Chemistry Library Survey  
Survey Dates: March 5-9, 2012  
Daniel Tracy, Tina Chrzastowski

Section I: Overview

Purpose

The purpose of the Chemistry Library survey is to determine why our patrons choose to come to the Chemistry Library and how they use the library. The survey asks patrons to indicate what they like about the library and what changes or improvements they would like to see. The Chemistry Library first administered the survey in March 2011. The 2012 survey occurred the week of March 5-9. The survey received 365 responses, up from the previous year's 312.

Patrons

Survey respondents were mostly undergraduate students and some graduate students. While departments from colleges across campus were represented, most patrons are unsurprisingly from the School of Chemical Sciences (SCS). However, one change from 2011 is a slight drop in the overall proportion of patrons from SCS departments, with a corresponding rise in the proportion of patrons from the Life Sciences and Engineering. It is likely that the rise in Life Sciences patrons is a result of the closing of the Biology Library in the summer of 2011.
The survey also showed a slight evening in the gender of patrons visiting the library: 55% of patrons were male versus 45% female in 2012, whereas in 2011 the split was 58/42.

Results

The survey responses generally mirrored the previous year's responses. Patrons liked different areas of the library about equally, most came to do homework or do other class work, and most came because it was convenient and close to their classes.

What are you doing in the library today?
Why did you choose the Chemistry Library?

See Section II for all questions and a tally of their responses. Suggestions also echoed the previous year's results, with requests for more computers or laptops for check-out, longer hours, and more small study rooms. Still, many people said they wouldn't change anything and that the library was just as they would want it. See Section III for all the suggestions for changes and improvements.

Chemistry Library Response

The survey responses are useful in current considerations of how to make better use of library space. Among other possibilities, the library is considering how to include more small study rooms, upgrade its current group study room, and continue with the planned change in the height of computer terminals.
Section II: Detailed Results

Library patrons were asked the following questions for which they provided specific responses. Patrons were asked to check all answers that applied. The survey was administered throughout the week, and 365 responses received.

Numbers represent the total marks in response to questions in the survey. The first six questions allowed multiple responses, and percentages reflect a total greater than the number of users surveyed in most cases.

What are you doing in the library today?

- Homework: 213 (36%)
- Preparing for class / studying: 163 (28%)
- Taking a Break: 61 (10%)
- Social Networking - Facebook, email, etc.: 51 (9%)
- Academic Reading: 33 (6%)
- Writing a paper: 27 (5%)
- Reading reserve material: 21 (4%)
- Picking up a book I requested: 9 (1%)
- Other: 8 (1%)

Total Responses: 586

Write-in answers (“Other” above): Holding office hours, other, Midterm in an hour, for a group project, Grading homework, Mentoring, Office hours, Borrow a book.

How long do you plan to be here?

- Between 1 and 2 hours: 125 (32%)
- Less than 1 hour: 102 (27%)
- Between classes: 93 (24%)
- Longer than 2 hours: 65 (17%)

Total Responses: 385

Why did you choose the Chemistry Library?

- It's convenient: 234 (32%)
- It's close to my classes: 207 (29%)
- I like the space: 174 (24%)
- I needed the computer or printer: 60 (8%)
- I'm using course reserves: 40 (6%)
- I'm using the print collection: 9 (1%)
- Other: 1 (0.3%)

Total Responses: 726

Write-in answers (“Other” above): Scifinder, It has the book I want.
If the Chemistry Library weren't here, where would you go instead?

<table>
<thead>
<tr>
<th>Location</th>
<th>Responses</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Union</td>
<td>139</td>
<td>32%</td>
</tr>
<tr>
<td>Grainger Engineering Library</td>
<td>114</td>
<td>26%</td>
</tr>
<tr>
<td>Undergraduate Library</td>
<td>86</td>
<td>20%</td>
</tr>
<tr>
<td>I don't know</td>
<td>58</td>
<td>14%</td>
</tr>
<tr>
<td>Local coffee shop</td>
<td>22</td>
<td>5%</td>
</tr>
<tr>
<td>Other Locations</td>
<td>14</td>
<td>3%</td>
</tr>
<tr>
<td>Total Responses</td>
<td>395</td>
<td></td>
</tr>
</tbody>
</table>

Write-in answers ("Other Locations" above):
- ACES
- Bio Library/Learning Center
- CHBE computer lab
- CHBE lab upstairs
- CLC
- CLS
- Edx
- empty classroom
- Eng hall
- Grainger is too crowded. Undergrad is too loud.
- Hallway
- I would cry :
- Main Library
- Med School Library

My favorite part(s) of the Chemistry Library is(are) the

<table>
<thead>
<tr>
<th>Feature</th>
<th>Responses</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Big tables in the back</td>
<td>139</td>
<td>24%</td>
</tr>
<tr>
<td>Study carrels on the north wall</td>
<td>136</td>
<td>23%</td>
</tr>
<tr>
<td>Computers on the east side</td>
<td>110</td>
<td>19%</td>
</tr>
<tr>
<td>Small study rooms</td>
<td>96</td>
<td>16%</td>
</tr>
<tr>
<td>Comfy seating</td>
<td>89</td>
<td>15%</td>
</tr>
<tr>
<td>Conference room</td>
<td>15</td>
<td>3%</td>
</tr>
<tr>
<td>Other</td>
<td>3</td>
<td>0.8%</td>
</tr>
<tr>
<td>Total Responses</td>
<td>539</td>
<td></td>
</tr>
</tbody>
</table>

About how frequently do you use the print book or journal collection in the Chemistry Library (NOT RESERVES)?

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Number</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>I don't use</td>
<td>220</td>
<td>60%</td>
</tr>
<tr>
<td>Once a semester</td>
<td>65</td>
<td>18%</td>
</tr>
<tr>
<td>Once a month</td>
<td>41</td>
<td>11%</td>
</tr>
<tr>
<td>Once a week</td>
<td>33</td>
<td>9%</td>
</tr>
<tr>
<td>Daily</td>
<td>6</td>
<td>2%</td>
</tr>
<tr>
<td>Total Responses</td>
<td>365</td>
<td></td>
</tr>
</tbody>
</table>

I am in the Chemistry Library:

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Number</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Weekly</td>
<td>176</td>
<td>52%</td>
</tr>
<tr>
<td>Daily</td>
<td>81</td>
<td>24%</td>
</tr>
<tr>
<td>Every other week</td>
<td>37</td>
<td>11%</td>
</tr>
<tr>
<td>Monthly</td>
<td>19</td>
<td>5%</td>
</tr>
<tr>
<td>Rarely</td>
<td>26</td>
<td>8%</td>
</tr>
<tr>
<td>Total Responses</td>
<td>339</td>
<td></td>
</tr>
</tbody>
</table>

I am a:

<table>
<thead>
<tr>
<th>Gender</th>
<th>Number</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>187</td>
<td>55%</td>
</tr>
<tr>
<td>Female</td>
<td>155</td>
<td>45%</td>
</tr>
<tr>
<td>Total Responses</td>
<td>342</td>
<td></td>
</tr>
<tr>
<td>Junior</td>
<td>98</td>
<td>29%</td>
</tr>
<tr>
<td>Sophomore</td>
<td>85</td>
<td>25%</td>
</tr>
<tr>
<td>Senior</td>
<td>85</td>
<td>25%</td>
</tr>
<tr>
<td>Freshman</td>
<td>44</td>
<td>13%</td>
</tr>
<tr>
<td>Grad Student</td>
<td>24</td>
<td>7%</td>
</tr>
<tr>
<td>Faculty</td>
<td>1</td>
<td>0.3%</td>
</tr>
<tr>
<td>Total Responses</td>
<td>337</td>
<td></td>
</tr>
</tbody>
</table>
My home department is:

<table>
<thead>
<tr>
<th>Department</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>School of Chemical Sciences (Chemistry, Chemical and Biological Engineering)</td>
<td>189</td>
<td>56%</td>
</tr>
<tr>
<td>Life Sciences (Molecular and Cellular Biology, Integrative Biology, Biochemistry)</td>
<td>67</td>
<td>20%</td>
</tr>
<tr>
<td>Other LAS</td>
<td>25</td>
<td>7%</td>
</tr>
<tr>
<td>Engineering</td>
<td>30</td>
<td>9%</td>
</tr>
<tr>
<td>ACES</td>
<td>6</td>
<td>2%</td>
</tr>
<tr>
<td>College of Media</td>
<td>6</td>
<td>2%</td>
</tr>
<tr>
<td>College of Applied Health</td>
<td>6</td>
<td>2%</td>
</tr>
<tr>
<td>College of Business</td>
<td>4</td>
<td>1%</td>
</tr>
<tr>
<td>Other</td>
<td>4</td>
<td>1%</td>
</tr>
<tr>
<td>N/A</td>
<td>2</td>
<td>0.6%</td>
</tr>
<tr>
<td>Total Responses</td>
<td>309</td>
<td></td>
</tr>
</tbody>
</table>

What improvements would you like to see in the Chemistry Library?

<table>
<thead>
<tr>
<th>Improvement</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>More computers</td>
<td>76</td>
</tr>
<tr>
<td>Laptops to check out for use in library</td>
<td>54</td>
</tr>
<tr>
<td>More electrical outlets</td>
<td>44</td>
</tr>
<tr>
<td>Other improvements (Write-in Responses)</td>
<td></td>
</tr>
<tr>
<td>Longer hours</td>
<td>31</td>
</tr>
<tr>
<td>Nothing/Fine as is</td>
<td>23</td>
</tr>
<tr>
<td>More study rooms</td>
<td>12</td>
</tr>
<tr>
<td>More desks</td>
<td>10</td>
</tr>
<tr>
<td>More large tables</td>
<td>8</td>
</tr>
<tr>
<td>Warmer</td>
<td>4</td>
</tr>
<tr>
<td>More comfy seating</td>
<td>3</td>
</tr>
<tr>
<td>More tables</td>
<td>8</td>
</tr>
<tr>
<td>Trash cans</td>
<td>2</td>
</tr>
<tr>
<td>Other</td>
<td>23</td>
</tr>
</tbody>
</table>

For a full list of write-in responses, see Section III.
If I could change one thing about the Chemistry Library, it would be:

<table>
<thead>
<tr>
<th>Suggestion</th>
<th>Votes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nothing</td>
<td>43</td>
</tr>
<tr>
<td>More hours</td>
<td>42</td>
</tr>
<tr>
<td>More small study rooms</td>
<td>12</td>
</tr>
<tr>
<td>Changes to chairs</td>
<td>8</td>
</tr>
<tr>
<td>Bigger/more space</td>
<td>6</td>
</tr>
<tr>
<td>Noise management (Quieter/Designated talking zones)</td>
<td>6</td>
</tr>
<tr>
<td>Change computer chairs</td>
<td>7</td>
</tr>
<tr>
<td>Make it warmer</td>
<td>5</td>
</tr>
<tr>
<td>More large tables</td>
<td>4</td>
</tr>
<tr>
<td>More carrels</td>
<td>3</td>
</tr>
<tr>
<td>Other</td>
<td>27</td>
</tr>
</tbody>
</table>

For a full list of all responses written in, see Section III.
Section III: All Write-In Suggestions for Changes

What improvements would you like to see in the library?

Open on Sundays?
More carrels
longer hours
Longer open hours
Longer night hours (like until 9pm Mon-Thur and until 7pm Fri) during the week
More study carrels
more separation between tables and study carrels because sometimes it gets noisy from the
group studiers
Nothing
I don't think it needs any improvements.
more carrels / longer hours of operation / comfier chairs
More study rooms
TRASH CANS!!!!!!
Longer open hours
open later
I wish it was quieter. When sitting at the desks on the N wall, I can often hear student in the
conf. area.
Better/longer hours
color printers
More hours
More tables (if possible)
Hard copies of JACS, Angew, etc. sitting out to read?
more desks
N/A
Turn the heat up
No longer cold like it used to be.
N/A
Free cookies on Mondays
More books here than Grainger
Longer hours
Longer hours
free beer fridays
more group study rooms
More group study rooms, you can be a bit louder.
N/A
Open later
longer hours
Longer hours
None, it's great!
open later
nothing!
Trash bins
more carrels/desks
drinking fountain
More independent study rooms
longer hours
More textbooks and textbook solutions. Also more recent resources for lab.
More study carrels
More individual study desks, though I guess there's no room for more.
More study carrels.
More tables.
None
More study rooms, the two are nto enough!
It's good as is.
More study rooms available for non-chem students.
More seating areas
laptop chargers for check out
Longer hours of operation
Remote access to ChemDraw software (library computers) or longer hours
Warmer temperature (too cold)
Several backup copies for resources
Nothing
nothing
Longer hours
Something to lessen the echo in the back area.
access to conference room
Pretty good already
N/A
N/A
More tables and chairs
N/A
Longer hours; more scanners.
open later
More tables to use
Online system for checking out study room and conference room.
nothing :)
open later!!
more small study rooms.
everything seems fine
More large tables
Open later
Open late beyond 7PM on weekdays.
more space
fix the echo in the back
longer hours
None
Higher seating for the computers.
open a little later during the week
more journals
Something to fix the echo in the back
more small study rooms
longer open hours
more private rooms
Extend the open hours!!
More time to use resource books
More ChemEng Books
Multiple versions of books on reserve
more study rooms
More large tables
Nothing
More study rooms
More copies of textbooks
Give SCS Students free printing
less paper wasted using cover sheets
More large tables
N/A
More comfort seats
Longer hours!
longer hours
seems fine to me
More tables
None
More individual desks
None
open later on Sunday
more study carrels
put some more electrical outlets upstairs in the classrooms
Turn the heat down, put fresh Expo markers with the whiteboards

If I could change one thing about the Chemistry Library, it would be:

Nothing
change the seats around computers
the wooden chairs
More hours
quieter
Turn up heat! It's always freezing, esp on n wall.
None
say that it is quiet in the back / go to the union for talking or ugl
That we could eat food in a certain location.
having more small study rooms
More small rooms for study
longer hours
A trash can.
More study carrels
Nothing, I like coming here because it's rarely crowded, quiet, and aesthetically pleasing.
longer hours?
I have no complaints.
Quieter--but it certainly is not that bad. I really like coming her.
More study rooms.
more study carrels
More space
More computers.
making it warmer! It's always too cold in the library!
Open all the time. Love the chem lib
Chairs
nothing
The seats near the computer. They are uncomfortables.
More computers, free printing for Chem students!
1) making people not be noisy, 2) longer library hours
N/A
A/C is too low for water
More computers
The position of the computer (would love to have some privacy). The height of the computer
table (it's too high!!)
Can't think of any.
More group tables.
Nothing
Having longer open hours.
N/A
More computers
see above [Longer hours]
To have it open later / designated "talking" areas.
more group rooms
Not much to change.
Keyboards (dirty)
Make it bigger
None, one of the best libraries on campus
longer open hour
Have the library stay open later.
Open later!
Open later
make it bigger
Too cold sometimes.
Longer operation hours
Overall, I am pleased with how the chem library is.
N/A
More tables
More access to study rooms.
Longer hours
If it were bigger
More study rooms
I would kick out the people sleeping at the desk I came here to use. They can sleep at the union!
the library hours. (open later)
Nothing, it's nice and quiet.
Nothing, I love it!
coffee
More tables.
I can't think of anything I would change.
Nothing
It's good as is.
extended hours
longer hours
Times it is open during the weekend. Longer hours during the week as well.
I would make it stay open an hour later.
Better computers (ie with mounting monitors). The high counter computers I don't like either.
the hours of operation
Longer hours
Nothing
Open earlier on Saturday (10am ish?)
More small rooms to study
more computers and tables
Kick out 1-2 people who occupy a study room.
open longer
Be able to reserve study rooms for meetings, not just the big conference room.
Nothing!
N/A
I wish we could eat! But I completely understand why we can't.
I wouldn't change anything.
nothing
Access to chemical engineering printing from the chem library.
Allowing people to sleep on sofas.
more rooms (like study rooms)
Too many people using the computers for facebook and games when other may be waiting for a computer to use for homework.
Later hours
change the seats around the computers
how long it is open
Longer open hours
N/A
Little bit more seating
Nothing
get more space
more open hours please!
more quiet rooms
have longer hours
longer hours to come here at night to study
open more hours
More room to study.
Quieter
I wouldn't
Hours -- longer
Open later
Bigger
More desks.
make more small rooms if I can
nothing
Less surveys.
The chairs on the computer side are really low and uncomfortable.
longer hours
Nothing, its quiet/spacious.
size, too small
Nothing
Open later
Not to much, maybe a resource help center/table
I love it here! Wouldn't really change anything
More small study rooms
Love it!
Meh…
Nothing
Longer open hours!
Many of the books I've wanted to use are in German or are poorly translated, replacing these would be nice.
Free engineering printing
Nothing
Nothing I can think of
Nada
NOTHING --> AMAZING!
More online access!
None
Open late
Extend the hours until 10:00PM
the chairs at computers are comfy, but I'm pretty sure they are several inches too short for ergonomic seating.
Its all pretty good
Hours (more on weekend)
Nothing, I love it here!
N/A
more paper-based journal
I would like it to be open longer, this is my favorite place to study
longer opening hours!
I would make it a little warmer cause its really cold sometimes.
open later!
More individual desks
Nothing
better chairs in back; have conference room open to study in
Seating arrangement (No sense of privacy while using my laptop)
have longer hours on the weekends (especially on Sunday nights)
Nothing
Build more conference rooms
Having a bathroom inside so I don't have to have someone watch my things while I go down the hall