TELL US WHAT YOU THINK ABOUT THE WHITE LIBRARY: SURVEY RESULTS, 2013

conducted February 11 to Feb. 23, 2013, 282 responses

The survey was distributed to students as they used the White Library during the above mentioned time period. Response was voluntary. There are three basic questions respondents were asked: 1) What do you like most about the library? 2) What do you like least about the library? 3) What can we do to make the library better?

The number of responses following each question asked indicate the total number of ideas given as answers to the question since some respondents answered each question with several ideas.   Numbers following categories/items listed are the total times these items were mentioned by respondents. Percentages in parentheses indicate the percentage of the 282 respondents who mentioned the category listed; e.g., 8.5% liked resources, so 24 students of the 282 said resources were one of the things they liked most about the library. Most of these students also listed other items as what they liked most, as well.

1. What do you like most?   (484 responses):

 Resources
　　　　Unspecified　　24　　(8.5%)
　　　　Traditional　　　33　　(11.7%)
　　　　Electronic 　　　 2　　(0.7%)

　　　　Selected comments: "The massive book collection"; "The popular reading section (a few comments about this section)"; "I really love the selection of children's books on the 2nd floor. They help me to relax and unwind after several hours of hard core study"; "I appreciate that there are books on reserve for those who cannot afford textbooks"; "The third floor. It always has what I'm looking for. No matter how random."

Computers, Software, and Internet　　102　　(36.2%)

Summary of comments As indicated by the number above, there were many favorable comments about the availability of computers, software, and Internet access. Students commented that there were always computers available. They recognized that the Technology Center computers were fast machines. Some appreciated the computers on other floors as they preferred working in a non-lab setting. A few commented that they used the library to do all their work as they did not have a computer and/or Internet at home. Students also appreciated being able to check out laptop computers in the library.

Selected comments: "I like how it is very easy to use the computer and you are able to print 50 pages for free"; "They make it so easy to access the Internet on a couple of floors."

Printers and printing　　29　　(10.3%)
Summary of comments: Students appreciated the availability of printers. They liked being able to print 50 pages per day without paying.

Selected comments: "Access to information or even able to print papers needed. Some of us don't have internet at home, so it helps to be able to print out documents needed for classes"; "That you can print your work right away"; "We can print out up to 50 pages free unlike universities."

Copy machines　　2　　(0.7%)

Staff   69   (24.5%)

Summary of comments: Students were appreciative of library staff for the most part, describing them as helpful; professional; friendly; and willing to assist with problems, directions, and information.

Selected comments: " I also like when you have computer problems the staff are very helpful in solving the problem"; "The help given to use the computers. The Front desk –the help"; "The attitude, courtesy given by all staff. Including security.

Facilities

Study rooms   58   (20.6%)

Summary of comments: Many students listed study rooms as one of the items they liked most about the library. They appreciated the number available; they mentioned them as advantageous for group work; and many liked them for individual study so they could spread out and be private.

Location, Layout, Space   27   (9.6%)

Summary of comments: Students mentioned the convenience of the library's location on campus – it was a good place to spend time between classes or just drop in for a brief break. They praised the spaciousness of the building – that there were many different types of study spaces available for students and there was always room for students to sit.

Elevators, stairs   3   (1%)

Quiet Atmosphere   62   (22.8%)

Summary of comments: The percentage of students commenting on the quiet atmosphere in the 2010 survey was 13.9, so this is a marked increase.   Students appreciate the quiet spaces the White Library offers them so they can study and concentrate fully. These remarks are over and above the comments made about the advantages of private study rooms.

Appearance   2   (0.7%)

Hours of operation   16   (5.7%)

Summary of comments: Students discussed the fact that the library is open seven days a week and is open until 10 PM four nights a week.

Movies   2   (0.7%)

Food   7 (2.5%)

Selected comments: "We can eat in here, with no one saying we can't'"

Everything   5   (1.8%)

N.B. This was a specific answer to the "What do you like most" question – no one item was selected, students indicated they liked it all.

Other   41   (14.5%)

> Stone Writing Center: 16 (5.7%)

> *Summary of comments*: The Stone Writing Center was the most frequent mentioned "other" library element – students did not differentiate it as a separate center from the library. The staff, the convenience of its location, and the assistance students receive in the center were all mentioned in comments.

Other items mentioned included the popular reading area, the "comfy" chairs on the fifth floor, the artwork and exhibits, the TV access, the bean bag chairs, and the music in room 528.

Selected comments: : "The news is always on TV"; "I like to walk the stairs up to the 5th floor. There is an art gallery and a study room with music and a big picture window. I love all the displays, the one about flight and aviation is a great one on the 3rd floor"; "There is an open phone available for calling."

2. What do you like least?   (358 responses)

Resources
> Traditional   9   (3.2%)
> Electronic   1   (0.4%)

> *Selected comments*; "The online reference search. Even after asking for help, I went back to do a search based on the helpdesk's suggestions. Nothing of relevance came up"; "Some of the books seem outdated. When writing a paper it's important to find up-to-date sources so you can be more credible. I bypassed the library materials for the online databases because of this (N.B. The importance of currency depends partly on the subject being researched, and the online databases are also library materials.)"; "There is not a very good contemporary literature section. I would also like to see a Chicano literature section."

Computers, Software, and Internet   23   (8.2%)

> *Summary of comments*: The majority of complaints were focused on the lack of Word software on the 2d floor; the age of the equipment on the fifth floor, problems with the campus wifi link, and laptop problems.

 Printers and printing   3   (1%)

> *Summary of comments*: There was a complaint about the lack of printers available to the machines that are public access (anyone can use them) and one complaint about the 50 page per day limit on printing.

Staff   6   (2.1%)

> *Summary of comments:* Both the Circulation desk and the Student Technology Center staff received one complaint about being rude or unfriendly. Other general comments were made about staff being unfriendly or unwilling to assist students.

Facilities

<u>Study rooms</u>   17   (6%)

  Summary of comments: Complaints were made about there not being enough study rooms; about the rooms not being sound proof; and about students using the rooms to talk, make out, or sleep not study. There were also one or two comments about single persons using study rooms instead of groups.

  <u>Location, Layout, space</u>   6   (2.1%)

  Summary of comments: Comments included concerns about not enough lighting in the library, the Technology Center layout being too crowded, the guides on the book stacks not reflecting the range of call numbers contained in the stack, and the lack of seating at times.

  Selected comments; "I wish the second floor had a better layout. It seems this library is stuck in the 1960's."

  <u>Restrooms</u>   3   (1.1%)

  Summary of comments: Larger and/or more restrooms were requested, including a "private" one.

  <u>Elevators, stairs</u>   20   (7.1%)

  Summary of comments: Most complaints were about the elevators because they are viewed as old, slow, and possibly dangerous. Some students said they were afraid to take the elevators. A couple of requests for an escalator were made.

  <u>Doors</u>   3   (1.1%)

  Summary of comments: The front doors are heavy and hard to open.

  <u>Temperature</u>
   Too cold   19   (6.7%)

  Summary of comments: The building is viewed as too cold most of the time in the comments made.

  Selected comments: "The AC temperature too cold. Cannot understand why it's regulated more efficiently[sic]. I complain and the answer I get all the time they are not in charge! They just work here!"; " I don't like that it's <u>always freezing </u>in the Library. It makes it difficult to focus when my teeth are chattering."

   Too hot   3   (1.1%)

  <u>Atmosphere</u>
   Too Quiet   1   (0.4%)

   Too Noisy   11 (3.9%)

Summary of comments: There were several comments about too much noise in the study rooms specifically and in other areas of the building, often combined with beliefs that library staff should be there to keep people quiet..

Selected comments: "Kick out the people sleeping or loud in the study rooms, especially during finals";

Appearance
Lack of Cleanliness   13   (4.6%)

Selected comments: The 1st floor bathrooms are terrible! I rarely see them clean and more than once have found a roach in there when I was! I wish they were kept cleaner and the sinks were updated"; "The computer areas could be more clean. I find coffee stains, eraser particles, and filthy keyboards. I feel we should have sanitized computer areas to study. Therefore, requesting clean computer areas to study would be nice."

Hours   21   (7.5%)

Summary of comments: Students wanted longer hours on weekends and earlier/later hours on weekdays.

Food   11   (3.9%)

Summary of comments: Complaints included the library policy of no food in the Technology Center, the lack of vending machines on each floor of the library, the choice and cost of food and drinks available in the vending machines.

Cell phone usage   1   (0.4%)

Nothing   56   (19.9%)
N.B. This was a specific answer to the "What should be do to make the library better" question – no items were mentioned– students indicated there was nothing they didn't like

Selected comments: "The library is awesome already";

 Other   43   (15.3%)

Summary of comments: This section allows students to complain about anything and they do – from limited water fountains to assigned seating in the Technology Center to the TV channel selected for the first floor lobby to mis-shelved books. In almost all cases, there was only one complaint about each item, so no big problems emerged. The requirement the library has of students showing their ID cards to use Technology Center computers and check out books received four individual complaints, the highest number.

Selected comments: "The fifth floor has bees! Please get rid of them so I can go up there & study with the music on"; "The book shelves are labeled different, and sometimes do not have the books needed [N.B. mislabeling occurs when materials are being shifted to make more space in certain classification areas that are growing]"; "The high school kids making out"; "The lack of interaction between the staff and students as well as the lack of activities available. I like to read, but I do not hear about any books or activities that I can partake in"; "No place to eat. Loud people. Scary people working here. Hobos walking around in here (possibly living here). Kinda creepy and old. Gross bean bags on 3rd floor [N.B. Bean bags were dry-cleaned in late February]. All the people smoking right outside! {all of this was one

comment—library management doesn't know if it's our issue or if the student has issues, particularly the comments about staff and other patrons.}"; "We cannot change channel on TV downstairs."

3. How can we make the library better?   (326 responses)

More Resources

<u>Traditional</u>   20   (7.1%)
<u>Electronic</u>   1   (0.4%)

Summary of comments Students used this question to request purchasing materials on certain subjects (see comments below). Some suggested areas include more teenage fiction, a vampire series, more war novels, more contemporary literature, more film history books, more feature films on DVD, books on electrical engineering and books by Nikoli Tasla, and more e-readers.

Selected comments: "Not too big of a selection on Astronomy books. I prefer more books by Carl Sagan or puzzle books. I was not ever sure where to find any 'Brain Game' books or if any were available"'; "Hunter S. Thompson books"; "More new non-fiction"'; "Obtain as many books of all sorts as possible"; "My only suggestion would be to get more books by Douglas Adams, Jim Butcher, and Terry Pratchett."

More Computers and Improved software/Internet 32   (11.4%)

Summary of comments: There were requests for updating and adding more computers on the upper floors, for newer and faster equipment in general, for word processing software and e-mail access on the Reference department computers, for improved wifi access and wifi access for cell phones and any other hand-held devices, Again, there was no strong feeling about any single suggestion.

Printers and printing   1 (0.4%)

Selected comments: "Let students do copies of 5 or 10 pages free, and then charge money.":

Copy machines   1   (0.4%)

Staffing issues   4   (1.4%)

Summary of comments Requests were generally for "friendlier" staff.

Improve Facilities

<u>More Study rooms</u>   19   (6.7%)

<u>Location, Layout, space</u>   5   (1.7%)

Summary of comments: Requests included general expansion, enlarging the Technology Center, more seating, and locating all instructional support labs in one location.

Selected comments: "Why not have English, math and science labs all in the library. Instead of scattered all over campus. Students seeking help, with these hard but important subjects could be centralized, and what better place than the Library. Especially on the weekends, when most of the campus is shut down, this would be the place to come for help, or finish homework, etc."

Restrooms   5 (1.7%)

Summary of comments: Suggestions included adding more, enlarging the ones we have, and cleaning.

Fix elevators   4   (1.4%)

Selected comments: "Just fix the elevators and it would be perfect"

Doors   1 (0.4%)

Make temperature warmer   7   (2.5%)

Make it less noisy   10   (3.6%)

Selected comments: "It would be nice for staff to walk around the floors sometimes telling noisy student to be quiet."

Appearance   10   (3.6%)

Summary of comments: Generally, comments mentioned painting and improving its drab appearance.

*Selected comments: "*It could use a paint job/something so it doesn't look so drab"; "Modernize it"'

Make it cleaner   5   (1.8%)

Selected comments: "I think it's [the library] nice but it could be kept a little cleaner – you know—like dusting"; "Keep it clean! Need more sanitation dispensers, need more attention to restrooms are dirty"; "Have the 5th floor men's room repaired and cleaned, and stocked. There has been a blood stain on one door handle since last semester";

Expand hours   17   (7.5%)

Summary of comments: Suggestions were for increasing hours and sometimes to matching those of Texas A&M—Corpus Christi*.*

Food   28   (9.9%)

Summary of comments: Requests ranged from adding a snack bar (possibly a commercial one—Subway and White Castle were both mentioned, but not by the same person), adding vending machines on additional floors, adding healthy snacks in the machines, providing Coke products, having a coffee machine and having free coffee and doughnuts.

Nothing   57   (20.2%)
N.B. This was a specific answer to the "What should be do to make the library better" question – no items were mentioned– students indicated there was nothing they didn't like

Selected comments: "Nothing. I like how it all looks. It feels homey and cozy,"

Other   38   (13.5%)

Summary of comments: Again, while numerous items were mentioned, all were suggested only once or twice. Suggestions included additional displays, increasing electrical outlets on the floors (presumably for laptop computers), having a Security officer n the building, starting a book club, having a "meet the library" party to advertise services, providing remote controls for video players, showing Fox news instead of CNN on the lobby TV and adding more beanbag chairs.

Selected comments: "More activities for people that attend school at night"; "Go easy on people who don't have I.D.'s";"Maybe have displays of current popular magazines or new released books [N.B. White Library has both]"; "Change the TV new station to something more informational such as Discovery or Animal planet"; "Fix the above (see lengthy complaint under selected comments for **Other** on what do you like least). Put staplers and hole punchers on every floor. More computers on each floor. Get all the True Blood books – Charlaine Harris. Faster elevators that don't get stuck"'; "It would be cool if one floor played music; each day have a different theme or genre to represent different cultures. Everything from tribal, folk, techno, jazz, classical, etc. Some ppl study better to music. It's also a great way to introduce new sounds (N.B. The White Library's room 528 provides quiet background music from a local classic rock radio station. Prior to selecting this station various musical genres were played for a week at a time and students were informally questioned about preferences. The classic rock seemed the best compromise.)"; "Start a book club"; "[Use] the Dewey Decimal classification [system]."