.	12/24/2021 3:22 AM
648	I am out of the loop as a 14 year retiree. Looking forward to getting more info on its use. Thanks!	12/24/2021 3:20 AM
649	Good to know, thanks!	12/24/2021 2:54 AM
650	I get confused because Overdrive and Libby don't conc. Also, I get confused when trying to create a future reading list.	12/24/2021 2:54 AM
651	Please use Japanese signboards in the library to help navigating.	12/24/2021 2:53 AM
652	I boycott the library because it has become a homeless shelter	12/24/2021 2:52 AM
653	I use the app for my entire family to search, request holds and renew books constantly. And I mean constantly!	12/24/2021 2:50 AM
654	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?	12/24/2021 2:32 AM
655	I like the kids summer reading program but don't like that it's on a complete different app	12/24/2021 2:30 AM

(Beanstack?). Also, I wish I could renew books more than once online because it's hard for me to go to the library with a baby & toddler (covid risks).

656	I'd love to learn about being able to check out books from an app. I didn't know that was available.	12/24/2021 2:23 AM
657	I would like to Pearl how to use lyver ressources online tha i am not Award that is available.	12/24/2021 2:22 AM
658	tried to get lost card replaced and they said we would have to go in	12/24/2021 2:18 AM
659	I live out of country so use my local service	12/24/2021 2:17 AM
660	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.	12/24/2021 2:17 AM
661	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.	12/24/2021 2:14 AM
662	we haven't used the library since safe access oahu has been in place as unvaccinated individuals are not permitted	12/24/2021 2:12 AM
663	I am a senior citizen and usually read books for pleasure.	12/24/2021 2:10 AM
664	See previous answers	12/24/2021 2:02 AM
665	I'm old school	12/24/2021 2:01 AM
666	Just open up the lib. In person please	12/24/2021 1:57 AM
667	The app is still hard to use. And not that intuitive	12/24/2021 1:55 AM
668	You need to have renewing of Library card online.	12/24/2021 1:52 AM
669	I am very pleased with my library services. It is one of my great pleasures	12/24/2021 1:52 AM
670	I have used a lot of online audiobooks and digital books. Great service! Thank you!	12/24/2021 1:48 AM
671	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.	12/24/2021 1:41 AM
672	I didn't know the app existed til just now so I'll check it out!	12/24/2021 1:35 AM
673	Didn't know my library offered so much	12/24/2021 1:33 AM
674	I love the online stuff	12/24/2021 1:31 AM
675	As previously commented it was a long time ago since I've utilized the local library services.	12/24/2021 1:31 AM
676	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 ☺	12/24/2021 1:30 AM
677	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.	12/24/2021 1:27 AM
678	Searching foreign language material query's not ideal. Improvement is needed.	12/24/2021 1:27 AM
679	Haven't visited library in a few years!	12/24/2021 1:24 AM
680	Happy holidays	12/24/2021 1:20 AM
681	I gave up over 8 months ago. Said books were at another library and in transit but nothing came of it.	12/24/2021 1:18 AM
682	Not familiar with or aware of online services	12/24/2021 1:18 AM
683	Love, love, LOVE online services!!!. Especially during covid times.	12/24/2021 1:14 AM
684	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.	12/24/2021 1:10 AM
685	HOw can I get information about virtual program? I like to learn. thanks	12/24/2021 1:04 AM

686	I just recently signed on to the app and haven't really had the opportunity to explore.	12/24/2021 1:03 AM
687	I will using your online services now that I became aware of what is available to me.	12/24/2021 1:02 AM
688	I can't wait to check out e-magazines and e-newspapers online as well as the online learning courses, particularly programming courses.	12/24/2021 12:56 AM
689	I use the internet books. I love them!	12/24/2021 12:55 AM
690	too many key strokes involved to use library via on line tools useless password requirements	12/24/2021 12:51 AM
691	i appreciate renewing books on-line and searching for and placing holds for books. plus, i get them delivered to the library i use.	12/24/2021 12:51 AM
692	The LibrariesHI App was not friendly to use as I wasn't able to log in.	12/24/2021 12:50 AM
693	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.	12/24/2021 12:45 AM
694	None at this time.	12/24/2021 12:45 AM
695	I didn't know about a lot of these programs in the survey	12/24/2021 12:38 AM
696	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?	12/24/2021 12:36 AM
697	I love our libraries.	12/24/2021 12:34 AM
698	Sometimes difficult to FIND the databases site	12/24/2021 12:34 AM
699	Didn't realize how much online services there were.	12/24/2021 12:32 AM
700	I use Libby app and managed my borrowed books on the Hawaii library website.	12/24/2021 12:32 AM
701	COVID-19, and a problematic L/T today, a new beginning Live in Wailupie Circle, Aina Haina Lib., now a new Variant, need to learn the online technic.	12/24/2021 12:26 AM
702	I do computer use in person. And I borrow ebooks.	12/24/2021 12:23 AM
703	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.	12/24/2021 12:19 AM
704	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.	12/24/2021 12:14 AM
705	I did not know I can checkout a library book using the app??	12/24/2021 12:13 AM
706	Thank you for offering these services. I'll try to learn more about them.	12/24/2021 12:13 AM
707	Thank You!	12/24/2021 12:12 AM
708	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.	12/24/2021 12:11 AM
709	Stop the mandatory shots. It is against my constitutional rights..	12/24/2021 12:11 AM
710	Wasn't aware of the online programs	12/24/2021 12:08 AM
711	Let people KNOW about your services	12/23/2021 11:52 PM
712	My experience in the library has been fine.	12/23/2021 11:45 PM
713	often not possible to renew online, at least half the time, for unknown reasons	12/23/2021 11:33 PM
714	Attending virtual online gatherings will be useful as Covid has made gatherings of many kind impossible.	12/23/2021 11:33 PM
715	It would be helpful if the library system offered more information online. I have a library card	12/23/2021 11:26 PM

	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.	12/23/2021 11:25 PM
717	Satisfied with the online services provided.	12/23/2021 11:24 PM
718	love borrowing audiobooks on line. I use library to borrow audiobooks. That's my favorite	12/23/2021 11:18 PM
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.	12/23/2021 11:18 PM
720	I haven't needed many of the other options since the pandemic began (e.g., renewing my library card, but will as needed.	12/23/2021 11:18 PM
721	Love being able to put books on hold and picking them up when ready	12/23/2021 11:16 PM
722	Why are you closed on Wednesday? Is Wednesday virus day???	12/23/2021 11:15 PM
723	I liked the old app b/c you could see where the book is coming from... which library and how many available	12/23/2021 11:06 PM
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	12/23/2021 11:01 PM
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. It offers a wide range of everything from movies, audiobooks, comics, tv shows, and ebooks.	12/23/2021 10:58 PM
726	I always log into the Hawaii State Library System rather than install another app on my phone.	12/23/2021 10:58 PM
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.	12/23/2021 10:54 PM
728	I don't like the way I can't reserve on the same day	12/23/2021 10:54 PM
729	I thought I could renew my expired library card online but it seems I can only use that one for a limited time.	12/23/2021 10:52 PM
730	I have never used any of these services, mainly because I did not know they existed.	12/23/2021 10:52 PM
731	Except for searching for books & videos I have not used online services. Do you have video tutorials available for your other services?	12/23/2021 10:52 PM
732	The library online has been very unhelpful in terms of accurately reporting the status of my checked-out books.	12/23/2021 10:46 PM
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.	12/23/2021 10:45 PM
734	Didn't know they had all this program I come from the old school but willing to try it.	12/23/2021 10:44 PM
735	I love the online digital books	12/23/2021 10:43 PM
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?	12/23/2021 10:43 PM
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.	12/23/2021 10:40 PM
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.	12/23/2021 10:37 PM
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.	12/23/2021 10:35 PM
740	Again, I believe that I will be using these services more often in the future.	12/23/2021 10:35 PM

741	I prefer going to a library not using an app	12/23/2021 10:29 PM
742	I really enjoyed using the library in Kailua, Oahu branch. And I attended some live functions that were also wonderful.	12/23/2021 10:28 PM
743	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!!	12/23/2021 10:20 PM
744	Due covid19 I assumed some libraries were closed or did not find out the hours were.	12/23/2021 10:19 PM
745	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	12/23/2021 10:15 PM
746	I get my requested books fast! So prompt!	12/23/2021 10:14 PM
747	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.	12/23/2021 10:13 PM
748	I use the Libby app and am very satisfied with the access, search function, and the number of books that are available online.	12/23/2021 10:13 PM
749	I don't support fascism, so I don't want to support library programs that don't support the ENTIRE public.	12/23/2021 10:12 PM
750	Thanks for this section; now I'll look for virtual programs. Might be helpful to email announcements or have a short newsletter.	12/23/2021 10:12 PM
751	Not aware of App. ,book checkout when in library	12/23/2021 10:11 PM
752	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	12/23/2021 10:08 PM
753	Open the state library!	12/23/2021 10:05 PM
754	I wish you had more copies of digital books to check out	12/23/2021 10:03 PM
755	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.	12/23/2021 9:59 PM
756	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.	12/23/2021 9:59 PM
757	By "online hold" I take it to mean reserving a book and having it sent to the library nearest me to pick up.	12/23/2021 9:58 PM
758	NO MORE TIME, PLUS VIRUS!	12/23/2021 9:58 PM
759	Library should publicize its service via ads, newsletter, bulletins, websites, etc, I had no idea they offer all these online services.	12/23/2021 9:55 PM
760	I didn't know there were virtual programs.	12/23/2021 9:54 PM
761	Use the online renewing and hold placement often. Great features!	12/23/2021 9:49 PM
762	The app is very slow on my phone- not sure why.	12/23/2021 9:49 PM
763	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.	12/23/2021 9:48 PM
764	I was never able to get a card because I had to come to the library and this was when they	12/23/2021 9:42 PM

	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

791	I love the online ability to put books on hold and also to renew. I wish I could pay for fines online.	12/23/2021 8:33 PM
792	I'm old school!! Like to talk to actual people!!	12/23/2021 8:30 PM
793	I really appreciate the services provided by Hawaii Overdrive and the Hawaii Library System.	12/23/2021 8:29 PM
794	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	12/23/2021 8:23 PM
795	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.	12/23/2021 8:23 PM
796	Personally, I liked the old app better. It was faster and less complicated.	12/23/2021 8:20 PM
797	Did not know the library offered online	12/23/2021 8:18 PM
798	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!	12/23/2021 8:18 PM
799	Don't like online programs. Doesn't always work.	12/23/2021 8:16 PM
800	Audiobooks and ebooks are the most important to me.	12/23/2021 8:14 PM
801	it was a long time ago	12/23/2021 8:13 PM
802	Not everyone has access to technology especially in the rural area community	12/23/2021 8:12 PM
803	I appreciate the library's online capability to be able to borrow and renewing borrowed material.	12/23/2021 8:12 PM
804	Our community needs more social interaction, automation of the library services while very useful may eliminate opportunities to build community?	12/23/2021 8:08 PM
805	Let me repeat; Please try to bring back the 'rental laptops'	12/23/2021 8:07 PM
806	I prefer calling to extend borrowing of books.	12/23/2021 8:07 PM
807	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.	12/23/2021 8:06 PM
808	I confess I only use your services to borrow audiobooks. This service is excellent!	12/23/2021 8:06 PM
809	I am so grateful for our local libraries	12/23/2021 8:05 PM
810	Is the Libraries HI App Libby? I use Libby.	12/23/2021 8:04 PM
811	I use ebooks all the time. Always reading and putting e books on hold. This is my favorite service you provide.	12/23/2021 8:01 PM
812	Stop vax pass! It's unconstitutional!	12/23/2021 7:59 PM
813	I'd like to know how many people are in line before I request a book.	12/23/2021 7:58 PM
814	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	12/23/2021 7:58 PM
815	fines for loosing a book are too high	12/23/2021 7:55 PM
816	Please have a nice place online to clearly identify each book as regular or "large print"	12/23/2021 7:54 PM
817	Great library staff. Friendly people	12/23/2021 7:51 PM
818	The LibrariesHI App almost always gives me error messages when I attempt to use it to renew	12/23/2021 7:49 PM

	items online. It should allow renewals after the due date.	
819	I mainly use the library to put books on hold, and borrow outright.	12/23/2021 7:47 PM
820	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 covid. You are a joke. And I hope you go the way of the dodo bird.	12/23/2021 7:46 PM
821	Online renewals is super easy. Love it.	12/23/2021 7:43 PM
822	I wasn't aware the library offered these services. Now that I am aware I look forward to trying some of them.	12/23/2021 7:40 PM
823	Appreciate your take-out program and hope you continue.	12/23/2021 7:40 PM
824	I will check these things out and download app	12/23/2021 7:37 PM
825	Open the libraries to the public without the need to show a vaccine card. The vaccine injured are being segregated and it is unfair.	12/23/2021 7:37 PM
826	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?	12/23/2021 7:35 PM
827	I did not attend any. Ritual programs	12/23/2021 7:35 PM
828	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.	12/23/2021 7:34 PM
829	Haven't used man of the libraries services.	12/23/2021 7:30 PM
830	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.	12/23/2021 7:28 PM
831	Would appreciate larger inventory of mostly audiobooks which I use about 90% of the time, and some ebooks.	12/23/2021 7:28 PM
832	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.	12/23/2021 7:27 PM
833	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	12/23/2021 7:26 PM
834	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.	12/23/2021 7:24 PM
835	These all sound like great services! How do I use them?	12/23/2021 7:20 PM
836	Love the online catalog to look up books, dvd, or cd collections.	12/23/2021 7:18 PM
837	HI library app needs improvement. This is 2021! Even the clumsy Overdrive is much better than HI's app.	12/23/2021 7:18 PM
838	Research didn't require additional resources	12/23/2021 7:17 PM
839	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.	12/23/2021 7:17 PM
840	I should use these more,	12/23/2021 7:13 PM
841	It would be great if we could pay fines online.	12/23/2021 7:13 PM
842	Had a hold placed, was then notified it was available, then I could not get the book.	12/23/2021 7:11 PM
843	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.	12/23/2021 7:10 PM
844	I went online to try to borrow books, but had a difficult time navigating the system.	12/23/2021 7:10 PM
845	I also appreciate the ability to borrow books, for pickup outside the libraray, even during the pandemic.	12/23/2021 7:10 PM
846	Please open the library for more hours!!! It's near impossible for working mothers to go to the	12/23/2021 7:09 PM

	library these days. Always closed!!	
847	I have not used any online services	12/23/2021 7:09 PM
848	Did everything in person.	12/23/2021 7:07 PM
849	I use Libby to borrow books and it is very easy	12/23/2021 7:05 PM
850	I didn't know that any of these existed. Maybe a email newsletter with easy to follow tutorials and basic info would be helpful.	12/23/2021 7:04 PM
851	Website is easier to access info than the App. Searching isn't as convenient on the App as the website	12/23/2021 6:59 PM
852	Covid is a bio weapon and mRNA gene therapy which some call the vaccine is dangerous and it changes your dna.	12/23/2021 6:56 PM
853	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!!	12/23/2021 6:55 PM
854	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.	12/23/2021 6:54 PM
855	Chose somewhat satisfied mainly because the system can be difficult to use and I don't always get the resources requested.	12/23/2021 6:50 PM
856	Confused, are you talking about Libby?	12/23/2021 6:50 PM
857	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?	12/23/2021 6:49 PM
858	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.	12/23/2021 6:47 PM
859	Tried 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 #.	12/23/2021 6:46 PM
860	Na	12/23/2021 6:46 PM
861	I was not aware that there were online service availability with the Public Library system. This is the first I am hearing of it.	12/23/2021 6:45 PM
862	During this pandemic, I avoided the library & other crowded places.	12/23/2021 6:45 PM
863	I would appreciate tutorials/classes about online programs usage for the library	12/23/2021 6:44 PM
864	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.	12/23/2021 6:44 PM
865	I use the library the old fashioned way	12/23/2021 6:43 PM
866	I enjoy being able to borrow audiobooks. I wish there were more availability of books	12/23/2021 6:42 PM
867	None	12/23/2021 6:42 PM
868	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.	12/23/2021 6:42 PM
869	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	12/23/2021 6:40 PM
870	I only read ebooks.	12/23/2021 6:40 PM
871	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.	12/23/2021 6:40 PM
872	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.	12/23/2021 6:38 PM
873	I'm so old school and never looked into these services. Thanks for the info☺	12/23/2021 6:37 PM
874	I was aware of all these services. Will spend time exploring the Library app.	12/23/2021 6:34 PM

875	I have friends who use the services, but I just never have.	12/23/2021 6:33 PM
876	Hold list place numbers should be routinely updated.	12/23/2021 6:32 PM
877	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.	12/23/2021 6:28 PM
878	I would especially like to learn more about virtual program offerings.	12/23/2021 6:26 PM
879	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.	12/23/2021 6:26 PM
880	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.	12/23/2021 6:26 PM
881	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.	12/23/2021 6:25 PM
882	The website is slow and not very intuitive.	12/23/2021 6:21 PM
883	I wish there were more digital copies of the most popular books...	12/23/2021 6:21 PM
884	I think HSL does an outstanding job!	12/23/2021 6:20 PM
885	I have limited my activities because of the virus	12/23/2021 6:20 PM
886	Where difficult to keep up with what's going on with the libraries when you're not allowed in for lack of vaccination.	12/23/2021 6:20 PM
887	The HILibrary App could use a facelift and a more intuitive interface.	12/23/2021 6:19 PM
888	Thank you	12/23/2021 6:18 PM
889	I don't know how to read online books, neither does the librarian.	12/23/2021 6:18 PM
890	Used online hold for Overdrive Hawaii audiobooks and ebooks, not pick up actual media.	12/23/2021 6:17 PM
891	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.	12/23/2021 6:17 PM
892	I now realize there is so much I can learn and do online with the library and would like to do more. Ann	12/23/2021 6:16 PM
893	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/do not 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.	12/23/2021 6:15 PM
894	Please improve the communication when a book is overdue by using a text instead of email only.	12/23/2021 6:14 PM
895	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.	12/23/2021 6:13 PM
896	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.	12/23/2021 6:12 PM
897	Book club is a great resource!	12/23/2021 6:11 PM
898	How do I find out what is available?	12/23/2021 6:10 PM

899	Would like a tool lending library here in rural Big Island. Wd also like free dvd rentals.	12/23/2021 6:07 PM
900	We have enjoyed visiting the libraries in Kailua-Kona and Hilo and using them to borrow materials.	12/23/2021 6:05 PM
901	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!	12/23/2021 6:03 PM
902	The Public Library is a big and important part of our lives	12/23/2021 6:03 PM
903	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!	12/23/2021 6:02 PM
904	E books Easy to borrow or but on hold. Appreciate Notifications by email.	12/23/2021 6:00 PM
905	Getting a new library card is restricted...mine was worn but I had to wait	12/23/2021 5:59 PM
906	Prefer Saturday opening hours	12/23/2021 5:57 PM
907	The wait time for most books is extremely long sometimes up to 6 months.	12/23/2021 5:56 PM
908	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	12/23/2021 5:56 PM
909	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.	12/23/2021 5:55 PM
910	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	12/23/2021 5:54 PM
911	I was not aware that you offer so many online services.	12/23/2021 5:52 PM
912	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.	12/23/2021 5:51 PM
913	i think there should be more advertisement listing all the programs / services the library has available online	12/23/2021 5:49 PM
914	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.	12/23/2021 5:49 PM
915	I love the audible and book services which I can access with my mobile phone	12/23/2021 5:48 PM
916	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.	12/23/2021 5:48 PM
917	I'm over 70 years old and only use your computer services to reserve a book for book club ;-)	12/23/2021 5:47 PM
918	I've not used online services for the library.	12/23/2021 5:45 PM
919	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	12/23/2021 5:45 PM
920	Never know when open or not... library hours?	12/23/2021 5:40 PM
921	How do we find out about virtual programs?	12/23/2021 5:39 PM
922	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?	12/23/2021 5:38 PM
923	Took too long to receive books	12/23/2021 5:38 PM
924	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!	12/23/2021 5:37 PM
925	I like going into library personally, but did not know the above service was available.	12/23/2021 5:36 PM

926	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
927	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
928	Never had a bad experience at the Hilo library	12/23/2021 5:35 PM
929	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
930	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
931	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 5:33 PM
932	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
933	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
934	I'm very happy with our library.	12/23/2021 5:32 PM
935	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
936	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
937	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
938	One week checkout is too short for hot pics. It should be at least two weeks.	12/23/2021 5:26 PM
939	I can't wait to take advantage of more programs now that i know about them!	12/23/2021 5:25 PM
940	I didn't know about virtual programs. Would attend depending on topic.	12/23/2021 5:22 PM
941	Love the online services to get books!	12/23/2021 5:19 PM
942	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
943	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
944	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
945	I love our libraries, just not during Covid. I live within walking distance so it's very convenient.	12/23/2021 5:16 PM
946	Very convenient and user friendly.	12/23/2021 5:16 PM
947	I'm a dinosaur when it comes to technology.	12/23/2021 5:15 PM
948	We really appreciate and enjoy the HI library virtual and also the Koloa and Other branches.	12/23/2021 5:15 PM
949	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
950	I tried to apply for a library card online but I never got a card.	12/23/2021 5:12 PM
951	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.	
979	very big help during this time When is the McCully -Molili library going to open?	12/23/2021 4:48 PM
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.	12/23/2021 4:47 PM
981	I find it is a great advantage.	12/23/2021 4:46 PM
982	I will be spending over a month in Kihei next year. Can I get a library card before I leave home?	12/23/2021 4:46 PM
983	ORDERED BOOK LOAN ONLINE	12/23/2021 4:46 PM
984	I know very little about the library online services	12/23/2021 4:45 PM
985	I would like an online method to update my address.	12/23/2021 4:45 PM
986	Ended by calling to extend borrowing books instead of trying to do it online! B	12/23/2021 4:45 PM
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?	12/23/2021 4:44 PM
988	Am 80+ yrs old, retired. only interest in library was reading.	12/23/2021 4:43 PM
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.	12/23/2021 4:43 PM
990	Although I only used the Ancestry link, I was very happy with this service. Thank you very much.	12/23/2021 4:41 PM
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.	12/23/2021 4:40 PM
992	when placing holds by author searching should have options for date of publishing	12/23/2021 4:39 PM
993	I wish there are more ebooks available so I don't have to wait for a long long time	12/23/2021 4:39 PM
994	It's easier to apply for a U.S. Visa than to apply for a library card online.	12/23/2021 4:38 PM
995	Great app	12/23/2021 4:38 PM
996	My library needs lie in online professional libraries and journals. Sorry, I have no need for these services	12/23/2021 4:37 PM
997	I am sooooo thankful to have had access to ebooks during the pandemic! It saved the little sanity I have left!	12/23/2021 4:37 PM
998	I am happy that Gale Classes is available for Hawaii Library residents.	12/23/2021 4:36 PM
999	What look up books subject	12/23/2021 4:35 PM
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.	12/23/2021 4:35 PM
1001	Thank you for allowing out of state visitors the opportunity to purchase a library card and use the available resources. Aloha.	12/23/2021 4:34 PM
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.	12/23/2021 4:33 PM
1003	i would like to learn how to borrow audio books i can listen to on the laptop or phone. thanks ☺	12/23/2021 4:32 PM
1004	Use HSPLS to search availability and request books and to renew!	12/23/2021 4:32 PM
1005	Often the catalog is "offline" on the app and I can't search	12/23/2021 4:31 PM
1006	Mahalo.	12/23/2021 4:31 PM
1007	I used to go to our public library weekly ,but have Internet service at home now. Unfortunately, I'm reading less books now.	12/23/2021 4:30 PM
1008	I love the ability to hold books, but I would also love an ability to have a book "wishlist" or	12/23/2021 4:29 PM

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!	12/23/2021 4:29 PM
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.	12/23/2021 4:28 PM
1011	David who runs the Koloa library has been doing a wonderful job for many years.	12/23/2021 4:27 PM
1012	Do not know enough of programs.	12/23/2021 4:27 PM
1013	I prefer browsing library materials in person.	12/23/2021 4:23 PM
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!	12/23/2021 4:23 PM
1015	Thank you very much for the library app! I really enjoy the audio books using my smart phone!	12/23/2021 4:22 PM
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.	12/23/2021 4:22 PM
1017	Now that I know what is offered, I will try out the new library app	12/23/2021 4:22 PM
1018	Will try the services listed in the survey. Thank you	12/23/2021 4:21 PM
1019	Why is the on line library card number different from the library card number I received at the Waimea branch?	12/23/2021 4:21 PM
1020	your internet service is inadequate, too slow	12/23/2021 4:20 PM
1021	It is a waste of power bill, when we bought the building.	12/23/2021 4:20 PM
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.	12/23/2021 4:19 PM
1023	Retired n need to Learn to Visit!!	12/23/2021 4:18 PM
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.	12/23/2021 4:17 PM
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.	12/23/2021 4:16 PM
1026	not since covid	12/23/2021 4:16 PM
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.	12/23/2021 4:16 PM
1028	requiring a vaccination to have access to a PUBLIC library is disgusting and you should be ashamed.	12/23/2021 4:15 PM
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	12/23/2021 4:15 PM
1030	Did not have yet a need to use these services	12/23/2021 4:14 PM
1031	Well 2021 was not a good time to be in the library, and was not checking on any online	12/23/2021 4:13 PM

	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.	12/23/2021 4:12 PM
1034	Mahalo 🙏	12/23/2021 4:11 PM
1035	Great Hilo and on line library	12/23/2021 4:11 PM
1036	Not a computer user	12/23/2021 4:10 PM
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!	12/23/2021 4:09 PM
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 down load 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 til library had book, then put it on hold. Also not convenient.	12/23/2021 3:39 PM
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.	12/23/2021 3:39 PM
1089	I 😊 library!	12/23/2021 3:38 PM
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?	12/23/2021 3:38 PM
1091	I am very grateful for and appreciative of the library staff and services.	12/23/2021 3:38 PM
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.	12/23/2021 3:37 PM
1093	I have enjoyed borrowing books from the Kihei Library when I lived there.	12/23/2021 3:37 PM
1094	Although I have not used online programs, same is definitely an asset for use in this time of technology.	12/23/2021 3:36 PM
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.	12/23/2021 3:36 PM
1096	I find the library site difficult to navigate	12/23/2021 3:35 PM
1097	I love audiobooks	12/23/2021 3:35 PM
1098	I read and listen to books online every day. It is a wonderful service. Thank you!	12/23/2021 3:35 PM
1099	Long ago I tried to put a book on hold. Took too long. I ended up buying the book.	12/23/2021 3:35 PM
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!	12/23/2021 3:34 PM
1101	Currently Extraordinary Invasive Privacy Health practices in place to receive requested items from the local library.	12/23/2021 3:34 PM
1102	Because my library card expired and I have not purchased another one, I do not receive information from the library	12/23/2021 3:32 PM
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.	12/23/2021 3:32 PM
1104	Would like to also see the history of the books I checked out	12/23/2021 3:31 PM
1105	I have trouble often returning ebooks. Get "error" message - sometimes for days.	12/23/2021 3:30 PM
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.	12/23/2021 3:30 PM
1107	I renewed my library card online.	12/23/2021 3:30 PM
1108	Don't know the libraries' website.	12/23/2021 3:29 PM
1109	Do not have a need for library services right now.	12/23/2021 3:29 PM
1110	Didn't know about the other things I could do with a library card!	12/23/2021 3:27 PM
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.	12/23/2021 3:27 PM

1112		12/23/2021 3:26 PM
1113	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!	12/23/2021 3:26 PM
1114	Online search, holds, & renewals are very confusing to navigate with the app.	12/23/2021 3:25 PM
1115	I love my library!!!	12/23/2021 3:24 PM
1116	I wish more books were available online. Is there a way to suggest books to be added? That would be a great feature.	12/23/2021 3:23 PM
1117	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!	12/23/2021 3:23 PM
1118	I never go library long time I wanna take my kids	12/23/2021 3:22 PM
1119	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.	12/23/2021 3:21 PM
1120	Never used online services, so I cannot comment.	12/23/2021 3:21 PM
1121	I have greatly enjoyed Overdrive during the pandemic. I constantly have a large bookshelf to enjoy so I don't feel so confined.	12/23/2021 3:20 PM
1122	Love the online book selection - so many local titles!	12/23/2021 3:20 PM
1123	Love the library! My local one, Moiliili is down for repair	12/23/2021 3:20 PM
1124	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!!!	12/23/2021 3:20 PM
1125	Would love to know more information on what is available. We love the library but my kids love to browse through books in person.	12/23/2021 3:17 PM
1126	I haven't used these things as I thought my card had expired. I will start using it again. Thank you!!	12/23/2021 3:17 PM
1127	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	12/23/2021 3:16 PM
1128	I haven't really used the library especially due to the pandemic.	12/23/2021 3:16 PM
1129	Usually visit the library in person	12/23/2021 3:15 PM
1130	Even before Covid I found it SO helpful to be able to renew on line!	12/23/2021 3:15 PM
1131	I wish the app would more easily differentiate between book types ie large type, paperback, hardback editions etc.	12/23/2021 3:14 PM
1132	I appreciate the ease with which I can find and request books online and have them sent to my library. Mahalo!	12/23/2021 3:14 PM
1133	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.	12/23/2021 3:14 PM
1134	Just check out books. Old school	12/23/2021 3:13 PM
1135	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.	12/23/2021 3:13 PM
1136	There should be a way to pay fines online/on the app.	12/23/2021 3:12 PM
1137	Sorry, guys. I'm probably not your demographic. I haven't been in the library since i graduated from college a few back	12/23/2021 3:12 PM

1138	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...	12/23/2021 3:12 PM
1139	I do not care for the 12 month expiration date applied to holds.	12/23/2021 3:11 PM
1140	I download electronic books and recently the system has gotten hard to use	12/23/2021 3:10 PM
1141	I prefer to come into the library and sit to do my work. I can focus better.	12/23/2021 3:10 PM
1142	Thanks for mentioning these	12/23/2021 3:10 PM
1143	Please OPEN the library for PUBLIC USE! THINK OUT of the BOX; to OPEN, LIMIT PEOPLE INSIDE ETC.	12/23/2021 3:09 PM
1144	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!	12/23/2021 3:09 PM
1145	The new app is way better and much easier to use.	12/23/2021 3:08 PM
1146	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.	12/23/2021 3:08 PM
1147	Libby is grest!	12/23/2021 3:06 PM
1148	If by "LibrariesHI App" you mean the Libby app, then yes, that is what I use. I love using Libby!	12/23/2021 3:06 PM
1149	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.	12/23/2021 3:05 PM
1150	The staff are always very helpful and friendly.	12/23/2021 3:05 PM
1151	Vaccine mandates are Horrible for a democracy	12/23/2021 3:04 PM
1152	i have attended library zoom programs from other library systems. with the right content i'd do so in Hawai'i library systems too.	12/23/2021 3:04 PM
1153	App is great because I don't have to worry if I brought the physical card along	12/23/2021 3:03 PM
1154	Now that I'm not working, I'd be more inclined to use some of these services	12/23/2021 3:03 PM
1155	Love the Libby app for audiobooks and books. I use this over the libraries app. It's more user friendly.	12/23/2021 3:02 PM
1156	I had no idea our libraries offered so many amazing resources! How can I find out more?	12/23/2021 3:02 PM
1157	Increase copies of books to big island libraries...placed a book on hold(couple months ago)-currently, I'm #78 on hold list	12/23/2021 3:01 PM
1158	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.	12/23/2021 3:00 PM
1159	The way it is stated, apparently the App is different from the website. I prefer and use the website.	12/23/2021 3:00 PM
1160	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.	12/23/2021 3:00 PM
1161	I would like to learn more, but don't know where to navigate the info. I need.	12/23/2021 2:59 PM

1162	The staff is so friendly and helpful that I like interacting with them rather than use robot-like mechanisms.	12/23/2021 2:59 PM
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.	12/23/2021 2:59 PM
1164	Very intuitive & easy to use.	12/23/2021 2:58 PM
1165	i had to renew my card in person which I didn't think made sense.	12/23/2021 2:58 PM
1166	Great library system. Keep the privatizers out?	12/23/2021 2:58 PM
1167	Sorry, I'm just not tech savvy. I don't have a computer or tablet. I just have this phone.	12/23/2021 2:57 PM
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.	12/23/2021 2:57 PM
1169	I would love to know more about virtual programs... is there an emailed newsletter describing them?	12/23/2021 2:57 PM
1170	I've been happily checking out ebooks and had kind of forgotten that the library offers so much more.	12/23/2021 2:56 PM
1171	Wonderful services and they answer the phone at Lihue library and answer questions cheerfully. Great service!!	12/23/2021 2:56 PM
1172	I moved in 2020 out of state	12/23/2021 2:56 PM
1173	I am so impressed with the wide array of books available to borrow in your library system. Thank you!	12/23/2021 2:56 PM
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.	12/23/2021 2:55 PM
1175	My Uncle uses your services constantly! He has recommended you to you (We're proud hapa, with relatives in HI). I intend to explore your available services! Also: does Alu Like coordinate with you for their Education programs???	12/23/2021 2:54 PM
1176	Thank Librarians for your assistance always when visiting	12/23/2021 2:54 PM
1177	I will definitely begin to use more of these because at times you cannot read news articles online without a subscription sothank you for this survey to enlighten me.....and I want to say that our Staff at the North Kohala Library are the best.....	12/23/2021 2:53 PM
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!	12/23/2021 2:53 PM
1179	Love borrowing books online!	12/23/2021 2:53 PM
1180	Library closures (Aina Haina, Moiliili) have affected my use of libraries as knowledge resources in general.	12/23/2021 2:52 PM
1181	I learned a lot from the bat virtual program. Please offer more Hawaii information type programs. The bat program was very well done!	12/23/2021 2:51 PM
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.	12/23/2021 2:50 PM
1183	I tried to use the online renewal and could not get it to work for me	12/23/2021 2:49 PM
1184	Now that I know that Library has these online tools I will use them more	12/23/2021 2:48 PM
1185	Don't own a tablet nor a smart phone. Make it impossible or cumbersome to do many things. Use only a pc.	12/23/2021 2:48 PM

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 2:47 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 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. Lorna	12/23/2021 2:40 PM
1212	was not able to make a reservation online, though I have a virtual number and pin	12/23/2021 2:40 PM
1213	Very dissatisfied that there is discrimination and people are not welcome and not allowed to go in to the library tomorrow books	12/23/2021 2:40 PM
1214	I love the selection of books available to read and visit often!	12/23/2021 2:40 PM
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.	12/23/2021 2:39 PM
1216	I'm not currently in Hawaii. Nice to be able to apply for a library card online. I might need to do that.	12/23/2021 2:39 PM
1217	We live in Waikoloa and there is NO library here. But we need one.	12/23/2021 2:39 PM
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.	12/23/2021 2:39 PM
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.	12/23/2021 2:38 PM
1220	I didn't know there was a LibrariesHI App	12/23/2021 2:38 PM
1221	Prefer physically going into the library	12/23/2021 2:38 PM
1222	I love the online holds and renewal system, it's very convenient and easy to use.	12/23/2021 2:37 PM
1223	I got Ovid and stayed home.	12/23/2021 2:37 PM
1224	I didn't know I could check out books myself using the app	12/23/2021 2:36 PM
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!	12/23/2021 2:36 PM
1226	Because of Covid have not visited the Islands for two years	12/23/2021 2:36 PM
1227	I am not a resident of HI-used the Maui library while visiting the island in 2020.	12/23/2021 2:36 PM
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.	12/23/2021 2:35 PM
1229	Thank you—hope to resume using the library when things get more normalized. I sympathize with your plight and bbc appreciate you!	12/23/2021 2:34 PM
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.	12/23/2021 2:34 PM
1231	Sometimes it is inconvenient to have to make several trips to the library when books arrive at different times	12/23/2021 2:33 PM
1232	I like using the app, but it is slow to load and sometimes not working.	12/23/2021 2:33 PM
1233	Never did online anything.	12/23/2021 2:33 PM
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!	12/23/2021 2:33 PM
1235	Unsure how to use the system fully	12/23/2021 2:33 PM
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.	12/23/2021 2:32 PM
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.	12/23/2021 2:31 PM

1238	I use the older website unless I'm downloading an audiobook	12/23/2021 2:31 PM
1239	I would use any or all of these offerings if I had a clue what was available and best way to access.	12/23/2021 2:31 PM
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.	12/23/2021 2:31 PM
1241	Fix your system first before you do updates on your internet. It will help to work more Efficient and organized.	12/23/2021 2:31 PM
1242	I only use the library when I have a book I want to borrow.	12/23/2021 2:30 PM
1243	I don't want to have anything to do with any entity that requires proof of vaccination.	12/23/2021 2:30 PM
1244	I will try this the next time I come in.	12/23/2021 2:29 PM
1245	I refuse to use or support the library with the vaccine mandate you have in place.	12/23/2021 2:29 PM
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?????!!##%%	12/23/2021 2:29 PM
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. ☺	12/23/2021 2:29 PM
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.	12/23/2021 2:28 PM
1249	can the librarians, employees and all existing staff use the bathroom, if not, where do you people go?	12/23/2021 2:28 PM
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.	12/23/2021 2:27 PM
1251	The overdrive liibby apl is not user friendly. Why are there 2 platforms	12/23/2021 2:27 PM
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.	12/23/2021 2:27 PM
1253	I tried to register online and it wouldn't let me.	12/23/2021 2:27 PM
1254	I would take a class to learn how to use the online library services.	12/23/2021 2:26 PM
1255	i'm very happy with the library services i've accessed.	12/23/2021 2:26 PM
1256	I won't use the library until the vax passport is lifted.	12/23/2021 2:26 PM
1257	checked out books in person	12/23/2021 2:26 PM
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.	12/23/2021 2:25 PM
1259	I love the libraries and hope Hawaii State Library can open soon!	12/23/2021 2:24 PM
1260	Public like myself unaware of the services Hawaii State Libraries provide. Plus, no effort to tell public about services either...	12/23/2021 2:24 PM
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	12/23/2021 2:24 PM
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.	12/23/2021 2:24 PM
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 .	12/23/2021 2:24 PM
1264	I will use these services in the future	12/23/2021 2:23 PM
1265	The lack of sorting features in the mobile app can make searching for materials difficult.	12/23/2021 2:23 PM
1266	I didn't know about any of these resources!	12/23/2021 2:23 PM

1267	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.	12/23/2021 2:22 PM
1268	We are only in Hawaii for 6 weeks per year on vacation, using the library for just books and videos	12/23/2021 2:22 PM
1269	I was told by email to renew over the phone.....didn't know I could do it online.	12/23/2021 2:21 PM
1270	Mobile app (on an iPhone) doesn't always allow me to select my library to process a hold request. Works seamlessly 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)	12/23/2021 2:21 PM
1271	The staff at the Hilo public library is so friendly and pleasant that I'd rather go to them then self check out!	12/23/2021 2:21 PM
1272	Oh My ! There are so very many offerings I shall be using the library more Thank you all for all you offer	12/23/2021 2:21 PM
1273	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.	12/23/2021 2:20 PM
1274	Again, I use the old system not the newer system	12/23/2021 2:19 PM
1275	scheduling a book pick up is an obtuse maze - who writes your programs?	12/23/2021 2:19 PM
1276	With COVID continuous 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 terrified of catching COVID on The Bus or public rides WE OLD SENIORS are isolated, financially strapped, & we need exceptions to public Library SystemsREMOETLY & DIGITALLY. I had gotten a card at the Main Library back in 2017 that has expired. TEXT Me: (808)5617191	12/23/2021 2:19 PM
1277	I always use the old app on the computer - the new one is overwhelming	12/23/2021 2:18 PM
1278	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.	12/23/2021 2:18 PM
1279	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!	12/23/2021 2:17 PM
1280	Stop the tyranny. Stop your ridiculous vaccine mandates to enter the library.	12/23/2021 2:17 PM
1281	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!!	12/23/2021 2:17 PM
1282	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.	12/23/2021 2:17 PM
1283	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 pandemmick 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.	12/23/2021 2:17 PM
1284	Would like to make more renewals as I'm a slow reader.	12/23/2021 2:17 PM
1285	I could NEVER get online to your site with my sign in	12/23/2021 2:16 PM
1286	A lifesaver during the pandemic	12/23/2021 2:16 PM
1287	Though I have used the database, I was never able to login to use the services.	12/23/2021 2:16 PM

1288	I think I am missing out on a fabulous resource but am not motivated enough to take advantage	12/23/2021 2:16 PM
1289	I had no idea these were available, wish I had known, especially academic dases	12/23/2021 2:15 PM
1290	I use Oberdrive to borrow books from the Hawaii State system I do love that option!	12/23/2021 2:15 PM
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.	12/23/2021 2:15 PM
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.	12/23/2021 2:14 PM
1293	Overdrive is the best!	12/23/2021 2:14 PM
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	12/23/2021 2:14 PM
1295	I am just a reader with no idea of your scope of products and services.	12/23/2021 2:14 PM
1296	Used these services at another state library system	12/23/2021 2:13 PM
1297	Did not know all this was available. Should send info out to all library card holders.	12/23/2021 2:13 PM
1298	I have had trouble placing holds online and on the app.	12/23/2021 2:11 PM
1299	I'm on the website right now checking it out. Had no idea!	12/23/2021 2:11 PM
1300	Sorry but I haven't thought about online access. I will think about it now before I Buy Books online.	12/23/2021 2:11 PM
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. ♀	12/23/2021 2:11 PM
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.	12/23/2021 2:11 PM
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.	12/23/2021 2:11 PM
1304	I love going to Waialua library the people there are wonderful	12/23/2021 2:11 PM
1305	Enjoyed watching free movies on Kanopy.	12/23/2021 2:11 PM
1306	I wish the app showed Libby ebook checkouts and holds separately from physical book checkouts and holds	12/23/2021 2:10 PM
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.	12/23/2021 2:10 PM
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!	12/23/2021 2:10 PM
1309	i need to renew my library card	12/23/2021 2:09 PM
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.	12/23/2021 2:09 PM
1311	This is new so	12/23/2021 2:09 PM

1312	LIBRARY NEEDS TO SIMPLIFY ALL YOUR SERVICES	12/23/2021 2:09 PM
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	12/23/2021 2:09 PM
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.	12/23/2021 2:09 PM
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.	12/23/2021 2:08 PM
1316	Your policies against the unvaccinated are discriminatory and scientifically unfounded.	12/23/2021 2:08 PM
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.	12/23/2021 2:07 PM
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.	12/23/2021 2:07 PM
1319	STOP the VACCINE PASSPORT necessity, NWO Puppet BLANGIARDI!!!	12/23/2021 2:06 PM
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.	12/23/2021 2:06 PM
1321	The checkout librarians at the Kapolei library are very friendly!! Also, we absolutely LOVE the security guards.	12/23/2021 2:06 PM
1322	I used library while visiting family and would use it again . It is in walking distance from their home	12/23/2021 2:06 PM
1323	When renewals fail, it would be good to have a message giving the reason.	12/23/2021 2:05 PM
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.	12/23/2021 2:05 PM
1325	HI Library System is outdated technology and Iliad policies. Ex. Charging late fees, or charging yo check out a DVD. Other library systems have abandoned these types of policies. The website is difficult to use and discourages users.	12/23/2021 2:04 PM
1326	I almost always listen to audiobooks or read ebooks that I can download and transfer to other devices.	12/23/2021 2:04 PM
1327	I dont support the library after they announced not allowing my unvaccinated children in there to use the resources I pay taxes for	12/23/2021 2:04 PM
1328	Did not know library website had so much on it. Will have to take a look see! Thk u	12/23/2021 2:04 PM
1329	loved the Zoom talk with Jane Goodsill!!	12/23/2021 2:03 PM
1330	I no longer live in the State of Hawaii	12/23/2021 2:03 PM
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.	12/23/2021 2:02 PM
1332	When will DVDs have option to renew online?	12/23/2021 2:02 PM
1333	I now know there are expanded services that I need to explore in 2022	12/23/2021 2:02 PM
1334	I use the Libby App to listen to eBooks. That is by far the library function I utilize the most.	12/23/2021 2:02 PM
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.	12/23/2021 2:02 PM
1336	As an older person I want to go physically go to the library b	12/23/2021 2:01 PM
1337		12/23/2021 2:01 PM

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 dont 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?!?!?	12/23/2021 2:01 PM
1339	Please allow more than 1 renewal!! I'm unable to read that fast.	12/23/2021 2:01 PM
1340	Please keep the hold & renewal option. Extremely convenient for elderly during covid	12/23/2021 2:01 PM
1341	You should let people know about this service	12/23/2021 2:00 PM
1342	I love the library. Thank you for being there for us. We need you.	12/23/2021 2:00 PM
1343	I will use in the future	12/23/2021 2:00 PM
1344	I'm glad to know that you offer so many thing online	12/23/2021 1:59 PM
1345	Your app doesn't work	12/23/2021 1:59 PM
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.	12/23/2021 1:59 PM
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.	12/23/2021 1:59 PM
1348	I will search this app.	12/23/2021 1:59 PM
1349	As a tutu and nanny I used to cherish the children reading hour and music events	12/23/2021 1:59 PM
1350	App works really well and I am able to reserve all my books and check their status.	12/23/2021 1:59 PM
1351	Certain items unable to renew on-line, i.e. DVD	12/23/2021 1:59 PM
1352	It would be nice if the library offered classes for seniors on how to use the computer...	12/23/2021 1:59 PM
1353	When I'm in Hawaii, I deal in person with the local library.	12/23/2021 1:58 PM
1354	Glad to know I can renew my library card online.	12/23/2021 1:58 PM
1355	Thank you for all you offer!! I look forward to accessing your resources in the coming new years	12/23/2021 1:58 PM
1356	I appreciate the staff who are helpful every time I come in person.	12/23/2021 1:58 PM
1357	Didn't know all this existed.	12/23/2021 1:58 PM
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.	12/23/2021 1:58 PM
1359	I found it very easy to place a hold on books.	12/23/2021 1:57 PM
1360	I REALLY love being able to place books on hold and renew books online, without having to go to the library itself. Also appreciate your email reminders when a book is due.	12/23/2021 1:57 PM
1361	It works	12/23/2021 1:57 PM
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	12/23/2021 1:57 PM
1363	I'm not vaccinated. Can I order books online and pick them up at the main desk?	12/23/2021 1:57 PM
1364	The Hot Picks feature on LibrariesHI 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.	12/23/2021 1:57 PM
1365	Love the search option for finding new books & ready reviews & summaries	12/23/2021 1:56 PM
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.	12/23/2021 1:56 PM
1367	I'm not going to the library anymore because I don't have the Covid vaxx and our family will	12/23/2021 1:56 PM

	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 bugged 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 servi ces 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

1395	I wish it was easier to recommend books that aren't in the state library catalogue	12/23/2021 1:51 PM
1396	I really appreciate being able to borrow e books. Very convenient.	12/23/2021 1:51 PM
1397	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.	12/23/2021 1:51 PM
1398	I am not knowledgeable to use these services	12/23/2021 1:51 PM
1399	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.	12/23/2021 1:51 PM
1400	It seems hard to find books. If I know a title I type it in. Otherwise I haven't found much.	12/23/2021 1:50 PM
1401	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)	12/23/2021 1:50 PM
1402	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.	12/23/2021 1:50 PM
1403	I no longer live in Hawaii but I used the library regularly when I did since I was the librarian at MCCC.	12/23/2021 1:50 PM
1404	I have been using my computer & cellphone for research. However, I was an avid library user before high technology!	12/23/2021 1:50 PM
1405	You should send emails to everyone with a library card that inform us of all the services that we just haven't heard about.	12/23/2021 1:50 PM
1406	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.	12/23/2021 1:50 PM
1407	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.	12/23/2021 1:49 PM
1408	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.	12/23/2021 1:49 PM
1409	Old library card user number is not recognized by your computer system!	12/23/2021 1:49 PM
1410	none of them. Was not aware of their existence	12/23/2021 1:49 PM
1411	Apparently there are a lot of services available that I didn't know existed!	12/23/2021 1:48 PM
1412	I think the libraries do a excellent job	12/23/2021 1:48 PM
1413	Very difficult to download ebook. Personal couldn't do it either. Need a tech person	12/23/2021 1:48 PM
1414	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.	12/23/2021 1:48 PM
1415	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.	12/23/2021 1:48 PM
1416	Please push to have the library end discrimination against patrons for their vaccination status.	12/23/2021 1:47 PM
1417	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.	12/23/2021 1:47 PM
1418	I will start using this program. It will be beneficial for me.	12/23/2021 1:47 PM
1419	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.	12/23/2021 1:47 PM
1420	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	12/23/2021 1:47 PM

	people are awesome!!!	
1421	None	12/23/2021 1:47 PM
1422	Didn't know Library offers all these services	12/23/2021 1:47 PM
1423	I could never get the books I wanted. Never available.	12/23/2021 1:47 PM
1424	Virtual programs are awesome. I have learned so much. Keep them coming!	12/23/2021 1:47 PM
1425	please allow more than one renewal where books are not on hold for someone else	12/23/2021 1:47 PM
1426	Why can't we renew our current library card online?	12/23/2021 1:47 PM
1427	Cumbersome to use the site. Maybe an online tutorial would help.	12/23/2021 1:47 PM
1428	the online borrowing services and the library app is wonderful. It has been a lifesaver for my family the last couple years.	12/23/2021 1:47 PM
1429	I think that it is shameful, undemocratic, uninformed and disabling to bar the unvaccinated from entering buildings that our taxes pay for	12/23/2021 1:47 PM
1430	online system includes several unnecessary steps which is annoying	12/23/2021 1:47 PM
1431	I don't appreciate that unvaccinated are discriminated against	12/23/2021 1:46 PM
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.	12/23/2021 1:46 PM
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	12/23/2021 1:46 PM
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.	12/23/2021 1:46 PM
1435	Wow! The library has changed a lot and I had no idea it offered so much beyond physical media!	12/23/2021 1:46 PM
1436	I love the library and thank all the librarians and staff!	12/23/2021 1:46 PM
1437	I didn't know the library in my community offered anything online.	12/23/2021 1:45 PM
1438	Really appreciate the facilities and staff at Pāhoa	12/23/2021 1:45 PM
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.	12/23/2021 1:45 PM
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!!	12/23/2021 1:45 PM
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!	12/23/2021 1:45 PM
1442	None of this options were offered to me when I applied for a library card	12/23/2021 1:45 PM
1443	I check out digital books all the times. It's fabulous.	12/23/2021 1:45 PM
1444	I mostly listen to audio books.	12/23/2021 1:45 PM
1445	Would like more copies available for a shorter waiting time on hold.	12/23/2021 1:45 PM
1446	More virtual program sessions.	12/23/2021 1:44 PM
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.	12/23/2021 1:44 PM
1448	I'll explore what's available	12/23/2021 1:44 PM
1449	In person is better	12/23/2021 1:44 PM
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.	12/23/2021 1:44 PM

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	12/23/2021 1:44 PM
1452	The library's music offerings are comprehensive, in books, and available recordings.	12/23/2021 1:44 PM
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.	12/23/2021 1:44 PM
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	12/23/2021 1:43 PM
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!!	12/23/2021 1:43 PM
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	12/23/2021 1:43 PM
1457	Would like to try the virtual program	12/23/2021 1:43 PM
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	12/23/2021 1:43 PM
1459	I use the libraries in person.	12/23/2021 1:43 PM
1460	I use overdrive & Libby to borrow digital titles	12/23/2021 1:43 PM
1461	I really appreciate that you offer Kanopy and I would like to make more use of it.	12/23/2021 1:43 PM
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!!!	12/23/2021 1:43 PM
1463	My attempts to access my account have failed.	12/23/2021 1:43 PM
1464	Hawaii's Main library in Honolulu Has a great policy for us to pick up our books especially during Covid. Thank you.	12/23/2021 1:43 PM
1465	Thanks	12/23/2021 1:43 PM
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	12/23/2021 1:43 PM
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.).	12/23/2021 1:42 PM
1468	I like the ease of putting a hold on a book.	12/23/2021 1:42 PM
1469	Thank you for informing me of all your on-line services, magazines and newspapers. I will look into more in the near future.	12/23/2021 1:42 PM
1470	Have not been in the library since Covid began.	12/23/2021 1:42 PM
1471	Have more current Audiobooks available.	12/23/2021 1:42 PM
1472	I prefer going to the library.	12/23/2021 1:42 PM
1473	I access audiobooks through libby. I am not sure if this is part of the Hawaii Library System.	12/23/2021 1:42 PM
1474	Your ridiculous Vax Mandates against my in person use of the library are discrimination!	12/23/2021 1:42 PM
1475	I just used the computer to send a message to my family. Dont live in Hawaii	12/23/2021 1:41 PM
1476	Sometimes not able to renew from app, have to call in	12/23/2021 1:41 PM
1477	The eBooks have been a great resource with the library closed during quarantine etc. Just wish the selection was larger!	12/23/2021 1:41 PM
1478	I borrow ebooks.	12/23/2021 1:41 PM
1479	Ild like to attend a public overview of what online services are available	12/23/2021 1:41 PM

1480	Only checked the services I've used	12/23/2021 1:41 PM
1481	i almost never go to the library, the online/ebook system is fabulous!	12/23/2021 1:41 PM
1482	I would love to attend virtual programs! I live in Seattle: am I allowed to "attend"?	12/23/2021 1:41 PM
1483	I use audio books regularly. Download via overdrive to my phone.	12/23/2021 1:41 PM
1484	I enjoy using Libby and the mobile app.	12/23/2021 1:40 PM
1485	I've had some digital books requested for over a year	12/23/2021 1:40 PM
1486	I didn't know about some of these options.	12/23/2021 1:40 PM
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.	12/23/2021 1:40 PM
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 tittle. Going in person is still easier. But if you do know the info the convenience is great!	12/23/2021 1:40 PM
1489	Having staff's help at our branch library is faster and more efficient.	12/23/2021 1:40 PM
1490	We love kaneohe library. Especially the childrens book selection for our kids!	12/23/2021 1:40 PM
1491	Online Holds--Limits should be taken off (Libby); We also should be able to renew our library cards online;	12/23/2021 1:39 PM
1492	I prefer personal interaction with the great library staff.	12/23/2021 1:39 PM
1493	21.12.23 We'd like to see a greater turn over in - l i b r a r i a n s - Give the younger generations a chance Ω /s, Santa Claus and the Mrs. Melé Kalikimaka	12/23/2021 1:39 PM
1494	I didn't realize you could access the library on line and need to find out how to do it.	12/23/2021 1:39 PM
1495	It is a huge shame that the Hawaii library system prevents unvaccinated people from entering the library!!	12/23/2021 1:39 PM
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.	12/23/2021 1:39 PM
1497	internet not available to this households. A real problem	12/23/2021 1:38 PM
1498	More than disappointed that unvaccinated members of the public are not allowed in to libraries. This is discrimination.	12/23/2021 1:38 PM
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	12/23/2021 1:38 PM
1500	I find the library online services to be very straightforward and easy to use.	12/23/2021 1:38 PM
1501	At this point, I'm a print-only library user.	12/23/2021 1:38 PM
1502	Somehow I think it didn't work. I've gotten no feedback on my request.	12/23/2021 1:38 PM
1503	I am sorry I have not used the available services but will now.	12/23/2021 1:38 PM
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.	12/23/2021 1:38 PM
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.	12/23/2021 1:38 PM
1506	This sutvey has taught me features I did not know existed with the HI Library system	12/23/2021 1:37 PM
1507	I'm excited to learn about the things one can do with the app!	12/23/2021 1:37 PM
1508	I just use overdrive and read on my kindle	12/23/2021 1:37 PM

1509	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	12/23/2021 1:37 PM
1510	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!	12/23/2021 1:37 PM
1511	Libby app sucks	12/23/2021 1:37 PM
1512	Since I was refused renewal of my library card, how can I feel comfortable using any of your services?	12/23/2021 1:37 PM
1513	Paying fines and late fees online would be helpful, but the state libraries only accept cash, which is okay.	12/23/2021 1:37 PM
1514	I use OS X not windows	12/23/2021 1:36 PM
1515	https://www.change.org/Petition_for_legal_suicide_in_America	12/23/2021 1:36 PM
1516	NEED HIGH-SPEED INTERNET CONNECTION	12/23/2021 1:36 PM
1517	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.	12/23/2021 1:35 PM
1518	NA	12/23/2021 1:35 PM
1519	Will there be a way to make online due/renewal payments?	12/23/2021 1:35 PM
1520	Just on vacation in HI each year.	12/23/2021 1:35 PM
1521	does this use of my Hawaiian Library Card with the Overdrive App?	12/23/2021 1:35 PM
1522	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!	12/23/2021 1:35 PM
1523	I'm a visitor and just borrow books	12/23/2021 1:34 PM
1524	I love the new option to skip a hold and be placed next in line. Thank you for this.	12/23/2021 1:34 PM
1525	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.	12/23/2021 1:34 PM
1526	Love the Libby app! :)	12/23/2021 1:34 PM
1527	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.	12/23/2021 1:34 PM
1528	The app is great - love it! I really like that it makes it easy to access materials from any location.	12/23/2021 1:34 PM
1529	I use Libby Ap and could not live without it. Fabulous for travel	12/23/2021 1:34 PM
1530	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.	12/23/2021 1:34 PM
1531	I was not aware there are virtual programs at the library, but I am now and will be looking into and attending!	12/23/2021 1:33 PM
1532	Waitin for a new mandate	12/23/2021 1:33 PM
1533	Stop your discriminatory exclusion of the unvaccinated in the libraries	12/23/2021 1:33 PM
1534	Can never renew online	12/23/2021 1:32 PM
1535	I cannot believe there is no ability to pay fines online. That is pretty archaic in my opinion	12/23/2021 1:32 PM
1536	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.	12/23/2021 1:32 PM
1537	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.	12/23/2021 1:32 PM

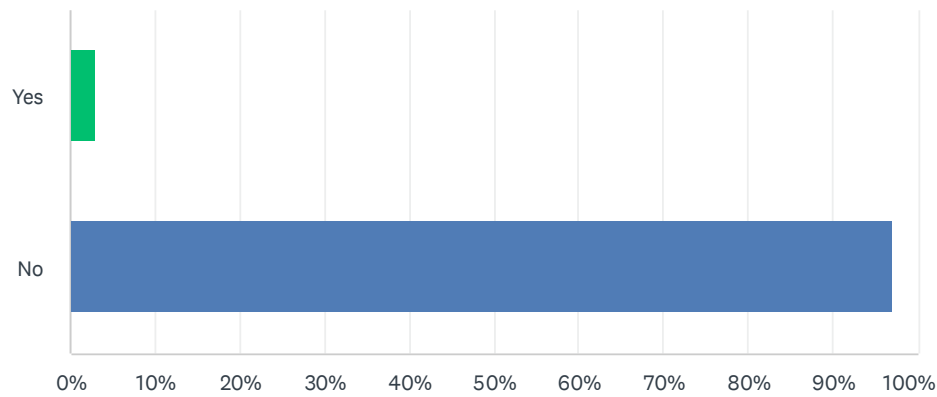
	There is no limit on number of times book can be renewed. No overdue charges or charges if hold not picked up	
1538	I tried to get ebooks with the app, but it always kicks me out when I attempt that.	12/23/2021 1:32 PM
1539	I need to renew my library card. Can I do this online?	12/23/2021 1:32 PM
1540	Often have trouble with Overdrive. Problem with downloading to non-Kindle e-reader. No problem with holds.	12/23/2021 1:32 PM
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.	12/23/2021 1:32 PM
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 barnes 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..	12/23/2021 1:32 PM
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.	12/23/2021 1:31 PM
1544	Online renewals are amazing	12/23/2021 1:31 PM
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.	12/23/2021 1:31 PM
1546	The whole library on line system is difficult to read and not intuitive	12/23/2021 1:31 PM
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.	12/23/2021 1:31 PM
1548	I didn't know if the library was open	12/23/2021 1:30 PM
1549	I am impressed with how many books I can access through placing holds. Thank you!	12/23/2021 1:30 PM
1550	I especially appreciate being able to place a hold on line. It is very helpful for getting books I want to read.	12/23/2021 1:30 PM
1551	Online services are easy to use.	12/23/2021 1:30 PM
1552	I like using the library website to check out e-books. I wish you could set your search to exclude audio books.	12/23/2021 1:30 PM
1553	We are just visitors to Maui, but very much appreciate the library services and try to leave a donation for the Kihei library before we leave. Mahalo, The Boyds	12/23/2021 1:29 PM
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!	12/23/2021 1:29 PM
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.	12/23/2021 1:29 PM
1556	We should not have to have a vaccine passport to enter the public library ! NOT ACCEPTABLE to any of us!!	12/23/2021 1:29 PM
1557	The online service for me is Great! I thoroughly enjoy the books when I cannot be there in person.	12/23/2021 1:29 PM
1558	I like browsing for books in the library rather than online	12/23/2021 1:29 PM
1559	May use my card to barrow books in the future.	12/23/2021 1:28 PM
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.	12/23/2021 1:28 PM

1561	I wish I were more aware of the opportunities and offers available and more access to try them	12/23/2021 1:28 PM
1562	I love the library app	12/23/2021 1:28 PM
1563	I would like to know more about virtual programs.	12/23/2021 1:28 PM
1564	I have not use my card yet will find out about it next year	12/23/2021 1:27 PM
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.	12/23/2021 1:27 PM
1566	Love the app	12/23/2021 1:27 PM
1567	None	12/23/2021 1:27 PM
1568	Not aware of online library programs. Would probably attend if I was notified	12/23/2021 1:27 PM
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	12/23/2021 1:27 PM
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	12/23/2021 1:27 PM
1571	Pretty easy to reserve books online but a little slow	12/23/2021 1:27 PM
1572	Stop enforcing "vaccine" and "covid" discrimination mandates that are not enforceable in a court of law before you end up getting sued	12/23/2021 1:27 PM
1573	I have never been successful checking out library books myself, but it isn't a big deal.	12/23/2021 1:26 PM
1574	Didn't know about the LibrariesHI App. I'll have to look into it!!	12/23/2021 1:26 PM
1575	I have a difficult time navigating the program therefore have not used it often.	12/23/2021 1:26 PM
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.	12/23/2021 1:26 PM
1577	Staff at the Wahiawa library is not that friendly. Don't know their names but it's an older woman.	12/23/2021 1:26 PM
1578	The App is great but it could be even better with some small changes. A cursor would be an improvement.	12/23/2021 1:26 PM
1579	Good system started by Carnegie out of my hometown, of Pittsburgh	12/23/2021 1:25 PM
1580	I did not know any of the services existed!	12/23/2021 1:25 PM
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.	12/23/2021 1:25 PM
1582	unable to renew my library card online	12/23/2021 1:25 PM
1583	I'd like to see how many holds and How many copies there are of a book I want to place hold on	12/23/2021 1:25 PM
1584	I love Libby!	12/23/2021 1:25 PM
1585	I refuse to patronize the library because of the vaccine mandates.	12/23/2021 1:25 PM
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...	12/23/2021 1:25 PM
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.	12/23/2021 1:25 PM
1588	Good Customer Services, keep on the good job. Mahalo	12/23/2021 1:25 PM
1589	The only thing I use the library for is to accept my donated books.	12/23/2021 1:24 PM
1590	Takes too long for an ebook to become available	12/23/2021 1:24 PM
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?	12/23/2021 1:24 PM

1592	This is the first time I've received an email from the library, aware of services...	12/23/2021 1:24 PM
1593	Did not know you can renew library card online. Will need to do that	12/23/2021 1:23 PM
1594	App and website could be improved, cf. Seattle Public Library	12/23/2021 1:23 PM
1595	Easy to use! Love it, super convenient	12/23/2021 1:23 PM
1596	Digital library books have changed my life. Thank you!!	12/23/2021 1:23 PM
1597	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.	12/15/2021 4:45 PM
1598	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.	12/15/2021 3:57 PM
1599	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.	12/15/2021 1:50 PM
1600	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.	12/14/2021 2:40 PM
1601	Renewing is so much easier now.	12/12/2021 3:30 PM
1602	It would be really helpful to be able to pay fines through the app	12/12/2021 2:01 PM
1603	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	12/11/2021 3:14 PM

Q15 Have you used a Chromebook at the public library?

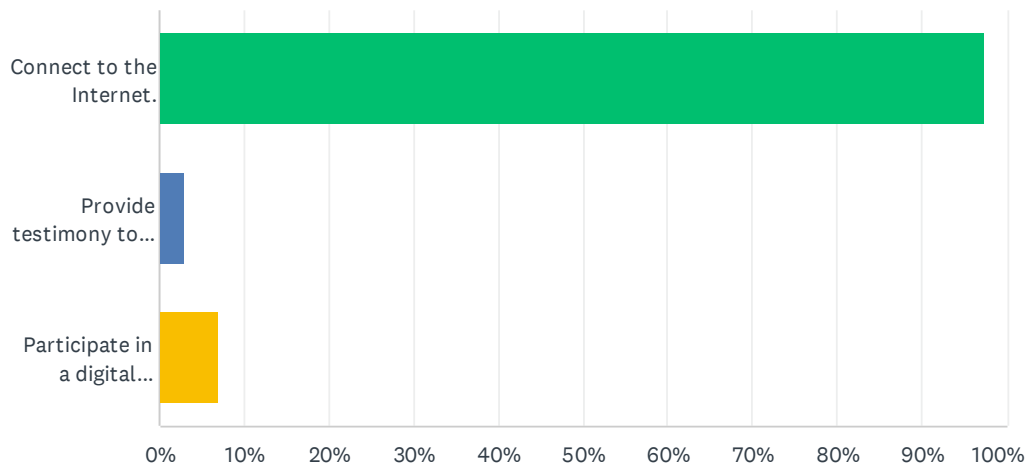
Answered: 12,783 Skipped: 1,568



ANSWER CHOICES	RESPONSES	
Yes	2.90%	371
No	97.10%	12,412
TOTAL		12,783

Q16 What did you use the Chromebook to do? (Check all that apply.)

Answered: 356 Skipped: 13,995



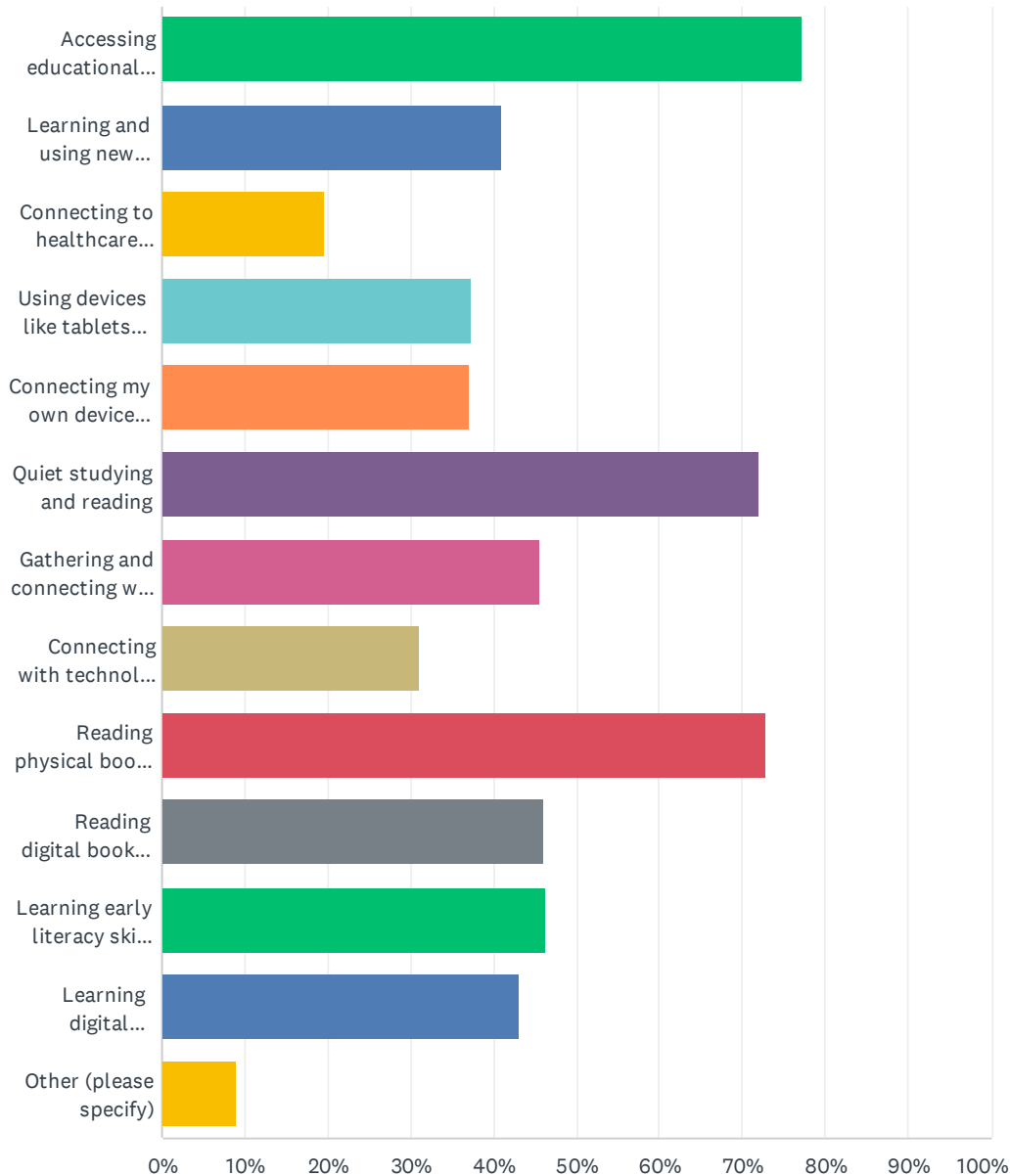
ANSWER CHOICES	RESPONSES
Connect to the Internet.	97.47% 347
Provide testimony to the legislature.	3.09% 11
Participate in a digital literacy class.	7.02% 25
Total Respondents: 356	

#	COMMENTS	DATE
1	Great service	1/1/2022 6:21 PM
2	Use the inhouse printers	12/28/2021 3:00 PM
3	Paperwork	12/28/2021 4:35 AM
4	Years ago before covid when I came to the library a lot	12/27/2021 9:59 PM
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.	12/27/2021 4:20 PM
6	Excellent connection and fast response.	12/27/2021 4:16 PM
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!	12/25/2021 4:54 AM
8	Check the library catalogue.	12/24/2021 7:05 PM
9	I dont know what a Chromebook is. I see now i never used one	12/24/2021 6:54 PM
10	We need a wider access to online devices (with cheaper page costs!) and with less wait-time for access.	12/24/2021 3:11 PM
11	Download Libby audiobooks	12/24/2021 2:29 PM
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!	12/24/2021 1:00 PM
13	I'd like to know more about digital literacy classes	12/24/2021 12:04 PM

14	Homework and checking email	12/24/2021 1:21 AM
15	Thank You	12/24/2021 12:13 AM
16	Do you mean My Chromebook?	12/23/2021 10:55 PM
17	Read books from Hawaii State Library on my computer. I'm most sure if this is Chromebook.	12/23/2021 7:49 PM
18	PRINT DOCUMENTS	12/23/2021 7:47 PM
19	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
20	To use Microsoft Word to type reports	12/23/2021 4:57 PM
21	Had to ask librarian how to access internet when first logging on. Printed instructions posted would be nice	12/23/2021 3:35 PM
22	I did not specifically use a Chromebook, but an earlier laptop version.	12/23/2021 3:30 PM
23	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
24	Provided AARP tax services.	12/23/2021 3:26 PM
25	I used it for a virtual interview.	12/23/2021 3:25 PM
26	lesson plan and grade student work	12/23/2021 2:43 PM
27	Don't like my password is saved and I can't delete it myself	12/23/2021 2:06 PM
28	To checkout items for patrons when our power went out.	12/23/2021 1:48 PM
29	NEED HIGH-SPEED INTERNET CONNECTION	12/23/2021 1:37 PM
30	Google	12/23/2021 1:35 PM
31	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
32	Attend training sessions	12/13/2021 4:58 PM
33	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



ANSWER CHOICES	RESPONSES	
Accessing educational resource for keiki to kupuna	77.20%	9,688
Learning and using new technology (e.g. virtual reality, esports)	40.92%	5,136
Connecting to healthcare providers via telehealth	19.61%	2,461
Using devices like tablets, laptops and computers	37.26%	4,676
Connecting my own device (e.g. smartphone, tablet, laptop) to high speed internet	37.19%	4,667
Quiet studying and reading	72.04%	9,041
Gathering and connecting with the community	45.64%	5,728
Connecting with technology and community programs in library outdoor spaces	31.17%	3,912
Reading physical books and magazines	72.95%	9,155
Reading digital books and magazines	46.04%	5,778
Learning early literacy skills programming for keiki	46.28%	5,808
Learning digital literacy skills	43.13%	5,413
Other (please specify)	8.96%	1,124
Total Respondents: 12,550		

#	OTHER (PLEASE SPECIFY)	DATE
1	Classes on how to use all the resources listed above in person and zoom	1/1/2022 9:20 PM
2	Reading more foreign language materials (magazines and books), such as Japanese.	1/1/2022 7:54 PM
3	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.	1/1/2022 5:56 PM
4	Language learning community groups, even if online right now. Local connections matter!	1/1/2022 4:11 PM
5	all of the above!	1/1/2022 11:06 AM
6	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.	12/31/2021 11:04 PM
7	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)	12/31/2021 9:16 PM
8	Online workshops or meetings; also, is there such a thing as online DVDs or streaming movies from library?	12/31/2021 7:17 PM
9	Improve ambiance: improved lighting, comfortable seating, welcoming atmosphere -staff seems unwelcoming which leads me to believe managers are poor.	12/31/2021 6:32 PM
10	Helping people find information they need, regardless of the media.	12/31/2021 5:18 PM
11	Access to audio (music) and video (film) collections is also important	12/31/2021 4:43 PM
12	We love to music you have at times !	12/31/2021 12:31 PM
13	Community used bookstores (the one at Hawaii Kai library is AMAZING and such a great resource)	12/31/2021 3:42 AM
14	being a "senior", i only use the library to find books.	12/30/2021 10:56 PM
15	quiet tutoring	12/30/2021 10:41 PM

16	Having free access to that dna genealogy website was nice and to be able to watch free movies.	12/30/2021 10:00 PM
17	Love your digital library of movies and documentaries	12/30/2021 8:47 PM
18	English as a second language tutors, or homework helpers.	12/30/2021 8:37 PM
19	ALL of the things listed are important Library functions!!!	12/30/2021 8:35 PM
20	applying/renew passports/visas	12/30/2021 5:57 PM
21	Passport and Government Paperwork connections	12/30/2021 4:36 PM
22	cultural programs like language and Hawaiian Life ways	12/30/2021 3:27 PM
23	Learning languages from multiple countries	12/30/2021 3:06 PM
24	Audio books	12/30/2021 2:34 PM
25	More online mystery, craft, cookbooks.	12/30/2021 2:04 PM
26	online free courses	12/30/2021 2:04 PM
27	Ensure security when accessing banks, credit union or any log on access.	12/30/2021 1:22 PM
28	genealogy resources	12/30/2021 1:16 PM
29	local seed exchange	12/30/2021 9:37 AM
30	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 and 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.	12/30/2021 8:32 AM
31	Real Estate, not that kind, but like a Zen Place to just read or find something without distractions or disturbance.	12/30/2021 2:23 AM
32	assistance with applying for services like housing, SNAP, Quest, addiction treatment, etc.	12/30/2021 1:36 AM
33	In person classes and workshops	12/30/2021 12:52 AM
34	having access to rare and out of print material	12/29/2021 10:30 PM
35	I am retired, but see great benefits with all the above, and really enjoy the great DVDs available.	12/29/2021 9:40 PM
36	I think all of these are the library's place!	12/29/2021 8:21 PM
37	nothing I've moved	12/29/2021 7:50 PM
38	learning skills in technologies, crops, plants, meds, home improvement, physical fitness, forensics and more	12/29/2021 7:11 PM
39	I don't want sick people at the library , even to call their doctor	12/29/2021 6:54 PM
40	Subscribe to hoopla and allow access for all library card holders.	12/29/2021 6:54 PM
41	Audiobooks	12/29/2021 5:45 PM
42	Voting and citizenship activities	12/29/2021 5:30 PM
43	Accessing the incredible personal research skills and informative advice of actual human librarians!	12/29/2021 3:44 PM
44	open longer in person hours	12/29/2021 3:29 PM
45	Community Educational Family Events	12/29/2021 3:11 PM
46	A place for learning (access physical and digital resources, social gathering (board games, etc) and community events, a safe place to go)	12/29/2021 2:51 PM
47	I love my bookmobile. I live in a senior facility and so enjoy the access and easy communication	12/29/2021 2:29 PM

48	Learning languages.	12/29/2021 2:09 PM
49	Can't go in library because I am not vaccinated	12/29/2021 2:05 PM
50	As a Kapuna, we need free lessons on use of current technology	12/29/2021 1:59 PM
51	Audio books, more titles	12/29/2021 1:25 PM
52	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.	12/29/2021 1:17 PM
53	Access to broad range of services and educational programming impacting low-income families and homeless community members	12/29/2021 1:01 PM
54	MONEY THAT'S ALL YOU NEED	12/29/2021 12:26 PM
55	Learning new skills	12/29/2021 11:45 AM
56	Coffee and smoothie shops	12/29/2021 5:42 AM
57	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.	12/29/2021 4:39 AM
58	Social community gatherings/get togethers for talks or other events.	12/29/2021 3:32 AM
59	Justvgoing to let kids find and check out the books they like.	12/29/2021 2:33 AM
60	Not discriminate people without vaccine.	12/29/2021 2:10 AM
61	book sales	12/29/2021 1:32 AM
62	The main library downtown would be a great place to browse and borrow books. But parking is so limited.	12/29/2021 1:32 AM
63	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.	12/29/2021 12:51 AM
64	Tool and musical instrument checkout	12/29/2021 12:40 AM
65	Digitize non-circulating resources to make them more accessible especially from pacific hawaiian section.	12/28/2021 11:11 PM
66	A community/government place where you do not discriminate based on vaccination status	12/28/2021 10:34 PM
67	For Hawaii residents & short term visitors	12/28/2021 10:26 PM
68	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.	12/28/2021 10:13 PM
69	Offer more teen and Kupuna programs	12/28/2021 10:10 PM
70	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.	12/28/2021 9:35 PM
71	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)	12/28/2021 9:19 PM
72	Seriously, all of the above	12/28/2021 9:09 PM
73	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.)	12/28/2021 8:41 PM

74	There are many adults and kids without access to computers. Before covid, they went to the library.	12/28/2021 8:38 PM
75	A place for youth to come and create things, i.e., music, production, video production, etc.	12/28/2021 8:03 PM
76	Wish DOE would provide new technology classes evenings/vacation time for adults and children, by Zoom perhaps?	12/28/2021 7:45 PM
77	Community outreach programs: seed/plant exchange, food share...etc.	12/28/2021 7:36 PM
78	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.	12/28/2021 6:19 PM
79	I need to find more about these areas. They sound great!	12/28/2021 5:34 PM
80	Conducting/ accessing research	12/28/2021 5:21 PM
81	All of the above.	12/28/2021 5:07 PM
82	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.	12/28/2021 4:49 PM
83	These five...and a number of the others! So much potential in our libraries.	12/28/2021 4:05 PM
84	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.	12/28/2021 3:38 PM
85	Borrow movies and cds online	12/28/2021 3:05 PM
86	Other and traditional uses should continue, but budgets may need to increase for library resources	12/28/2021 3:03 PM
87	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!	12/28/2021 3:00 PM
88	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	12/28/2021 2:37 PM
89	We don't live on Oahu anymore	12/28/2021 2:23 PM
90	Hawaii State Library needs to participate with Kanopy	12/28/2021 2:21 PM
91	Learning how to wade through online information services but to learn/know the difference between factual information vs. "made up" facts, i.e., some way of checking out facts	12/28/2021 2:05 PM
92	Continue Book fairs	12/28/2021 1:25 PM
93	Accessing the libraries Hawaiian CD music collection, as well as, music CDs of POP, Country, R&B, Jazz, etc.	12/28/2021 1:24 PM
94	Ability to copy and print part of info in digital books and magazines.	12/28/2021 12:25 PM
95	N/a	12/28/2021 12:23 PM
96	GET RID OF LIBRARY FINES ... shame on Hawaii Public Libraries for still using this draconian tactic!	12/28/2021 12:22 PM
97	Learn a new language	12/28/2021 12:04 PM
98	Public Libraries are so essential to community education and should never be closed. When I	12/28/2021 11:10 AM

	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	12/27/2021 10:51 PM

	the Covid virus as much if not more than the unvaccinated. The unvaccinated should not be punished for their choice and not being vaccinated.	
128	Meeting places for book clubs, literary groups, writing workshops.	12/27/2021 10:32 PM
129	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
130	Come to the library like back in the old days to browse the books or use the computer	12/27/2021 10:00 PM
131	pleasure	12/27/2021 9:56 PM
132	All of the above	12/27/2021 9:49 PM
133	After school homework to complete with friends	12/27/2021 9:46 PM
134	All of the items listed above are appropriate uses of the library.	12/27/2021 9:44 PM
135	Online payment for fees	12/27/2021 9:42 PM
136	Depends who will be in control of libraries ...	12/27/2021 9:29 PM
137	Meetings for Book Club	12/27/2021 9:23 PM
138	browsing materials (books, films, audio); receiving help from librarians;	12/27/2021 9:21 PM
139	Keiki read aloud story times and workshops	12/27/2021 9:19 PM
140	Providing streaming service for cultural and educational multimedia.	12/27/2021 9:12 PM
141	teaching computer literacy	12/27/2021 8:59 PM
142	The library is magical	12/27/2021 8:40 PM
143	Allow kupuna to attend grandchildren's remote university concerts/events	12/27/2021 8:33 PM
144	pre-school focus groups (like the keiki music program that was at Kahuku library)	12/27/2021 8:33 PM
145	It should still be a place to borrow printed materials!	12/27/2021 8:31 PM
146	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
147	I dont agree with the covid pass that is in place	12/27/2021 8:11 PM
148	Fine Arts	12/27/2021 8:10 PM
149	just stay here physically please with real books and keep the inter library loan system!	12/27/2021 8:09 PM
150	Idk	12/27/2021 8:03 PM
151	Place to check out movies and music cds	12/27/2021 8:03 PM
152	Hosting Tabletop and/or Board-games. Many of these involve many rule and lore books.	12/27/2021 7:58 PM
153	Open library to all humans DROP COVID mandates!!	12/27/2021 7:57 PM
154	Access for underserved communities	12/27/2021 7:45 PM
155	A makers space, a place for groups to meet like chess clubs or Toastmasters clubs.	12/27/2021 7:17 PM
156	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
157	not sure anymore	12/27/2021 7:11 PM
158	self-service checkout	12/27/2021 6:57 PM
159	Being able to browse the shelves and check out books to take home.	12/27/2021 6:56 PM
160	Borrowing and returning books and other items that are offered.	12/27/2021 6:52 PM
161	Reading both digital and physical books and magazines	12/27/2021 6:24 PM
162	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

193	browsing to see what's available	12/27/2021 4:21 PM
194	Childrens programs	12/27/2021 4:18 PM
195	Not segregating people by injection status	12/27/2021 4:15 PM
196	Access to kanopy	12/27/2021 4:12 PM
197	more audio book availability	12/27/2021 4:10 PM
198	I have selected more than 5, actually just qbout everything.	12/27/2021 4:10 PM
199	Meeting community needs, as possible.	12/27/2021 4:09 PM
200	all of the obove	12/27/2021 4:03 PM
201	Extended library hours, seven days a week, or even 24 hours would be so nice.	12/27/2021 4:02 PM
202	Lift your mandates and be fair and humane.	12/27/2021 4:00 PM
203	Being able to borrow or access physical books, since I prefer physical books to digital ones.	12/27/2021 3:59 PM
204	Offering a physical space for taking certification exams	12/27/2021 3:57 PM
205	Allowing to access a library normaly without a requirement of a covid test or vaccination like before	12/27/2021 3:55 PM
206	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	12/27/2021 3:54 PM
207	A place where the public can paid to use technology like 3D printers.	12/27/2021 3:52 PM
208	should probably take me off line. Trump and republicans have left a bad taste in my mouth, likely won't be back	12/27/2021 3:51 PM
209	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.	12/27/2021 3:51 PM
210	Open 24 hrs for YA to have a safe space at night to hang out	12/27/2021 3:49 PM
211	A research department that helps students learn researching skills and note taking	12/27/2021 3:42 PM
212	Urge City Council to fund a public restroom system because homeless people still have to use the restroom like the rest of us.	12/27/2021 3:41 PM
213	Peace and quiet time	12/27/2021 3:40 PM
214	Community building literacy programs (I know that's combining two but it's important to)	12/27/2021 3:35 PM
215	Borrowing computer games like Xbox and PS5 games.	12/27/2021 3:34 PM
216	N	12/27/2021 3:33 PM
217	All of the above. I love our library.	12/27/2021 3:33 PM
218	Before my keiki were old enough for school we enjoyed story mornings at the library.	12/27/2021 3:33 PM
219	Modernize the libraries please. They smell like 1970, and most are not appealing nor asthetically pleasing spaces, unfortunately.	12/27/2021 3:30 PM
220	Financial literacy for all ages	12/27/2021 3:27 PM
221	Make sure you accommodate those of us that are disabled	12/27/2021 3:27 PM
222	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!!!	12/27/2021 3:26 PM
223	We'd love if in person classes and workshops resumed for kids and families.	12/27/2021 3:20 PM
224	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!	12/27/2021 3:19 PM
225	Allowing all community members in regardless of vaccine status	12/27/2021 3:18 PM

226	Please enjoy your holidays with God's blessings; keep up great work	12/27/2021 3:17 PM
227	Providing physical entry to all people to enjoy access to all services regardless of vaccination status. End the discrimination.	12/27/2021 3:17 PM
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.	12/27/2021 3:16 PM
229	Accessibility Awareness	12/27/2021 3:16 PM
230	Im interested in investigating library increasing healthcare assess by "connecting to healthcare providers via telehealth" options.and have been a telehealth provider for years	12/27/2021 3:16 PM
231	Plenty of large type books	12/27/2021 3:15 PM
232	Having printer access	12/27/2021 3:13 PM
233	Teaching basic Hawaiian language skills	12/27/2021 3:13 PM
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	12/27/2021 3:06 PM
235	Use of the computers/printers	12/27/2021 2:02 PM
236	All of these are vitally important resources for the community. Cannot say only five that matter.	12/27/2021 1:53 PM
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.	12/27/2021 1:16 PM
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	12/27/2021 1:07 PM
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?	12/27/2021 12:40 PM
240	All these items are important keep it up... we need you	12/27/2021 12:30 PM
241	Genealogy	12/27/2021 10:57 AM
242	not currently in Hawaii	12/27/2021 8:45 AM
243	Offer college courses	12/27/2021 5:00 AM
244	Allowing burg vaccinated and unvaccinated people to use the library, not discriminating against unvaccinated children to use library!	12/27/2021 1:27 AM
245	Access to online books etc.	12/27/2021 1:07 AM
246	To be used by everyone	12/27/2021 12:41 AM
247	All of these seem important and desirable!!	12/27/2021 12:14 AM
248	DVDs	12/27/2021 12:03 AM
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 condusive or convenient to the audiance they should be catering to!	12/26/2021 11:55 PM
250	providing links to early reader books that are adult oriented for adults with ID/DD.	12/26/2021 11:43 PM
251	Interlibrary loans. I would like more information about access to universiry collections here and	12/26/2021 8:48 PM

	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/coffeeshop, 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	12/26/2021 5:24 AM
278	Meetings	12/26/2021 2:10 AM
279	A place to develop a love for social programmes which actively work to improve our community and family lives.	12/26/2021 1:21 AM
280	borrowing digital films, movies, cds	12/26/2021 1:06 AM
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?	12/26/2021 12:48 AM
282	as a source for books, magazines, ebooks, music, and movies	12/25/2021 11:49 PM
283	Guess I'm asking for a lot here, but I really value libraries!	12/25/2021 11:21 PM
284	Providing unbiased factual news local up to international. Be a place the community can trust for facts. There is a need.	12/25/2021 10:26 PM
285	open the main library on king street	12/25/2021 10:02 PM
286	Checking out movies to play at home.	12/25/2021 8:34 PM
287	Reading both physical and digital books and magazines	12/25/2021 7:10 PM
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.	12/25/2021 6:17 PM
289	Borrowing audiobooks	12/25/2021 6:16 PM
290	Host weekly book-swap-meet, with, or without, a limited farmer's market!	12/25/2021 6:07 PM
291	All the above	12/25/2021 5:18 PM
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.	12/25/2021 5:01 PM
293	Add more copies of popular audio books.	12/25/2021 4:40 PM
294	book tours	12/25/2021 4:20 PM
295	On line courses thru the library system	12/25/2021 4:19 PM
296	obtaining a GED at any age, help to apply for social security and legal aid and DHS services	12/25/2021 3:58 PM
297	Libraries cost too much to operate. Should close some. Make everything online.	12/25/2021 3:41 PM
298	Please Reinstall keiki storytelling. It's an superior influence in improving our society's literacy!!	12/25/2021 3:17 PM
299	Getting referrals or recommendations from library employees on books, authors, DVDs based on my interests.	12/25/2021 2:34 PM
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)	12/25/2021 2:14 PM
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	12/25/2021 1:59 PM
302	Legitimate community meetings held in the conference room when the library is closed.	12/25/2021 1:36 PM
303	Learning about the local history of the community where the library is located.	12/25/2021 1:27 PM
304	lockers and showers for unhoused people	12/25/2021 1:27 PM
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.	12/25/2021 1:22 PM

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.	12/25/2021 12:56 PM
307	Literacy for adults	12/25/2021 12:48 PM
308	Hopefully a place where us un-vaxed can access.	12/25/2021 12:34 PM
309	A place where groups if people can watch a movie together	12/25/2021 12:06 PM
310	Use as gathering place for the local residents.	12/25/2021 11:35 AM
311	Quiet studying & reading, reading physical books & magazines (can't choose just 5!)	12/25/2021 11:31 AM
312	Increase the hours you are open	12/25/2021 10:51 AM
313	I would use the library for obtaining books.	12/25/2021 10:43 AM
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!!!	12/25/2021 9:35 AM
315	Private room for people studying to use	12/25/2021 9:15 AM
316	Every one of these is a critical function for our communities.	12/25/2021 8:34 AM
317	Access to a computer is important	12/25/2021 7:26 AM
318	Storytime for children, activities to encourage children and teenagers to read and discuss books.	12/25/2021 7:23 AM
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.	12/25/2021 6:20 AM
320	More audio books	12/25/2021 5:18 AM
321	Be a quiet place.	12/25/2021 4:59 AM
322	I will be making some changes in the coming year.	12/25/2021 4:48 AM
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.	12/25/2021 4:11 AM
324	Thank you	12/25/2021 2:56 AM
325	Access to a physical printer.	12/25/2021 2:31 AM
326	Community outreach/reading advocacy	12/25/2021 2:08 AM
327	I really like that awesome ideas presented here. This points to an exciting role that libraries will play going forward.	12/25/2021 1:52 AM
328	N	12/25/2021 1:48 AM
329	Fix the search of books so you can search filter the author's collection by date released	12/25/2021 1:38 AM
330	Story time	12/25/2021 1:12 AM
331	I don't know	12/25/2021 12:28 AM
332	All of the above, really	12/25/2021 12:08 AM
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.	12/24/2021 11:36 PM
334	To use for job interview	12/24/2021 11:15 PM
335	reading stories to kids and teaching them real history. Help out homeschooling community!	12/24/2021 11:05 PM
336	learning using online technology like zoom	12/24/2021 10:40 PM
337	being able to rent classic and nnew films from countries other than china and korea (hilo library)	12/24/2021 10:33 PM

338	No comments	12/24/2021 10:20 PM
339	Traditional library resources, borrowing books, accessing current events, learning, studying, etc...	12/24/2021 10:11 PM
340	borrow DVDs	12/24/2021 9:55 PM
341	I really have been enjoying the "overdrive" and "kanopy" applications. I hope more and unlimited resources will be available in the future!!	12/24/2021 9:54 PM
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 memoir.	12/24/2021 9:38 PM
343	Help with using a smart phone.	12/24/2021 9:37 PM
344	Not sure	12/24/2021 8:56 PM
345	Was nice that Kaimuki Library had a tropical fruit seed exchange box	12/24/2021 8:14 PM
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.	12/24/2021 8:07 PM
347	Feeling safe in and around the Hawaii State Library	12/24/2021 7:51 PM
348	Supplement resources research for college study	12/24/2021 7:39 PM
349	Place to connect and enjoy the world of books. Place to get enriched with the human wisdom.	12/24/2021 7:32 PM
350	Providing educational classes, like programming classes, guest speakers etc.	12/24/2021 7:05 PM
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	12/24/2021 6:59 PM
352	a place for us to socialize quietly while we explore new things/ideas	12/24/2021 6:57 PM
353	Sorry ... ask the younger adults .	12/24/2021 6:55 PM
354	internet access 24/7 outside the library when necessary will help many people, including me.	12/24/2021 6:50 PM
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.	12/24/2021 6:43 PM
356	Be living examples of aloha & being cordial which my experience at Makawao with the head librarian lacked!	12/24/2021 6:34 PM
357	Art and Cultural events	12/24/2021 6:16 PM
358	Holiday programs, programs with entertaining or practical appeal (big audience rather than crafts)	12/24/2021 6:09 PM
359	Access to physical daily newspapers as currently available at WPL (difficult @ LPL due to rcvg via usps/days late).	12/24/2021 5:47 PM
360	opening on Saturdays and one more weekday evening	12/24/2021 5:41 PM
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)	12/24/2021 5:19 PM
362	Ô	12/24/2021 5:09 PM
363	Not on Maui long enough to need to use it	12/24/2021 4:55 PM
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 pervers. Sadly, security and the cost of security are something we have to live with.	12/24/2021 4:54 PM

365	none	12/24/2021 4:46 PM
366	A place to access for volumes on history.	12/24/2021 4:31 PM
367	Keeping a love of learning alive	12/24/2021 4:31 PM
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.	12/24/2021 4:15 PM
369	Checking out books	12/24/2021 4:13 PM
370	borrowing materials to take home!!	12/24/2021 4:10 PM
371	Fully utilize online programs	12/24/2021 4:00 PM
372	Access to CD's & DVD's	12/24/2021 3:56 PM
373	Attending talks (author/expert lectures, etc.) and other community activities and programs.	12/24/2021 3:56 PM
374	A place for literacy tutors to meet learners one on one	12/24/2021 3:10 PM
375	While I totally support Covid vaccinations, the requirement to prove it is ridiculous. A mask and distancing are sufficient.	12/24/2021 3:09 PM
376	Research for my projects	12/24/2021 3:00 PM
377	Genealogy research	12/24/2021 2:39 PM
378	Offer in person class for basic computer use online ie; browsing; virtual use; photography or emailing esp the ones w no tech skills.	12/24/2021 2:37 PM
379	Constitutional education	12/24/2021 2:36 PM
380	I value the library system before Covid restrictions and borrowed an array of books for pleasure and research.	12/24/2021 2:32 PM
381	Recycling books, magazines and video material for funds for libraries	12/24/2021 2:30 PM
382	Please keep Mountain View Public Library open to do all of the above and allow kids to touch and read books	12/24/2021 2:13 PM
383	Checking out physical & digital reading materials-with an easily accessible login and menu for the technically challenged	12/24/2021 2:07 PM
384	I physically do not go to the library. I only use the library for audio books , so this does not apply to me.	12/24/2021 1:53 PM
385	Letting unvaccinated people have access to the library and stop descriminatin	12/24/2021 1:51 PM
386	Help to renew passports	12/24/2021 1:41 PM
387	K	12/24/2021 1:36 PM
388	Esports is the opposite of learning. Don't be fooled by marketing. VR, depending on it's uses could be a major learning resource, but it's in it's 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.	12/24/2021 1:30 PM
389	need to get back in the library	12/24/2021 1:28 PM
390	A place for all who are not sick to use.	12/24/2021 1:17 PM
391	All	12/24/2021 1:09 PM
392	When can I browse and check out books at state library---it has been years	12/24/2021 1:09 PM

393	Providing more computers!	12/24/2021 1:03 PM
394	Show and Tells.. The "tillandsia" lady's pre COVID presentation at the state library was most informative and enjoyable.	12/24/2021 12:49 PM
395	A place for all people to visit and develop the love to read without discrimination.	12/24/2021 12:46 PM
396	ability to order books not otherwise available	12/24/2021 12:43 PM
397	offers a place for community gatherings	12/24/2021 12:38 PM
398	Have plug in capability for outside laptops and adequate space & time for use.	12/24/2021 12:30 PM
399	A place where people can congregate and have coffee	12/24/2021 12:26 PM
400	exploring new technologies, such as 3D printers & laser printers	12/24/2021 12:21 PM
401	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.	12/24/2021 12:13 PM
402	its great just as it is !	12/24/2021 11:52 AM
403	A crucial part of a community to gather	12/24/2021 11:30 AM
404	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.	12/24/2021 11:29 AM
405	Please stay open on a regular basis. It's important and American.	12/24/2021 11:28 AM
406	In Vancouver, Wa the library provides a small amount of free copying. this s very useful. I do noot feel like the Kona library is welcoming at this time. i would love to do a small amount of copying on a regular basis	12/24/2021 11:19 AM
407	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.	12/24/2021 11:12 AM
408	Don't see the library need in the next five years	12/24/2021 11:10 AM
409	Being open on Wednesdays so I can take my grandkids on a day they are out early from school.	12/24/2021 11:10 AM
410	Continued learning	12/24/2021 11:08 AM
411	All of the above.	12/24/2021 10:58 AM
412	Browsing and selecting books	12/24/2021 10:56 AM
413	Half of all my knowledge has come from reading books I acquired from the public library. Keep it UP!	12/24/2021 10:52 AM
414	Browsing for both adults and keiki. Great place to take kids. Kids love libraries!	12/24/2021 10:42 AM
415	Language learning programs	12/24/2021 10:42 AM
416	Major resourse center for varied topics to include access to rare/restricted books via digital forms. Like a physical "Goggle" access center!	12/24/2021 10:28 AM
417	hope to retire in 6-7 years, then I'll have more time	12/24/2021 10:20 AM
418	Please hire more people and keep the library open 8 hours a day at least 6 days a week	12/24/2021 9:23 AM
419	I think all of the above apply	12/24/2021 9:12 AM
420	Everything is going to on line platforms (e.g. Metaverse) - the public library would be a wonderful and safe place for this	12/24/2021 9:09 AM
421	Being a publicly open resource to access information. Democracy, requires an informed public.	12/24/2021 8:53 AM
422	access for the unjabbed	12/24/2021 8:43 AM
423	Already responded to this survey.	12/24/2021 7:31 AM
424	Research	12/24/2021 6:38 AM

425	Not invading peoples privacy by asking for medical information. I have no trust in the library	12/24/2021 6:26 AM
426	A place for all children to borrow books-vaccinated and non-vaccinated!	12/24/2021 5:26 AM
427	Everything is important since Covid started to use our HI library- Mahalo!	12/24/2021 4:47 AM
428	Physical newspapers	12/24/2021 4:18 AM
429	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	12/24/2021 4:11 AM
430	I would like to get involved - the technological aspects	12/24/2021 4:10 AM
431	Everyone not just the vaccinated.	12/24/2021 4:04 AM
432	Doing research	12/24/2021 4:01 AM
433	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	12/24/2021 3:59 AM
434	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.	12/24/2021 3:43 AM
435	expanding literacy in the time of ignorance and illiteracy	12/24/2021 3:10 AM
436	tax preparation at least basic level, some basic investment program	12/24/2021 3:03 AM
437	Having access to knowing new highly rated novels and novels that have won awards.	12/24/2021 3:01 AM
438	Promote Japanese and Hawaiian Languages with Community Activites and non-English Books	12/24/2021 3:00 AM
439	Providing unbiased current information and ensuring information is fact checked, to ensure bogus information is not further disseminated.	12/24/2021 2:58 AM
440	If you continue to support vaccine passports I hope you go out of business	12/24/2021 2:57 AM
441	Defund the library, sell the assets and use Google	12/24/2021 2:54 AM
442	Learn	12/24/2021 2:37 AM
443	more online audiobooks and books, online education and high quality information	12/24/2021 2:27 AM
444	Just being able to go to the Library in person without restrictions	12/24/2021 2:16 AM
445	work for a few hours	12/24/2021 2:05 AM
446	Pandemic friendly virtual programs	12/24/2021 1:51 AM
447	Newsletter on website was short-lived — need to emphasize local branch Friends groups as well as the Friends of the Library of Hawaii.	12/24/2021 1:49 AM
448	Cd stories	12/24/2021 1:49 AM
449	Don't have any ideas on this matter.	12/24/2021 1:45 AM
450	Provide access to computers for underprivileged keiki's and kupuna in remote areas of the Island	12/24/2021 1:38 AM
451	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.	12/24/2021 1:35 AM
452	It would be nice to go look at books in the future , I was told I could not go thru the aisles	12/24/2021 1:26 AM
453	All of the above mentioned	12/24/2021 1:24 AM
454	Open more and not closing due needless fear of COCOVID	12/24/2021 1:18 AM
455	Libraries have always been a great, inclusive community resource for everyone. Important to maintain this opportunity.	12/24/2021 1:16 AM
456	Open on saturdays so that community can access what is available during the week.	12/24/2021 1:03 AM
457	More audiobooks choices.	12/24/2021 1:00 AM

458	Simple postal services such as dropping letters for pickup.	12/24/2021 12:58 AM
459	renovate library with improved air conditioning and extending hilo library hours and full week end usage	12/24/2021 12:53 AM
460	i love the kanopy streaming movies. thank you.	12/24/2021 12:53 AM
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.	12/24/2021 12:49 AM
462	Enforcing the 'no cell phone use' rule. (Goes to "Quiet studying and reading.")	12/24/2021 12:39 AM
463	Reading of any sort - both digital and physical	12/24/2021 12:37 AM
464	watching films	12/24/2021 12:34 AM
465	Beginner.	12/24/2021 12:28 AM
466	All of the above	12/24/2021 12:26 AM
467	Assistance for older adults to access technology and other resources	12/24/2021 12:15 AM
468	borrowing physical books & magazines because not everyone has electronic devices	12/24/2021 12:15 AM
469	Leting us in.	12/24/2021 12:12 AM
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	12/24/2021 12:10 AM
471	Auto repair manuals	12/24/2021 12:10 AM
472	Borrowing paper books!	12/24/2021 12:03 AM
473	More audiobooks- and a stronger focus on award-winning audio books	12/23/2021 11:48 PM
474	Movies, educational programs (like the presentation you had on whales)	12/23/2021 11:45 PM
475	Book signing events	12/23/2021 11:41 PM
476	All of the above except gathering to meet with community and connecting your own devices for high-speed internet	12/23/2021 11:40 PM
477	Culture - book talks, etc.; research for business community	12/23/2021 11:38 PM
478	Do not spend time duplicating for healthcare or keiki programs that are offered at school. That is paying twice for the same service.	12/23/2021 11:29 PM
479	All of above.	12/23/2021 11:26 PM
480	More audiobooks please.	12/23/2021 11:21 PM
481	borrowing and downloading audiobooks	12/23/2021 11:20 PM
482	Preservation of and access to information about our community and state that is unavailable elsewhere (e.g., Hawaiiiana, local newspaper archives).	12/23/2021 11:15 PM
483	Hoopla	12/23/2021 11:00 PM
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.	12/23/2021 10:59 PM
485	A NON-POLITICAL resource! I do not feel comfortable this will not be a data gathering source for advertising/state/political/more agendas.	12/23/2021 10:54 PM
486	Library is doing a good job offering programs to all .	12/23/2021 10:54 PM
487	I applaud the library to offer borrowing ukuleles.	12/23/2021 10:50 PM
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	12/23/2021 10:49 PM

	those of us who are vaccinated. Therefore I concluded that that particular library didn't maintain a healthy environment for its patrons.o	
489	I prefer to go to the physical library and check out books in person. I also look at some books on the shelves.	12/23/2021 10:46 PM
490	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.	12/23/2021 10:44 PM
491	Some of each from above pending on individual needs	12/23/2021 10:41 PM
492	Accessing Audio books with shorter waiting periods	12/23/2021 10:40 PM
493	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.	12/23/2021 10:39 PM
494	I've been satisfied with what I know about using the library online.	12/23/2021 10:37 PM
495	Borrowing other useful items like tools, museum passes, etc	12/23/2021 10:34 PM
496	learning more foreign languages	12/23/2021 10:33 PM
497	Connecting schools and community	12/23/2021 10:27 PM
498	providing tax help, legal aid, and various other community education on practical stuff, like how an auto/student loan and credit scores work.	12/23/2021 10:27 PM
499	I am doing research for a book I am writing and would like to use these resources to acces historical research items.	12/23/2021 10:21 PM
500	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.	12/23/2021 10:18 PM
501	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.	12/23/2021 10:13 PM
502	Buying withdrawn from circulation library books; recycle books; buy donated books	12/23/2021 10:13 PM
503	I really don't have an idea.	12/23/2021 10:09 PM
504	IT'S ALL GOOD IF YOU HAVE THE TIME,AND NO VIRUS!	12/23/2021 10:00 PM
505	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.	12/23/2021 9:59 PM
506	read magazines on Saturdays	12/23/2021 9:56 PM
507	I applaud your progressive thinking. Chase the path to knowledge.	12/23/2021 9:55 PM
508	Renew StoryTelling time. FYI:An Avid reader, I found Moili'ili-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!	12/23/2021 9:55 PM
509	Nothing	12/23/2021 9:48 PM
510	Growing the audiobook selection	12/23/2021 9:41 PM
511	All of the above	12/23/2021 9:32 PM
512	I believe whatever the library can do to enhance literacy, it should, however it can be done.	12/23/2021 9:31 PM
513	Please see the article about the library in Memphis that was in Smithsonian Magazine.	12/23/2021 9:30 PM
514	Crafts	12/23/2021 9:29 PM
515	Provide private meeting rooms for small work groups/sewing circles	12/23/2021 9:21 PM
516	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.	12/23/2021 9:21 PM
517	all kine kid stuff book and learning and reading related	12/23/2021 9:19 PM
518	All of it	12/23/2021 9:12 PM

519	Vocational resources for the unemployed	12/23/2021 9:11 PM
520	non discriminatory policy so everyone can use library in the first place	12/23/2021 9:04 PM
521	Age: 92 in March 2022; still learning :>)	12/23/2021 8:58 PM
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.	12/23/2021 8:58 PM
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.	12/23/2021 8:53 PM
524	All of the above.	12/23/2021 8:53 PM
525	Having access to actual books.	12/23/2021 8:47 PM
526	The present library set up is like a museum & is not meeting the communities needs.	12/23/2021 8:45 PM
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.	12/23/2021 8:44 PM
528	Lecture/informationals from experts	12/23/2021 8:43 PM
529	use the library to save our democracy - library to operate as a public square	12/23/2021 8:40 PM
530	venue music, art, dance, drama and cultural performances	12/23/2021 8:35 PM
531	Attending the variety of programs	12/23/2021 8:32 PM
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	12/23/2021 8:27 PM
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.	12/23/2021 8:23 PM
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.	12/23/2021 8:22 PM
535	i've been alone for so long, I do not have any desire to reach out any more.	12/23/2021 8:22 PM
536	Reservable meetup space for personal events	12/23/2021 8:10 PM
537	Listening to audiobooks	12/23/2021 8:08 PM
538	As long as no pass needed	12/23/2021 8:00 PM
539	Tax Help	12/23/2021 7:54 PM
540	Tax filing	12/23/2021 7:54 PM
541	There may be great opportunity to enable Kapuna to use a small private office to hold private meetings with doctors or financial planner.	12/23/2021 7:52 PM
542	Mutlimedia workshops	12/23/2021 7:48 PM
543	Should be disbanded and trashed you aren't public quit calling your self that. You are the vaccinated library.	12/23/2021 7:47 PM
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.	12/23/2021 7:44 PM
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	12/23/2021 7:42 PM

programs such as Outlook, Excel, Access, even Word and Power Point. Basic and advanced classes that walk through all the steps and options would be very helpful to many older folks and all ages really. The library could become the new meeting place and still offer quite study areas for students and researchers.

546	A VARIETY OF MAGAZINES AND JOURNALS	12/23/2021 7:41 PM
547	Non resident	12/23/2021 7:39 PM
548	All people should have access to the library. Stop segregation.	12/23/2021 7:38 PM
549	Meeting, Testing, for school, etc.	12/23/2021 7:36 PM
550	Recorded books	12/23/2021 7:36 PM
551	checking out movies on CDs	12/23/2021 7:35 PM
552	Borrowing books and audiovisual media.	12/23/2021 7:35 PM
553	Often Publicizing the services you offer to the community at large.	12/23/2021 7:27 PM
554	Tutoring adult literacy students	12/23/2021 7:26 PM
555	printing, coping	12/23/2021 7:23 PM
556	HI needs provide more educational programs to citizens, to elevate the level of intellect.	12/23/2021 7:21 PM
557	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.	12/23/2021 7:21 PM
558	Requesting books you don't carry	12/23/2021 7:20 PM
559	Being able to go in without illegal mandates like masks and vaccinations. Wake up!	12/23/2021 7:19 PM
560	Special performances were very enjoyable.	12/23/2021 7:19 PM
561	N	12/23/2021 7:19 PM
562	More fiction available	12/23/2021 7:19 PM
563	DVD movie and TV series rentals	12/23/2021 7:18 PM
564	Increased audiobook books for isolated people with poor transportation	12/23/2021 7:16 PM
565	Repository for Hawaii language, history and culture	12/23/2021 7:11 PM
566	Perhaps local art by local residents or Hawaii residents, traveling exhibits, etc.	12/23/2021 7:07 PM
567	All of the above.A great resource for learning!	12/23/2021 7:07 PM
568	Virtual prep classes for various entrance exam(s) i.e: LSAT, GMAT, ASVAB	12/23/2021 7:05 PM
569	Have more books available in house that aren't able to be borrowed.	12/23/2021 7:03 PM
570	learning and using vtech skills - loan/use of woodworking/carpentry/kitchen tools	12/23/2021 7:01 PM
571	Browsing books if I don't know what I want, and then checking them out.	12/23/2021 6:58 PM
572	with the increasing development of the internet, libraries should switch to virtual sites instead of brick and mortar establishments.	12/23/2021 6:57 PM
573	Do not ever offer drag queen story time at your library for our Keiki or anyone!	12/23/2021 6:57 PM
574	I don't use the library because it is full of homeless people sleeping.	12/23/2021 6:55 PM
575	Hosting writers and other speakers	12/23/2021 6:50 PM
576	Forgiving library fines for Keiki. Access for all! Start there!	12/23/2021 6:49 PM
577	Maybe hosting/sponsoring community cultural activities, speakers, poetry readings, musicians, etc	12/23/2021 6:48 PM
578	become a community hub. host community events. host non-profit events. offer cafe options. become a relevant municipal resource. modernize library infrastructure to meet today's	12/23/2021 6:48 PM

	demands.	
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	12/23/2021 6:46 PM
580	It should not be a place for the homeless to gather in air-conditioned comfort.	12/23/2021 6:44 PM
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.	12/23/2021 6:43 PM
582	conducting used book sales inside the library and using an outdoor area outside of the library.	12/23/2021 6:40 PM
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.	12/23/2021 6:39 PM
584	For all humans not just ones that meet certain requirements.	12/23/2021 6:39 PM
585	Na	12/23/2021 6:37 PM
586	having an extensive e-book collection	12/23/2021 6:33 PM
587	A place we all can use	12/23/2021 6:30 PM
588	I'm an annual visitor for a month each year so I use the library differently than a resident would.	12/23/2021 6:30 PM
589	Classes to build knowledge and skills	12/23/2021 6:29 PM
590	Hearing lectures and attending workshops.	12/23/2021 6:28 PM
591	Audio book check out	12/23/2021 6:27 PM
592	entertainment	12/23/2021 6:27 PM
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...!).	12/23/2021 6:25 PM
594	Having more selection of books, magasone videos.. and a better search engine, not easy to find title, authors, subject..	12/23/2021 6:22 PM
595	community educational events and programs	12/23/2021 6:20 PM
596	Areas where noise & verbal interactions are acceptable just as space and/or glass panel rooms where Quiet study and reading still works!	12/23/2021 6:15 PM
597	Provide classes that improve business skills, playing an instrument, art & craft classes.	12/23/2021 6:14 PM
598	Public Libraries are becoming obsolete.	12/23/2021 6:12 PM

599	Checking out DVD's	12/23/2021 6:11 PM
600	Socially meet other people with similiar interests.	12/23/2021 6:10 PM
601	Tool Lending library & free dvd lending.	12/23/2021 6:08 PM
602	A place to browse, and to borrow books that enhance my visit to your wonderful State.	12/23/2021 6:08 PM
603	Audiobooks	12/23/2021 6:06 PM
604	all of the above	12/23/2021 6:01 PM
605	Open Saturdays	12/23/2021 6:00 PM
606	Hoopla free movies and shows	12/23/2021 5:57 PM
607	All the above	12/23/2021 5:56 PM
608	DVD movies etc	12/23/2021 5:54 PM
609	Socializing	12/23/2021 5:53 PM
610	Hosting programs of interest to the community, and remaining open to ALL community members	12/23/2021 5:53 PM
611	Cultural Programming - Live presentation	12/23/2021 5:48 PM
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 -	12/23/2021 5:47 PM
613	Resources ie: ref. Books, too maps, ref and direction ffg or various projects. Books or interests.	12/23/2021 5:45 PM
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	12/23/2021 5:43 PM
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. .	12/23/2021 5:42 PM
616	Providing access to digital technology and the Internet for less affluent members of society	12/23/2021 5:41 PM
617	checking out books	12/23/2021 5:39 PM
618	Tax preparation help	12/23/2021 5:38 PM
619	A non discriminatory place where people can gather information without fear	12/23/2021 5:36 PM
620	Everything listed above is important	12/23/2021 5:36 PM
621	Facility to print papers and documents when needed. A good color laser at a cheap cost per page is what I'd like.	12/23/2021 5:35 PM
622	Community activities	12/23/2021 5:35 PM
623	Browsing through materials at the liibrary.	12/23/2021 5:35 PM
624	reading investment resources such as Valueline	12/23/2021 5:33 PM
625	The library system is one of the best uses for taxpayer monies.	12/23/2021 5:32 PM
626	Geneology Data Bases for Hawaiian Ancestry Specifically	12/23/2021 5:31 PM
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.	12/23/2021 5:30 PM
628	All of the above!!!	12/23/2021 5:28 PM
629	After school programs for keiki	12/23/2021 5:27 PM
630	Used book and other media exchange such as yearly book sales of donations and at year-round shelves near entrances.	12/23/2021 5:27 PM

631	Offering of audio books	12/23/2021 5:26 PM
632	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.	12/23/2021 5:24 PM
633	Offering in person Educational Presentations without masks and vaccine passports.....	12/23/2021 5:23 PM
634	Freedom	12/23/2021 5:22 PM
635	Digital movies	12/23/2021 5:20 PM
636	Will try audio books soon	12/23/2021 5:17 PM
637	Expanded hours and open on weekends	12/23/2021 5:17 PM
638	Being in a harmonious space with the community	12/23/2021 5:14 PM
639	arts and craft (all ages), Lego Club	12/23/2021 5:11 PM
640	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
641	Taking out books that you can't afford to purchase to read.	12/23/2021 5:10 PM
642	All of the above. I love the library ♥	12/23/2021 5:09 PM
643	More free computers / printing	12/23/2021 5:07 PM
644	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
645	The entire library system is outdated and should be completely overhauled	12/23/2021 5:06 PM
646	literacy for anyone	12/23/2021 5:05 PM
647	No longer in HI	12/23/2021 5:05 PM
648	Any future literary new technology	12/23/2021 5:05 PM
649	New book acquisition suggestion	12/23/2021 5:03 PM
650	Learning languages	12/23/2021 5:03 PM
651	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
652	Programs for Kapuna	12/23/2021 5:01 PM
653	Checking out DVDs, if still available?	12/23/2021 5:01 PM
654	All of the above	12/23/2021 5:00 PM
655	Job and resume skills, life skills	12/23/2021 4:59 PM
656	Keiki story time. I use to take my granddaughters every week to Kapolei Library.	12/23/2021 4:59 PM
657	accommodating staff close to the internet area to help those including me about computers	12/23/2021 4:59 PM
658	Research	12/23/2021 4:58 PM
659	All of the above.	12/23/2021 4:58 PM
660	Libraries are wonderful resources for the community! New uses are a great idea.	12/23/2021 4:56 PM
661	Learning about educational opportunities (e.g., colleges and universities, MOOCs, online certificate programs, etc.)	12/23/2021 4:56 PM
662	A mask-less, accessible, public 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

663	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.	12/23/2021 4:52 PM
664	Digital audiobooks!	12/23/2021 4:48 PM
665	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.	12/23/2021 4:47 PM
666	All of the above	12/23/2021 4:46 PM
667	Self check out inside library	12/23/2021 4:44 PM
668	Digital video streaming	12/23/2021 4:41 PM
669	please allow for the library to expand and be present in our communities for as long as it can. Let it evolve.	12/23/2021 4:40 PM
670	The Reference Section and its librarians are unprofessional and lacking in wordliness.	12/23/2021 4:40 PM
671	Accommodating academic research and pursuits as an extension of the UH university system	12/23/2021 4:38 PM
672	a place where people are allowed to go without vaccine requirement	12/23/2021 4:38 PM
673	Virtual programs	12/23/2021 4:33 PM
674	More story times for Keiki in rural libraries	12/23/2021 4:32 PM
675	Every month there should be a different activity to draw in the kids.	12/23/2021 4:32 PM
676	Unvaccinated should not be forbidden from the libraries and their resources	12/23/2021 4:31 PM
677	library is obsolete due to poor comms with the public. no need for paper books. Funds should go to community centers.	12/23/2021 4:31 PM
678	Honestly, all of the above are wonderful services our libraries could potentially provide, now and in the future!	12/23/2021 4:31 PM
679	Children's programs are vitally important. F	12/23/2021 4:30 PM
680	Hosting local authors to celebrate stories from Hawaii	12/23/2021 4:29 PM
681	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.	12/23/2021 4:29 PM
682	A children's play area/room.	12/23/2021 4:29 PM
683	All	12/23/2021 4:27 PM
684	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.	12/23/2021 4:26 PM
685	to feel safe	12/23/2021 4:24 PM
686	Open doors for all.	12/23/2021 4:21 PM
687	Something easy for retiree ... pick n read	12/23/2021 4:19 PM
688	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?	12/23/2021 4:18 PM
689	bookmobile for nondrivers	12/23/2021 4:18 PM
690	Requiring a vaccination to have access to a PUBLIC library is disgusting and you should be ashamed.	12/23/2021 4:15 PM

691	I wish the library would be a place that could connect the community they are in with wellness and educational opportunities	12/23/2021 4:15 PM
692	Allowing both Unvaccinated and Vaccinated individuals to be able to go to the library.	12/23/2021 4:14 PM
693	Helping kupuna to use the internet and Office productivity software (Word, Excel, Outlook)	12/23/2021 4:14 PM
694	Anything and everything else the community needs. Mahalo nui	12/23/2021 4:13 PM
695	continue to partner with the Statewide Cultural Extension Program to bring arts and culture performances to libraries	12/23/2021 4:11 PM
696	Genealogy research	12/23/2021 4:09 PM
697	Not being medically segregated	12/23/2021 4:08 PM
698	Keeping in touch with Hawaii from a distance	12/23/2021 4:08 PM
699	Free space for lectures, meetings, gatherings--FREE of vaccine/mask mandates.	12/23/2021 4:07 PM
700	Learning other languages and cultures	12/23/2021 4:07 PM
701	Print station	12/23/2021 4:05 PM
702	Increasing all art book (non-digital) collections. The creative arts are the foundation of culture.	12/23/2021 4:04 PM
703	access to more (other) data bases	12/23/2021 4:02 PM
704	Just keep it quiet. I don't see how virtual reality can be anything but disruptive.	12/23/2021 4:00 PM
705	A wonderful collection of books to lend folks	12/23/2021 3:59 PM
706	DVD's	12/23/2021 3:58 PM
707	Learning computer skills.	12/23/2021 3:58 PM
708	I haven't used the library since they started closing, and I only use it to check out recreational reading material.	12/23/2021 3:57 PM
709	All of above	12/23/2021 3:57 PM
710	Improving language skills	12/23/2021 3:56 PM
711	All of the above	12/23/2021 3:56 PM
712	More books to borrow on Libby	12/23/2021 3:55 PM
713	All of the above	12/23/2021 3:54 PM
714	Experiencing live /and educational offerings performances not otherwise easily accessible in this community	12/23/2021 3:53 PM
715	Supporting people who don't have access to applying 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.	12/23/2021 3:53 PM
716	Keeping CRT books. Magazines, etc OUT OF OUR LIBRARIES	12/23/2021 3:51 PM
717	just a place to go and browse, in summer with A/C it is a good place to cool down..	12/23/2021 3:51 PM
718	all of the above are great community services	12/23/2021 3:49 PM
719	A place that everyone, keiki included, enjoy going to.	12/23/2021 3:49 PM
720	include classes for adults learning to read, many children graduating today do not graduate with reading skills.	12/23/2021 3:48 PM
721	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	12/23/2021 3:48 PM
722	In-library programs and special events for public again (once COVID is over or under control)	12/23/2021 3:48 PM

723	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.	12/23/2021 3:48 PM
724	I wish all branches had meeting rooms like Nanakuli. I use Kapolei most.	12/23/2021 3:47 PM
725	information source	12/23/2021 3:46 PM
726	No medical discrimination for entry to library!!!	12/23/2021 3:46 PM
727	Music	12/23/2021 3:46 PM
728	Not enforcement of vaccination library has no right to see this it is no emergency and we have rights	12/23/2021 3:44 PM
729	I like all of the above; whatever it takes to keep the educational/research resources available to any one.	12/23/2021 3:43 PM
730	Small conference rooms for inperson meetings.	12/23/2021 3:43 PM
731	Place for the community to have access to lap top or computer	12/23/2021 3:43 PM
732	I only need to get books to read.	12/23/2021 3:42 PM
733	the current library hours stink, open up regular hours	12/23/2021 3:40 PM
734	Love audio books & even if computers phones tech not for me o believe important to students & people of all ages who want to learn	12/23/2021 3:38 PM
735	Digital College/University Lectures	12/23/2021 3:37 PM
736	Space for community gatherings & community enrichment class offerings	12/23/2021 3:37 PM
737	Continue to be a dry, warm and safe space for all of our community	12/23/2021 3:37 PM
738	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.	12/23/2021 3:36 PM
739	I find google helps me with many needs for information. I do like to be in the physical space of the library.	12/23/2021 3:36 PM
740	Keeping kupuna socially connected	12/23/2021 3:35 PM
741	Printing	12/23/2021 3:35 PM
742	I grew up with using the library as a physical space to borrow and read books and like it that way	12/23/2021 3:34 PM
743	Stand up against fear based tyranny as it's destroying our country from within.	12/23/2021 3:34 PM
744	Audiobooks!	12/23/2021 3:33 PM
745	Perhaps providing meeting spaces for groups and local businesses. Virtual work space?	12/23/2021 3:33 PM
746	borrowing ebooks and audiobooks	12/23/2021 3:32 PM
747	I think being a repository of children's books and having children's programs is the most important function of the public library	12/23/2021 3:32 PM
748	Saving and protecting hard to find books.	12/23/2021 3:32 PM
749	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.	12/23/2021 3:31 PM
750	borrowing books to read at home	12/23/2021 3:29 PM
751	Adult literacy and education	12/23/2021 3:29 PM
752	having access to helpful staff, a wonderful collection of print materials and movies as well as computer and printer	12/23/2021 3:29 PM
753	We love the keiki activities (like the one in Aina Haina Library)	12/23/2021 3:29 PM
754	borrowing dvds	12/23/2021 3:28 PM

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 seperate 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

	projects.	
789	More availability of Audiobooks and more audiobooks in that collection in general	12/23/2021 3:02 PM
790	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.	12/23/2021 3:01 PM
791	What about good old borrowing books?	12/23/2021 3:00 PM
792	Fine free	12/23/2021 2:59 PM
793	assistance/tutorial to learn more computer skills for elderly.	12/23/2021 2:59 PM
794	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.	12/23/2021 2:59 PM
795	think you should open up without the current paranoia requiring masks and vaccines...it's all a scam so WAKE UP!!!	12/23/2021 2:58 PM
796	Increasing collection of ebooks	12/23/2021 2:57 PM
797	CDs & DVDs	12/23/2021 2:56 PM
798	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, hi 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,	12/23/2021 2:56 PM
799	Gatherings according to public health conditions and recommendations at the time	12/23/2021 2:56 PM
800	Emphasis on reading ACTUAL physical books. Please don't get rid of them!	12/23/2021 2:56 PM
801	More places to sit and read would be great!	12/23/2021 2:55 PM
802	All of the above	12/23/2021 2:55 PM
803	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.	12/23/2021 2:54 PM
804	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!	12/23/2021 2:54 PM
805	I enjoyed featured artwork from local artists & music performances	12/23/2021 2:53 PM
806	All of the above	12/23/2021 2:51 PM
807	Hub use of library laptops/Chromebooks for training and meetings.	12/23/2021 2:51 PM
808	better online choices, more stable audiobook platform	12/23/2021 2:49 PM
809	Special training for senior citizens to be able to use on-line services offered by the library	12/23/2021 2:48 PM
810	Able to go to multiple locations for reading, safety and info. Depending on your daily/weekly schedule.	12/23/2021 2:48 PM
811	For anyone to come to learn or have a quiet place without being discriminated against.	12/23/2021 2:47 PM
812	A place for all to gather regardless of vaccine status. Stop discriminating as to who can and can't enter the library!	12/23/2021 2:46 PM
813	All sound good. Not very many people seem to study for fun. Other reasons.	12/23/2021 2:46 PM
814	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.	12/23/2021 2:46 PM
815	More programs for keeping at all libraries not just Lihue branch	12/23/2021 2:45 PM

816	Borrowing musical instruments	12/23/2021 2:45 PM
817	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.	12/23/2021 2:44 PM
818	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.	12/23/2021 2:44 PM
819	Gathering as a community	12/23/2021 2:44 PM
820	Checking out books, picking up tax forms/instructions	12/23/2021 2:43 PM
821	All, I appreciate your work in digital equity and in making our libraries places of learning and community	12/23/2021 2:43 PM
822	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.	12/23/2021 2:42 PM
823	I think all of these are important!	12/23/2021 2:41 PM
824	Source for lending reading materials for at home use	12/23/2021 2:41 PM
825	All of the above	12/23/2021 2:41 PM
826	No Vaccine mandate! It goes against our personal rights!	12/23/2021 2:40 PM
827	Anything to assist or bring or keep community in the know about what library systems and programs offer	12/23/2021 2:38 PM
828	?	12/23/2021 2:38 PM
829	Going into the library	12/23/2021 2:38 PM
830	Not a place that turns users away	12/23/2021 2:37 PM
831	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.	12/23/2021 2:36 PM
832	The Library should focus on essentials such as printed books and a quiet pleasant environment for studying and reading.	12/23/2021 2:35 PM
833	Work study programs for High School attendees	12/23/2021 2:35 PM
834	The library should not discriminate against the unvaccinated.	12/23/2021 2:35 PM
835	professional research	12/23/2021 2:34 PM
836	Research and connecting with Academic resources such as the UH Library system.	12/23/2021 2:34 PM
837	All of the above.	12/23/2021 2:34 PM
838	safety	12/23/2021 2:34 PM
839	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 & private partnership/sponsorship for additional funds.	12/23/2021 2:34 PM
840	I am hoping for top of the line online technology. I can dream right?	12/23/2021 2:33 PM
841	All the above sound good	12/23/2021 2:32 PM
842	accessing books from other libraries	12/23/2021 2:31 PM
843	cut down the staff, all i see is all of you people talking and laughing, am i correct?	12/23/2021 2:31 PM
844	Learning about and accessing new books, materials, technology	12/23/2021 2:31 PM
845	Be a source where books can be borrowed.	12/23/2021 2:31 PM
846	Do not segregate people.	12/23/2021 2:31 PM
847	I refuse to use or support the library with the vaccine mandate you have in place.	12/23/2021 2:30 PM
848	Offering online databases for research	12/23/2021 2:30 PM

849	The question is not relevant to me.	12/23/2021 2:30 PM
850	Voter registration and education	12/23/2021 2:30 PM
851	Checking out real books and doing research	12/23/2021 2:29 PM
852	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	12/23/2021 2:29 PM
853	Broader online book availability with more copies to borrow so there us no waiting for books on hold.	12/23/2021 2:28 PM
854	Education for keiki about using library tools	12/23/2021 2:27 PM
855	Should be open to all people, vaccinated or not. And the library should help homeless people with access to technology, id applications.	12/23/2021 2:27 PM
856	all of the above	12/23/2021 2:27 PM
857	Research	12/23/2021 2:26 PM
858	All of the above and featuring real life presentations or meet the author of popular books and publications, entertainment for music enthusiasts, etc	12/23/2021 2:26 PM
859	Giving equal access to everyone and not discriminating based on their medical records.	12/23/2021 2:25 PM
860	All of the above.	12/23/2021 2:25 PM
861	Special programs for special monthly events: Earth day, Black history, women's history, local knowledge/culture/environment	12/23/2021 2:25 PM
862	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.	12/23/2021 2:25 PM
863	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.	12/23/2021 2:25 PM
864	All the above	12/23/2021 2:25 PM
865	Learning digital computer skills	12/23/2021 2:25 PM
866	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.	12/23/2021 2:25 PM
867	It needs to be physically accessible to everyone. Please state this to the governor.	12/23/2021 2:23 PM
868	You offer so very much ~ thank you	12/23/2021 2:23 PM
869	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.	12/23/2021 2:22 PM
870	Allowing the library to be a space for ALL people, not just for those vaccinated	12/23/2021 2:22 PM
871	Borrowing Physical and digital books and magazines (but not necessarily a reading-room/lounge)	12/23/2021 2:22 PM
872	How about opening the libraries so we may use that which we paid OUR TAXES?	12/23/2021 2:21 PM
873	this is my place to gather info. from local elected officials (Senator's, Rep's, Councilmembers, Neighborhood Boards, Etc)	12/23/2021 2:21 PM
874	When I last went to a local library I was told no services to handicapped people were available so I do my own thing.	12/23/2021 2:21 PM
875	Providing reading material from stacks.	12/23/2021 2:21 PM

876	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.	12/23/2021 2:20 PM
877	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.	12/23/2021 2:20 PM
878	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.. Covid put a stop to that.	12/23/2021 2:20 PM
879	All above	12/23/2021 2:19 PM
880	Open on weekends and holidays	12/23/2021 2:19 PM
881	I feel I am unworthy to answer such an important question! My depression controls my life	12/23/2021 2:19 PM
882	Learning the new digital tech and progressive tech needed, moving forward. All designed educational resources will be accessible in language towards keiki to kupuna.	12/23/2021 2:19 PM
883	Being a library; not making political statements.	12/23/2021 2:18 PM
884	Until you drop mandates the library should be abolished	12/23/2021 2:18 PM
885	Borrowing other community items	12/23/2021 2:17 PM
886	Unfortunately unless you allow all people the use the resources without segregation or discrimination, many will continue to boycott	12/23/2021 2:17 PM
887	A place to help teach ppl and learn things	12/23/2021 2:17 PM
888	Movies for the blind	12/23/2021 2:16 PM
889	larger selection of large print books-	12/23/2021 2:15 PM
890	Not sure what the main purpose of a library is for in this digital age and age of the pandemic.	12/23/2021 2:15 PM
891	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 !!!	12/23/2021 2:14 PM
892	Really all of the above. Had to uncheck a couple to make a comment.	12/23/2021 2:14 PM
893	DO NOT HAVE AN ANSWER AT THIS TIME	12/23/2021 2:14 PM
894	Online access to eBooks and AudioBooks	12/23/2021 2:14 PM
895	computer availability for people without computers. ENOUGH chairs so homeless dont utilize all the chairs	12/23/2021 2:14 PM
896	In this survey, and in the library, it would be helpful if you used English translations after the Hawaiian words.	12/23/2021 2:14 PM
897	Stop acting like Nazis and asking for vaccine passports	12/23/2021 2:13 PM
898	Attending programs related to hobbies: crafts, gardening, cooking, art, music, etc.	12/23/2021 2:12 PM
899	Community oriented	12/23/2021 2:12 PM
900	You didn't ask but the limited parking is the biggest reason I can't access the Hilo library	12/23/2021 2:11 PM
901	All of the above	12/23/2021 2:11 PM
902	JUST MAKE LEARNING SIMPLE	12/23/2021 2:11 PM
903	library sponsored cultural programs	12/23/2021 2:11 PM
904	Better parking Lahaina	12/23/2021 2:10 PM
905	Story readings!	12/23/2021 2:10 PM
906	For you to learn to live by the library's own charter to serve ALL the community without discrimination.	12/23/2021 2:10 PM
907	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 😊	12/23/2021 2:10 PM

908	a neutral physical space for community to gather	12/23/2021 2:10 PM
909	All	12/23/2021 2:10 PM
910	borrowing books, resources from libraries on the mainland and around the world	12/23/2021 2:08 PM
911	Will ANY of us still even be ALIVE in 5 Years???	12/23/2021 2:07 PM
912	I use the printer frequently	12/23/2021 2:07 PM
913	Using reference materials.	12/23/2021 2:07 PM
914	Ukulele and guitar and music programs!!	12/23/2021 2:05 PM
915	continue with online programs via Zoom	12/23/2021 2:05 PM
916	picking up books	12/23/2021 2:05 PM
917	Enjoyment	12/23/2021 2:04 PM
918	reading as entertainment	12/23/2021 2:04 PM
919	Probably will not have future "safety" with virus mutations -- Realistically, handling other used books may not work.	12/23/2021 2:04 PM
920	You need more diverse physical books about all world cultures. Small island mentality is not good for the future.	12/23/2021 2:03 PM
921	I no longer live in the State of Hawaii	12/23/2021 2:03 PM
922	Children's reading groups	12/23/2021 2:03 PM
923	Community learning and sharing	12/23/2021 2:03 PM
924	Access to up to date research	12/23/2021 2:02 PM
925	Down loading books and audiobooks	12/23/2021 2:02 PM
926	I think this question is broken!	12/23/2021 2:02 PM
927	stopped going to library because unvaccinated are discriminated by state of Hawaii and are not allowed to enter. To bad, because our son loves the library and the Kapaa Staff, so do we. Although it's Funny, because the vaccinated can get and spread COVID.	12/23/2021 2:00 PM
928	There isn't enough money to accomplish all or many, even five choices especially since they are incompatible and expose users to cybersecurity issues. Teaching is a function of educational facilities and stretching the library to fill these roles reduce the ability of the library to fund and carry out current and future activities and resources.	12/23/2021 2:00 PM
929	Please teach all the kids about blockchain, XRP, and other forms of Crypto to create for your own community.	12/23/2021 1:59 PM
930	Borrowing books!!!	12/23/2021 1:59 PM
931	I miss the keiki hour, and keiki program like having uncle Wayne singing .	12/23/2021 1:59 PM
932	Library should mainly be a place of books, we have enough of a digital world keeps the library's a place for gathering, connecting and learning.. and stop check vax nazi cards that's discrimination	12/23/2021 1:59 PM
933	Adult book clubs	12/23/2021 1:59 PM
934	I am not vaccinated. I'm not sick and I can't use the library which I love. That makes me sad. When will I be able to use the library?	12/23/2021 1:59 PM
935	All of the above, please!	12/23/2021 1:59 PM
936	None	12/23/2021 1:58 PM
937	kids books	12/23/2021 1:58 PM
938	Need more chairs	12/23/2021 1:58 PM
939	The library should be open to all patrons regardless of vaccination status! The libraries should	12/23/2021 1:57 PM

	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.	12/23/2021 1:56 PM
941	Everything fir everyone. No discrimination	12/23/2021 1:56 PM
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.	12/23/2021 1:56 PM
943	renting laptops	12/23/2021 1:56 PM
944	Be open more. It's the only safe and drug free place people can go to.	12/23/2021 1:55 PM
945	provide wide range of entertainment videos	12/23/2021 1:55 PM
946	avoiding COVID	12/23/2021 1:55 PM
947	used book sale ongoing	12/23/2021 1:54 PM
948	Meeting for physical book clubs/reading events for children	12/23/2021 1:54 PM
949	Outreach and resource for individual growth, community organizing and bottom up democracy	12/23/2021 1:53 PM
950	Continuing education for adults	12/23/2021 1:53 PM
951	Accessing book loans, both physical and electronic.	12/23/2021 1:53 PM
952	Audio books	12/23/2021 1:53 PM
953	A more selective selection of books and a more patient and careful elimination of books.	12/23/2021 1:53 PM
954	hobby and interest, financial, news	12/23/2021 1:52 PM
955	a bigger resource fo r audiobooks	12/23/2021 1:52 PM
956	Expand audiobook resources	12/23/2021 1:52 PM
957	Online educational courses. I think Covid will be a problem for the several years so in-person offerings will be difficult.	12/23/2021 1:52 PM
958	research - esp. Hawaiian historical materials, access to Hawaii legal materials, booksales, art displays, cafes, online connection to UH special & Hawaiian collections	12/23/2021 1:52 PM
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.	12/23/2021 1:52 PM
960	Being an active part of each community, really increasing the digital collection.	12/23/2021 1:52 PM
961	Source for classroom literature and read alouds	12/23/2021 1:52 PM
962	keiki storytime!	12/23/2021 1:50 PM
963	All of the above	12/23/2021 1:50 PM
964	Demos, STEM/STEAM technologies for checkout, printing, borrowing tools, small private spaces to reserve/check out for study/work/remote meetings	12/23/2021 1:50 PM
965	Making sure everyone has access to knowledge	12/23/2021 1:49 PM
966	Gathering place for seniors games events	12/23/2021 1:49 PM
967	Should be shut down completely so that our tax dollars are no longer funding them. I'm done supporting the library.	12/23/2021 1:48 PM
968	Book clubs (maybe even virtual)	12/23/2021 1:48 PM
969	community programs and talks from experts; children's programs;	12/23/2021 1:48 PM
970	Am happy with ebooks	12/23/2021 1:48 PM

971	Please push to have the library end discrimination against patrons for their vaccination status.	12/23/2021 1:47 PM
972	Please consider resuming services and open your doors up to the unvaccinated.	12/23/2021 1:47 PM
973	audible accerss	12/23/2021 1:47 PM
974	All of the above	12/23/2021 1:47 PM
975	My local library, Moiliili, should be open.	12/23/2021 1:47 PM
976	Use schools after hours for teaching lots of things	12/23/2021 1:47 PM
977	One thing it shouldn't be as a daycare shelter for homeless people. That's why I don't go anymore.	12/23/2021 1:46 PM
978	Generally, I like coming in a reading or checking out books. But also the more the library can put online, the better	12/23/2021 1:46 PM
979	Donation of books and dvds	12/23/2021 1:46 PM
980	Learning how to use the resources the Library has to offer.	12/23/2021 1:45 PM
981	In general, retaining the classic form and function of libraries as archives for safe, quiet study, but also allowing public access to modern technologies.	12/23/2021 1:45 PM
982	Due to the rudeness & unhelpfulness of waikiki staff i stopped using the library. (i'm 66 years old).	12/23/2021 1:45 PM
983	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.	12/23/2021 1:45 PM
984	Moved to las Vegas	12/23/2021 1:45 PM
985	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.	12/23/2021 1:44 PM
986	Like a modern bookstore, I'd like to have a vending machine for coffee etc. More \$ for the library. My opinion only.	12/23/2021 1:44 PM
987	Gallery for collections of local talent from schools, contests, local artists. Forum for Public issues (an argument for a cause: rai, I sovereignty construction)	12/23/2021 1:44 PM
988	a quiet and safe place to work and study	12/23/2021 1:44 PM
989	Return to the role as public servant	12/23/2021 1:44 PM
990	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.	12/23/2021 1:44 PM
991	85 so much of the above has no relevance to me.	12/23/2021 1:44 PM
992	Interesting programs / demonstrations offered for the community.	12/23/2021 1:44 PM
993	Quickly entering and exiting to check out books and audio books. As little time spent indoors possibly ex's posed to COVID.	12/23/2021 1:44 PM
994	Author events	12/23/2021 1:43 PM
995	X	12/23/2021 1:43 PM
996	Programs to improve hawaii's literacy rates (I would volunteer)	12/23/2021 1:43 PM
997	MASK AND VAX FREE USE OF OUR PUBLIC SPACES!!!!	12/23/2021 1:43 PM
998	Better policies that don't discriminate against the unvaccinated	12/23/2021 1:42 PM
999	game clubs (chess, Magic, strategy games, D&D etc)	12/23/2021 1:42 PM
1000	Library in Kakaako - as a community hub for learning, culture, gathering, reading, engagement	12/23/2021 1:42 PM

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 world -- we can borrow and learn from those high-engagment 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 to help themselves 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

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
1030	Computer access. Typing. Printing learning. Current events.	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

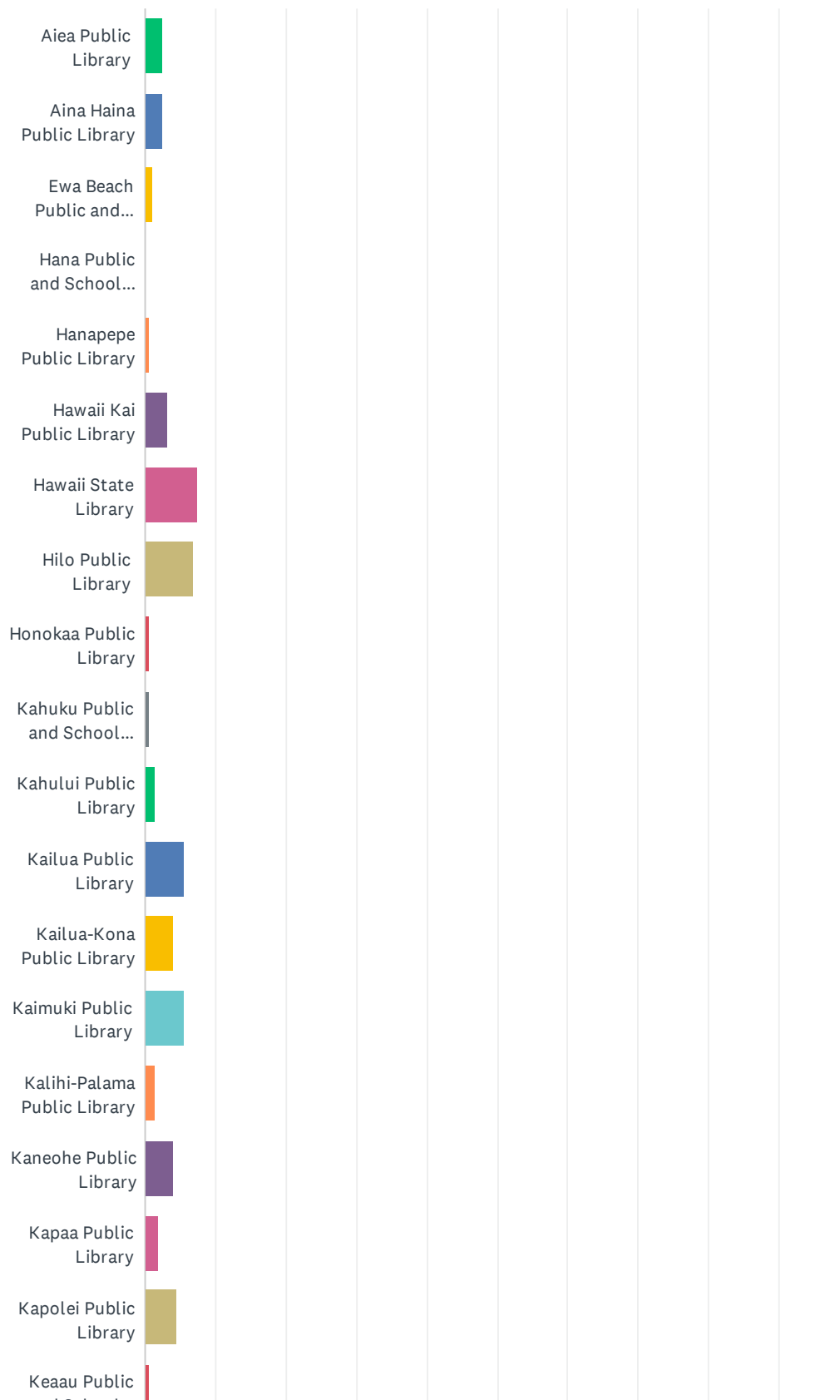
1056	More & more keiki programming and music, been to several wonderful music programs at our local library♥♥	12/23/2021 1:32 PM
1057	Borrowing books	12/23/2021 1:32 PM
1058	Request titles from libraries outside of Hawaii Library System and on mainland.	12/23/2021 1:32 PM
1059	Stop discrimination	12/23/2021 1:32 PM
1060	We hope the library continues to be a central gathering okace for the community in a wider reach physically and online	12/23/2021 1:31 PM
1061	I only check out physical media I can't dictate what others want to do with their library privileges	12/23/2021 1:31 PM
1062	maker space = 3d printer, lazer, and more	12/23/2021 1:31 PM
1063	Occasioinal speaker forum in politics, religion, the economy, etc.	12/23/2021 1:31 PM
1064	offering awareness to the community	12/23/2021 1:30 PM
1065	Offering a cafe setting with coffee and food.	12/23/2021 1:30 PM
1066	Home deliveries for the house bound using volunteers similar to Meals on Wheels but for reading materials	12/23/2021 1:30 PM
1067	The open and free!! Remember that it is my body,my choice!!	12/23/2021 1:30 PM
1068	Letting anyone inside like you used to.	12/23/2021 1:30 PM
1069	Take away the vax mandate and a lot of us will return to the library	12/23/2021 1:30 PM
1070	No Comments	12/23/2021 1:30 PM
1071	archiving	12/23/2021 1:29 PM
1072	Study for test in the library gives you more focus and quiet time.	12/23/2021 1:29 PM
1073	Enabling as much digital, audio, and video resources online as possible -- so far so good!	12/23/2021 1:29 PM
1074	Research	12/23/2021 1:29 PM
1075	Donations of books	12/23/2021 1:29 PM
1076	Outreach to incarcerated populations so they can read and be empowered through access to print and digital media.	12/23/2021 1:28 PM
1077	Have no idea about using any library resources yet	12/23/2021 1:28 PM
1078	maybe in person check out	12/23/2021 1:28 PM
1079	All forms of reading and learning	12/23/2021 1:28 PM
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	12/23/2021 1:28 PM
1081	I really like Libby	12/23/2021 1:28 PM
1082	giving undiscriminated access to learning	12/23/2021 1:28 PM
1083	Especially like the access to Large Type books	12/23/2021 1:27 PM
1084	Educational gatherings	12/23/2021 1:27 PM
1085	checking out magazines	12/23/2021 1:27 PM
1086	Audio books	12/23/2021 1:27 PM
1087	Abolish	12/23/2021 1:27 PM
1088	Checking out physical books to read at home	12/23/2021 1:27 PM

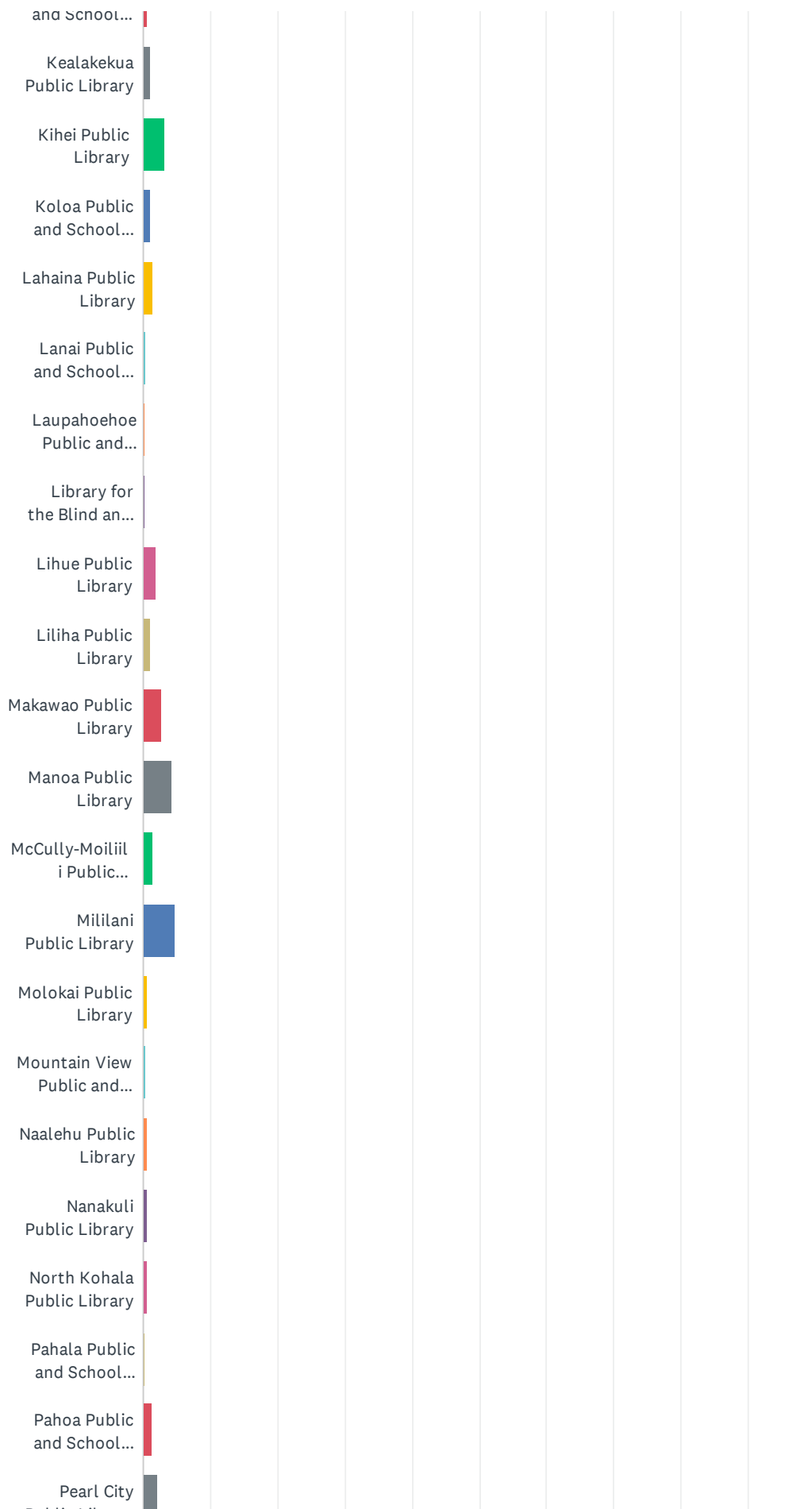
1089	Last of civilization	12/23/2021 1:26 PM
1090	open for unvaccinated people	12/23/2021 1:26 PM
1091	After school tutoring and homework help	12/23/2021 1:26 PM
1092	Safe, clean space for keiki to kupuna to read/learn	12/23/2021 1:26 PM
1093	More audio books	12/23/2021 1:26 PM
1094	A quiet place amongst all the noise.	12/23/2021 1:26 PM
1095	More audiobooks	12/23/2021 1:26 PM
1096	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?	12/23/2021 1:26 PM
1097	Stay open longer poo	12/23/2021 1:26 PM
1098	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	12/23/2021 1:26 PM
1099	vaccination should not be required to enter! That is personal choice	12/23/2021 1:26 PM
1100	No need	12/23/2021 1:25 PM
1101	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.	12/23/2021 1:25 PM
1102	Accepting donated books	12/23/2021 1:25 PM
1103	My keiki can't use the library anymore due to vax mandates. We won't be using any services until that changes	12/23/2021 1:25 PM
1104	Open public space for ALL	12/23/2021 1:25 PM
1105	student support, elderly support, child programs and read alouds, education and access for people new to computers. Love our libraries!	12/23/2021 1:25 PM
1106	Genealogy research	12/23/2021 1:25 PM
1107	More Manga books to read.	12/23/2021 1:25 PM
1108	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)	12/23/2021 1:25 PM
1109	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.	12/23/2021 1:25 PM
1110	no comment	12/23/2021 1:24 PM
1111	stay open to be used	12/23/2021 1:24 PM
1112	Being a space where all are welcome for free. You guys are the best.	12/23/2021 1:24 PM
1113	Helping folks get access to apply for jobs, housing, social services	12/23/2021 1:24 PM
1114	Connection to social service and community resources for people who need support	12/23/2021 1:24 PM
1115	Haven't given it any thought.	12/23/2021 1:23 PM
1116	Civic engagement, using the library as a hub for things like voting, community meetings, etc.	12/23/2021 2:46 AM
1117	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.	12/17/2021 4:39 PM
1118	the library is too loud. it needs QUIET activities	12/15/2021 4:09 PM
1119	Being a resource for the community to research and to teach research techniques.	12/15/2021 1:52 PM

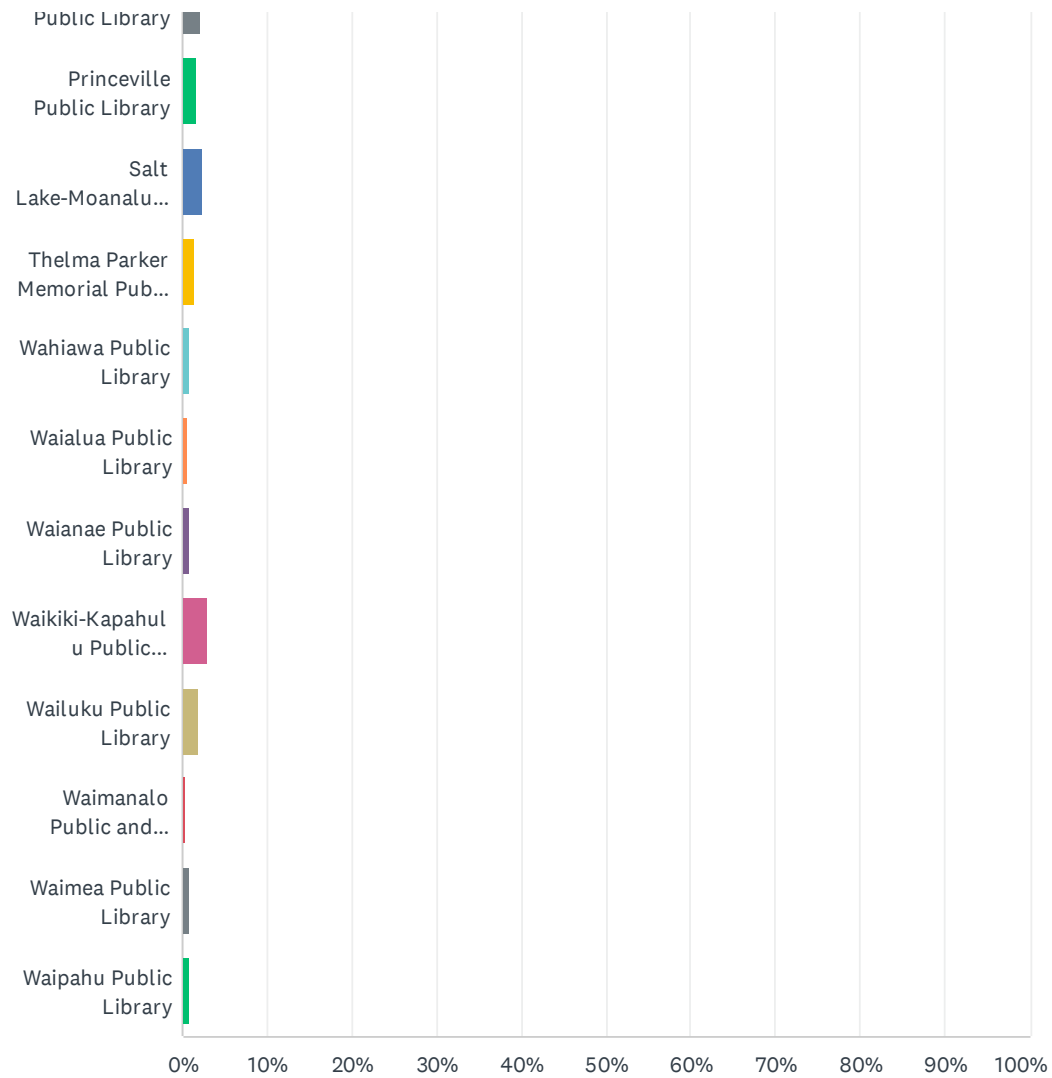
1120	crafts	12/14/2021 4:12 PM
1121	Partnering with other community organizations that provide service for underserved communities.	12/14/2021 3:31 PM
1122	accessing educational resource, learning & using new tech, connecting my own device, using devices, reading physical books & mags, reading digital books & mags	12/13/2021 5:01 PM
1123	Library specific in-person programming like book clubs, author talks, author/book readings	12/13/2021 2:14 PM
1124	Digitizing high use content that's only currently available in print format now, like Hawaiiana titles. Explore controlled digital lending.	12/12/2021 3:33 PM

Q18 What library location do you visit most often?

Answered: 12,574 Skipped: 1,777





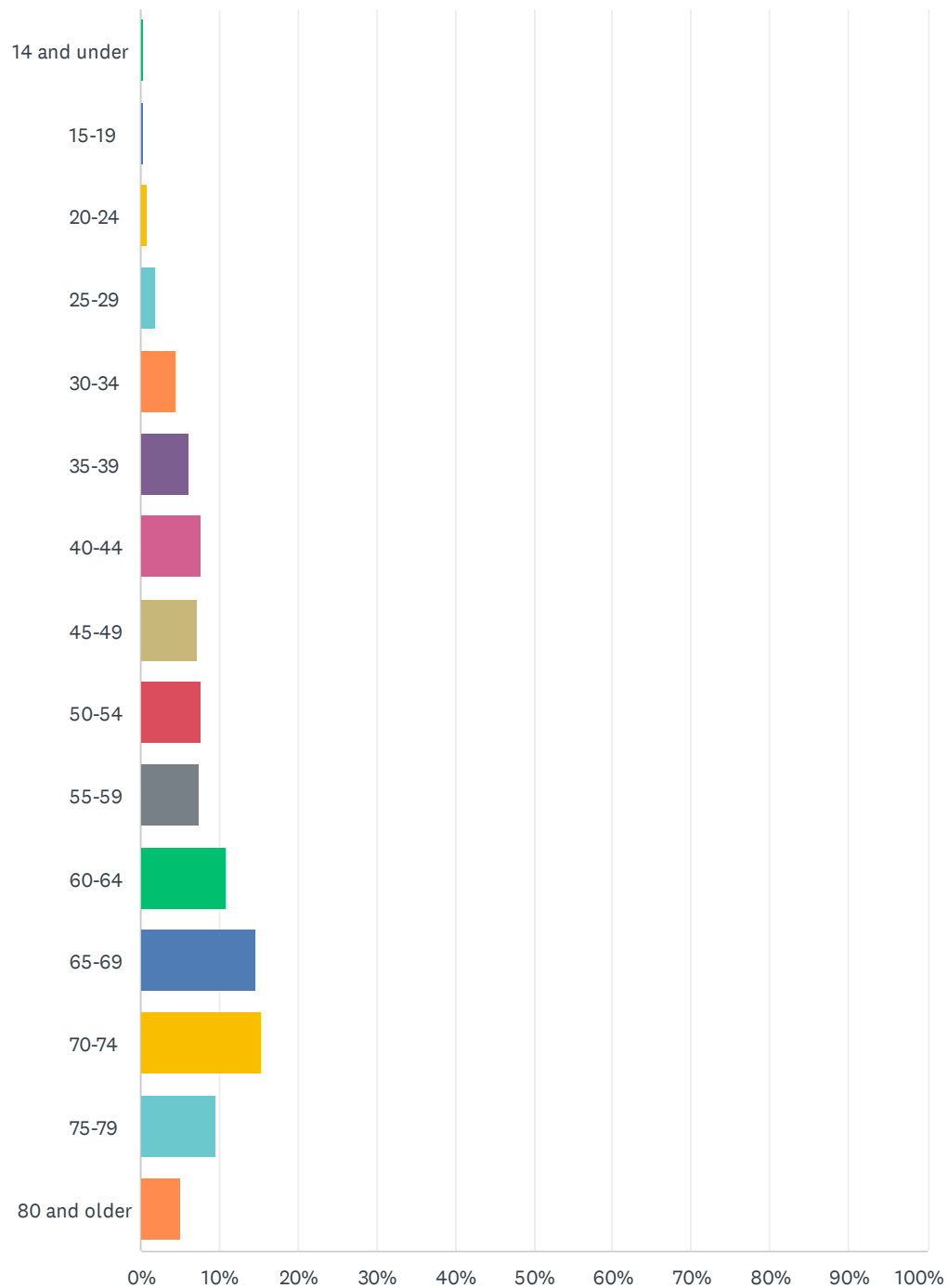


ANSWER CHOICES	RESPONSES	
Aiea Public Library	2.47%	310
Aina Haina Public Library	2.49%	313
Ewa Beach Public and School Library	0.99%	125
Hana Public and School Library	0.09%	11
Hanapepe Public Library	0.66%	83
Hawaii Kai Public Library	3.22%	405
Hawaii State Library	7.38%	928
Hilo Public Library	6.80%	855
Honokaa Public Library	0.63%	79
Kahuku Public and School Library	0.71%	89
Kahului Public Library	1.41%	177
Kailua Public Library	5.49%	690
Kailua-Kona Public Library	4.13%	519
Kaimuki Public Library	5.62%	707
Kalihi-Palama Public Library	1.47%	185
Kaneohe Public Library	3.96%	498
Kapaa Public Library	1.92%	242
Kapolei Public Library	4.39%	552
Keaau Public and School Library	0.71%	89
Kealahou Public Library	1.07%	134
Kihei Public Library	3.27%	411
Koloa Public and School Library	1.04%	131
Lahaina Public Library	1.40%	176
Lanai Public and School Library	0.33%	41
Laupahoehoe Public and School Library	0.29%	36
Library for the Blind and Print Disabled	0.12%	15
Lihue Public Library	1.95%	245
Liliha Public Library	1.08%	136
Makawao Public Library	2.73%	343
Manoa Public Library	4.35%	547
McCully-Moiliili Public Library	1.52%	191
Mililani Public Library	4.65%	585
Molokai Public Library	0.69%	87

Mountain View Public and School Library	0.38%	48
Naalehu Public Library	0.63%	79
Nanakuli Public Library	0.60%	76
North Kohala Public Library	0.73%	92
Pahala Public and School Library	0.14%	18
Pahoa Public and School Library	1.32%	166
Pearl City Public Library	2.08%	262
Princeville Public Library	1.69%	212
Salt Lake-Moanalua Public Library	2.28%	287
Thelma Parker Memorial Public and School Library	1.50%	189
Wahiawa Public Library	0.86%	108
Waialua Public Library	0.72%	91
Waianae Public Library	0.95%	120
Waikiki-Kapahulu Public Library	3.01%	378
Wailuku Public Library	1.83%	230
Waimanalo Public and School Library	0.41%	51
Waimea Public Library	0.92%	116
Waipahu Public Library	0.92%	116
TOTAL		12,574

Q19 What is your age?

Answered: 12,574 Skipped: 1,777



ANSWER CHOICES	RESPONSES	
14 and under	0.43%	54
15-19	0.49%	62
20-24	0.94%	118
25-29	1.92%	242
30-34	4.39%	552
35-39	6.17%	776
40-44	7.66%	963
45-49	7.21%	906
50-54	7.69%	967
55-59	7.43%	934
60-64	10.85%	1,364
65-69	14.74%	1,854
70-74	15.42%	1,939
75-79	9.61%	1,208
80 and older	5.05%	635
TOTAL		12,574

Appendix J: Patron Reported Branch Location Visited the Most

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.

Location	Responses
Aiea Public Library	310
Aina Haina Public Library	313
Ewa Beach Public and School Library	125
Hana Public and School Library	11
Hanapepe Public Library	83
Hawaii Kai Public Library	405
Hawaii State Library	928
Hilo Public Library	855
Honokaa Public Library	79
Kahuku Public and School Library	89
Kahului Public Library	177
Kailua Public Library	690
Kailua-Kona Public Library	519
Kaimuki Public Library	707
Kalihi-Palama Public Library	185
Kaneohe Public Library	498
Kapaa Public Library	242
Kapolei Public Library	552
Keaau Public and School Library	89
Kealahou Public Library	134
Kihei Public Library	411
Koloa Public and School Library	131
Lahaina Public Library	176
Lanai Public and School Library	41
Laupahoehoe Public and School Library	36
Library for the Blind and Print Disabled	15
Lihue Public Library	245
Liliha Public Library	136
Makawao Public Library	343

Manoa Public Library	547
McCully-Moiliili Public Library	191
Mililani Public Library	585
Molokai Public Library	87
Mountain View Public and School Library	48
Naalehu Public Library	79
Nanakuli Public Library	76
North Kohala Public Library	92
Pahala Public and School Library	18
Pahoa Public and School Library	166
Pearl City Public Library	262
Princeville Public Library	212
Salt Lake-Moanalua Public Library	287
Thelma Parker Memorial Public and School Library	189
Wahiawa Public Library	108
Waialua Public Library	91
Waianae Public Library	120
Waikiki-Kapahulu Public Library	378
Wailuku Public Library	230
Waimanalo Public and School Library	51
Waimea Public Library	116
Waipahu Public Library	116
Total Responses to Location Question	12574

Hawaii

LSTA Five-Year Plan

2023-2027

For submission to the
Institute of Museum and Library Services

June 30, 2022

Stacey A. Aldrich, State Librarian
Office of the State Librarian
Hawaii State Public Library System
44 Merchant Street
Honolulu, HI 96813

HAWAII STATE PUBLIC LIBRARY SYSTEM

INTRODUCTION

This LSTA Five Year Plan, 2023-2028 enumerates the goals and activities that Hawaii plans to address during this period, to improve and enhance library services and information access for all residents of the state and to provide lifelong learning opportunities, through the statewide Hawaii State Public Library System of 51 public library branches on six islands.

MISSION

The Hawaii State Public Library System nurtures a lifelong love of reading and learning through its staff, collections, programs, services, and physical and virtual spaces.

VISION

The Hawaii State Public Library System is the educational, informational, and cultural heart of Hawaii's communities.

NEEDS ASSESSMENT

In order to identify the needs for developing this LSTA Five-Year Plan, we reviewed Hawaii Demographics, analyzed the LSTA Five-Year Plan Evaluation, 2018-2022, and our organizational structure and services.

Hawaii Demographics

Hawaii's physical size ranks 43rd among the 50 states, while its resident population ranks 40th. In terms of population density, Hawaii ranks 14th, and while its population growth rate slowed between 2010 and 2020, Hawaii still ranked 24th in terms of ten-year population growth. An island community, Hawaii's residents are spread among seven islands--the island of Niihau is privately owned, and there are no HSPLS libraries located there. Access to materials and information, particularly for Neighbor Island (N.I.) patrons, is a challenge, especially with increasing costs for materials, fuel, postage, etc. as well as the time needed to move items from one island to another.

The resident population of Hawaii was nearly 1.455 million as of 4/1/2020, a 7% increase since 2010. Historically, Hawaii annually hosted a large number of visitors, many who made use of public library services. In 2019, visitor arrivals totaled over 10.4 million, the highest annual total since statistical records first started in 1966. While the COVID-19 pandemic significantly reduced the number of visitors to Hawaii between 2020-2021, those numbers are increasing once again, currently on pace to match or surpass 2019 numbers.

Hawaii's resident population is the most diverse in the United States; as of the 2020 American Community Survey (year estimates) according to the U.S. Census Bureau, 77.1% of the population was categorized as part of a minority group. While this diversity makes for a rich, multi-ethnic culture, it also increases the demands placed on institutions such as libraries: the need to acquire, catalog and disseminate materials by and about these many ethnic groups and the need to provide programs of interest for all the various ethnic groups.

Hawaii's resident population is also aging, with its 65-and-older population increasing by 37.6% since 2010, an average growth rate of 3.5% annually. According to the U.S. Census Bureau report mentioned above, Hawaii was ranked 7th in the nation for persons 65 years and above (19.6% of the total population). Information, services and programming specifically for these age groups will increasingly be needed. Programs dealing with Medicare and Social Security, financial planning, long term care and other similar topics as well as dealing with patrons facing the challenges of aging such as disability and mobility will increasingly be issues that need to be addressed.

In terms of educational attainment, Hawaii ranks 27th or higher across three different categories, according to the U.S. Census Bureau's 2019 American Community Survey. Hawaii is ranked 12th for people aged 25 years and over who have completed High School or its equivalency (92.4% of Hawaii's population); ranked 19th for people 25 years and over who have completed a bachelor's degree (33.6% of Hawaii's population); and ranked 27th for people 25 years and over who have completed an advanced degree (11.6% of Hawaii's population).

Given the basic demographic information, we will focus on the following two needs:

- Our population is diverse in ethnicity, languages, age and education. A wide range of resources, services, and programming in multiple languages and formats is necessary to provide support and ensure access to materials for life-long learning.
- 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.

LSTA Five-Year Plan Evaluation, 2018-2022

This evaluative study of the prior five years of use of Library Services and Technology Act (LSTA) funding in Hawaii was completed and submitted to the Institute of Museum and Library Services (IMLS) in March 2022. The evaluation enabled HSPLS to review our priorities and the value perceived by the public and our staff, and is assisting us in making effective resource allocation decisions for the next five years. We were thrilled to receive 14,000 responses to an online survey because we were able to send out our request via an online newsletter this year. The majority of respondents were 60+ and provided us with good data. The following are a few learnings from the evaluation that are important for us to consider as we build this plan.

- While we set stretch percentages for our outcomes, we realized that we should try to be more realistic in the targets that we set.
- While online access to virtual resources helps us provide equal access to resources across 6 islands, there is not a clear awareness of what resources are available and how to use them.
- We also learned that the language we use to point people to the databases "research" is not useful to people. It has a specific connotation that relates to educational research and people don't explore what is accessible. We need more simple pathways to what is available and we need to curate our resources differently.

Organizational Structure and Services

Providing library services and programming in the 21st is a complex business with finite resources. It requires staff who have the skills to learn, unlearn, and relearn at a quick pace to keep up with ever changing resources and community needs. It also requires innovative thinking for how services are provided to keep up with the expectations of the community to be efficient and self-sufficient. There are two basic needs that we must address to be successful:

- Ensure staff have the skills they need to be confident in providing services and support to their patrons.
- Continue to innovate the way we deliver our services through technology and design thinking.

GOALS

The following goals were created based on the review of our demographics, LSTA Five-Year Plan Evaluation, 2018-2022 and organizational structures and services.

Goal I: Robust Infrastructure

The physical and technological infrastructure for the entire Hawaii State Public Library System (HSPLS) 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 II: 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 branch libraries, provide 24/7 virtual collections to anyone with an HSPLS library card and Internet access.

Goal III: 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 IV: 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 V: 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.

PROJECTS

Goal I: Robust Infrastructure

In order to deliver equitable access to resources and services to patrons on 6 islands, the Hawaii State Public Library System must have a robust physical and technological infrastructure. This goal relates directly to the LSTA purposes and priorities set forth in the Library Services and Technology Act. Specifically, it relates to LSTA purpose *“promote library services that provide users with access to information through national, state, local, regional, and international collaborations and networks”* and LSTA priority *“establish or enhance electronic and other linkages and improved coordination among and between libraries and entities for the purpose of improving the quality of and access to library and information services.”*

Goal I Objectives

There are two objectives that support this goal:

1. Continue to monitor and 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. 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.

Activities and Timeline

Maintaining a robust physical and technological infrastructure requires ongoing processes of planning, managing, measuring, and researching opportunities for improvement and innovation of services that support access for our patrons. The following activities will be included:

- After our network upgrade is completed in September 2022, which will provide 1G burstable connectivity for each branch, a new map will be available for managing and monitoring our network.
- New reporting for usage of our network and wireless connections by patrons will be implemented with ongoing analysis. The review of the data will be done monthly and analyzed to determine the effectiveness of our technology and help us pinpoint areas in need of improvement.
- Reviews and evaluation of new technologies that improve information access and services to patrons will be done to determine what should be implemented. This process will be done on a continual basis with quarterly reviews to determine projects for implementation. In the next five years, we will be looking for:
 - Technologies that increase capacity of our networks and manage our Wi-Fi access.
 - Methods for assisting our patron's seamless movement from our physical to our digital collections.
 - Technologies that support the needs of our patrons and ensure they have access to information and the technology needed to find and use it.

- Best methods for creating telepresence and sharing services and programming across multiple islands.
- Innovative approaches to providing services with fewer staff, but still enable all locations to provide equitable access to information and resources.
- Enhanced security of patron data

Measurement

If we are consistent in the use of these activities over the next five years, we will be able to ensure that our 51 branches have a robust physical and technological infrastructure that ensures access to the information and resources that patrons need. Through an annual review of data and feedback from staff and patrons, we will determine if we are meeting the needs of our community.

Outcome 1: Conduct staff survey at the end of the five-year period to determine staff assessment of network capacity and speed regarding: 1) ILS operations and 2) accessing online database and other resources. At least 85% of the staff will report the network is reliable and supports with appropriate speed their access to library resources.

Funding

IMLS funding will be used with our General Funds to maintain and improve quality and secure access to electronic resources and communication through high speed connectivity and the hardware and software needed to provide the best possible access to digital resources that help people to be successful.

Goal II: 24/7 Virtual Collections

One of the ways in which we can create equity of access to information and books over 6 islands with a limited materials budget, is to subscribe to online databases that offer information/materials that are currently behind a paywall for patrons to access. The online collections also extend the hours of service, by providing 24/7 access with just a library card and Internet connectivity. This goal relates directly to the LSTA purposes and priorities set forth in the Library Services and Technology Act. Specifically, it relates to LSTA purpose “*promote library services that provide users with access to information through national, state, local, regional, and international collaborations and networks*” and LSTA priority “*establish or enhance electronic and other linkages and improved coordination among and between libraries and entities for the purpose of improving the quality of and access to library and information services.*”

Goal II Objectives

There are four objectives for this goal:

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.

Activities and Timeline

The following activities will be used to support this goal:

- Staff will work to develop a collection of online databases and eBooks that complement our physical collections and create equal access to resources across all of our islands. This will be on an ongoing basis over the next five years.
- Staff will work to redesign access to our online collection and seek new ways to curate collections that help patrons find resources more effectively.
- Conduct a periodic review of the databases, the usage data, and input from users to develop the collection and determine where training needs might be.
- Work with the Hawaii Library Consortium to identify online resource subscriptions that could leverage the funding resources across multiple institutions to create more access for patrons. This will be on an ongoing basis over the next five years.
- Create and implement a variety of materials and training opportunities to help both staff and patrons use the online resources most effectively. This will be on an ongoing basis over the next five years.

Measurement

We will evaluate the effectiveness of the online databases through review of usage data and feedback from staff and patrons.

Outcome 2.1: At the end of this 5-Year LSTA period, 85% 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 patron to use these databases.

Outcome 2.2: At the end of this 5-Year LSTA period, 45% 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.

Outcome 2.3: At the end of this 5-Year LSTA period, 45% 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.

Funding

IMLS funding will be used with our General and Special Funds to purchase subscriptions to online databases and eBooks to provide equitable access to resources for all patrons across six islands. IMLS funding may also be used for resources that will enable more user friendly access to these resources and how to use them.

Goal III: Lifelong Learning

In a world that requires a constant need to learn new skills to keep up with change, our public libraries offer places for people to learn and grow. The public library can leverage resources for the entire community and offer online learning tools and resources that support student learning needs, workforce skill development, 21 century skills and more. Online learning opportunities also extend the hours that our libraries are open with just a library card and Internet access. This goal relates directly to the LSTA purposes and priorities set forth in the Library Services and Technology Act. Specifically, it relates to LSTA purpose *“promote literacy, education, and lifelong learning and to enhance and expand the services and resources provided by libraries,*

including those services and resources relating to workforce development, 21st century skills, and digital literacy” and LSTA priority “expand services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages in order to support such individuals’ needs for education lifelong learning, workforce development, and digital literacy skills.”

Goal III Objectives

There are five objectives for this goal:

1. Continue to develop a collection of online learning tools and resources that support the needs of our communities.
2. Identify and make available resources that support workforce development.
3. Identify and make available resources that support digital literacy skills.
4. Evaluate the collection and get feedback from staff and patrons to improve.
5. Provide more materials and training opportunities to support the use of the tools and resources by staff and patrons.

Activities and Timeline

The following activities will be used to support this goal:

- Staff will continue to work on the development of a collection of online learning tools and resources that provide learning opportunities for patrons across all of our islands. This will be on an ongoing basis over the next five years. In particular, resources that support workforce development and digital literacy will be targeted to support statewide initiatives and new legislation around digital equity.
- Conduct a periodic review of the online learning tools and resources, the usage data, and input from users to develop the collection and determine where training needs might be.
- Create and implement a variety of materials and training opportunities to help both staff and patrons use the online learning tools and resources most effectively. This will be on an ongoing basis over the next five years.

Measurement

We will evaluate the effectiveness of the online databases through review of usage data and feedback from staff and patrons.

Outcome 3.1: At the end of this 5-Year LSTA period, 85% of our reference service staff will know how to access our collection of online learning tools and resources and can instruct a patron to use them.

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.

Outcome 3.3: At the end of this 5-year LSTA period, 35% of patrons surveyed will report that they have completed one online course related to improving their skills for work and/or digital literacy.

Funding

IMLS funding will be used with our General Funds to purchase subscriptions to online learning tools and resources to provide equitable access to resources for all patrons across six islands.

Goal IV: Innovative Service Development

With ever changing technology and growing expectations of access to resources and fairly flat budget and staffing, the Hawaii State Public Library System must continue to identify new ways to expand and enhance our services for the public. This goal relates directly to the LSTA purposes and priorities set forth in the Library Services and Technology Act. Specifically, it relates to LSTA purpose *“promote continuous improvement in library services in all types of libraries in order to better serve the people of the United States”* and LSTA priority *“establish or enhance electronic and other linkages and improved coordination among and between libraries and entities for the purpose of improving the quality of and access to library and information services.”*

Goal IV Objectives

There is one objective for this goal:

1. Improve services and programs for our patrons with new and innovative approaches.

Activities and Timeline

The following activities will be used to support this goal:

- Staff will work to identify challenges in providing services/programs. This will be an ongoing process throughout the five years.
- Staff will research and review new methods and/or technologies that could be used to improve and enhance services. This will be ongoing process throughout the five years.
- A project will be identified each year to implement and measure.

Measurement

For each project, we will identify outputs and outcomes that will help us understand if they have been effective. We will conduct surveys to get feedback on the impacts of the projects.

Outcome 4.1: At the end of this 5-Year LSTA period, a minimum of 3 projects will have been implemented that improve the services and programs to the public. Forty percent of participants that use the new services/programs will report that the new service and/or program has provided value to them.

Funding

IMLS funding will be used with our General Funds to support the implementation of a minimum of 3 projects over the five-year period that build new models for expanding and enhancing services for the public.

Goal V: Educated Library Workforce

Staff must have the skills and knowledge to effectively build, implement and provide effective services to our communities. This goal relates directly to the LSTA purposes and priorities set forth in the Library Services and Technology Act. Specifically, it relates to LSTA purpose *“enhance the skills of the current library workforce and to recruit future professionals to the field of library and information services”* and LSTA priority *“provide training and professional development, including continuing education, to enhance the skills of the current library workforce and leadership, and advance the delivery of library and information services.”*

Goal V Objectives

There are two objectives for this goal:

1. Development of a training infrastructure to support ongoing staff learning based on identified needs.
2. Offer and promote leadership development opportunities.

Activities and Timeline

The following activities will be used to support this goal:

- Review of knowledge and skills that are needed by staff to be effective in their jobs, and competencies.
- Support a learning platform that will provide a method to find, take and track learning.
- Identify and provide access to online and face-to-face opportunities including courses, conferences and professional training.
- Create a plan and implement leadership development for staff.

Measurement

We will evaluate the effectiveness of the training by conducting evaluations of each training session, including the skills that are learned.

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 gain the knowledge needed to do their jobs effectively.

Funding

IMLS funding will be used with our General Funds to support the design and implementation of a training infrastructure, and learning opportunities for staff to increase their skills based on the identified need.

COORDINATION EFFORTS

Five Year Crosswalk

State Goal	Project	Focal Areas	IMLS Intent
Goal I: <i>Robust Infrastructure</i>	The physical and technological infrastructure for the entire Hawaii State Public Library System (HSPLS) 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. Change to Calibri to match the rest of the crosswalk	Institutional Capacity	Improve the library's physical and technological infrastructure
Goal II: <i>24/7 Virtual Collections</i>	Continue to develop and provide access to a collection of online databases and ebooks for the public.	Information Access	Improve users' ability to obtain and/or use information resources
Goal III: <i>Lifelong Learning</i>	Continue to develop and provide access to a collection of online learning tools and resources for the public.	Lifelong Learning	Improve users' general knowledge and skills
Goal IV: <i>Innovative Service Development</i>	Complete a minimum of 3 projects that will improve and enhance services for the public.	Institutional Capacity Information Access	Improve library operations Improve users' ability to discover information resources Improve users' ability to obtain and/or use information resources
Goal V: <i>Educated Library Workforce</i>	Implement learning infrastructure and provide learning opportunities for staff	Institutional Capacity	Improve library workforce

EVALUATION PLAN

Commercial and in-house survey instruments will be used to collect staff and patron satisfaction feedback about HSPLS initiatives, to see if outcome targets have been met, and to elicit recommendations for further improvement. Output measures, outcome measures, program and workshop evaluations, interviews and other data will also be included in the Annual State Program Reports and the Evaluation Report at the end of this five-year period. An outside consultant will be hired to conduct the evaluation at the end of this five-year plan.

STAKEHOLDER INVOLVEMENT

The Hawaii State Public Library System is the only statewide single 51 branch library system in the United States. Because of that, the funding that is received is used to support services and programs to all Hawaii's residents through the public library system. In order to get input from our stakeholders for this plan, a portion of the evaluation of our LSTA Five-Year Plan 2018-2022 enabled both staff and patrons to provide input into what services and programs were most important now, and what would be important in the future. We reviewed all of the feedback and used it to create the LSTA Five-Year Plan 2023-2027.

Staff will be involved in the implementation of this plan, and we will have feedback loops to get input from staff and patrons about the programs and services that are being provided.

Presentations will be made to the Board of Education regarding the implementation and evaluation of the State Plan.

COMMUNICATION AND PUBLIC AVAILABILITY

When this Five-Year Plan 2023-2027 has been approved by IMLS, it will be linked to the HSPLS web site. Staff, Board of Education, Friends of the Library of Hawaii, State legislators, the Congressional delegation, the Governor, and appropriate State agencies and other stakeholders will all be informed of the new Plan.

HSPLS will continue to acknowledge IMLS funding on appropriate webpages, flyers, and announcements, and will publicize achievements, important milestones and results of the Five-Year Plan as required for reporting purposes to IMLS as well as to stakeholders and the general public. Communication channels include the HSPLS web site, news releases, reports to the Board, the Governor and appropriate departments, the Hawaii State Legislature, and the Congressional delegation, and other formal and informal means of dissemination in print and electronic formats and via presentations and meetings.


MONITORING

HSPLS will continuously track implementation of the Five-Year Plan and prepare annual State Program Reports as required. Commercial and in-house survey instruments will be used to assess staff and patron satisfaction feedback about HSPLS initiatives and to elicit recommendations for further improvement.




Any substantive revisions to the Plan, especially to the goals, will be submitted to IMLS according to the provisions of the LSTA, and to appropriate stakeholders.

ASSURANCES

The required assurances are attached.



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Northstar | Build your digital know-how!

Posted on: January 1, 2022 | Category: [Spotlight](#)



Northstar Digital Literacy | Build your computer and internet skills today

What is digital literacy? Simply put, it means having the skills needed to use a computer and the internet in daily life, employment, health and education. It's important for us all to build our digital literacy skills, so that we can communicate with family and friends, find information, interact with our doctors, take classes, find jobs, be successful at work, and so much more!

How do I know if I have the skills I need? The easiest way is to try out the Northstar Digital Literacy Assessment. It's like a simple online quiz to see how much you already know and what you need to learn. Once you know what you want to learn, there are online courses available to help you grow your skills. Becoming a Northstar Learner allows you to gain valuable tech skills and record your achievements.

How do I get started? Just click on the link of your favorite library below to begin. You can just take an assessment or you can sign up for a learner account. When you sign up for a learner account, you will have your own personal dashboard to keep track of what you learn and the online classes you take.

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ATTACHMENT 18

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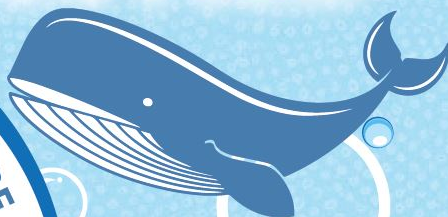
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