Survey results

How can we make Hillman better for you?

Hillman Library is conducting research about how and why our students use the library.

We are very interested to know what you do so that we can plan for future services and facilities.

Please help us help you and complete this questionnaire during your visit today.

Just complete this questionnaire and return it to the Hillman Ground Floor Service Desk, and you will receive a $2 off coupon for the Cup & Chaucer Café!

Survey conducted over three days in March/April 2014
Method

- Survey instrument was adapted from U of Queensland
- Comprised three parts:
  - [Entrance] Motivation for the visit
  - [During] Activities during the visit
  - [Exit] Achievements
- Handed out to 300 visitors over three days in March and early April 2014
- 169 surveys were filled out (65% response rate)
- Responses were coded in Excel and analysed
Summary of findings

- Most respondents visited Hillman to undertake individual study-related activities
- Most respondents accomplished their goals for the visit
- Many respondents reported that they visited library to undertake group or social activities
- Respondents selected Hillman for its convenient location and good study atmosphere
- Most respondents visited for over 2 hours
- 40% of respondents declared that that this was not their only visit on the day
- Ground Floor was most frequently visited space
Exit Questions

1. What did you actually do on this visit? (pick as many as you like)
   - Use library computer/laptop
   - Quiet Study
   - Group work
   - Find library books
   - Find journal articles
   - Attend a training session
   - Use printer/copier
   - Use my own laptop
   - Work on individual assignment
   - Meet friends
   - Find course materials
   - Required by instructor
   - Get IT help / ETO Support
   - Get help
   - Coffee / Snacks
   - Other (please specify)

2. What else did you do and why?

3. What more could the library provide to support you in your studies?

4. Did you spend as much time as you had intended on this visit?
   - Yes
   - No more
   - No less

5. If no, why?

6. Where are you going to now?

7. Date of exit __________________

8. Time of exit ________________ □ a.m. □ p.m.

Remember!
Once you have completed all of the sections of your questionnaire, please return it to the Hillman Ground Floor Service Desk.
You will then receive your $2 off coupon for the Cup & Chaucer Café!

Your time at Hillman Library

How can we make Hillman better for you?

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We are very interested to know what you do so that we can plan for future services and facilities.

Please help us help you and complete this questionnaire during your visit today.

Just complete this questionnaire and return it to the Hillman Ground Floor Service Desk, and you will receive a $2 off coupon for the Cup & Chaucer Café!
Tell us about you!

1. I am [ ] male [ ] female
2. I am [ ] undergraduate [ ] graduate
3. I am [ ] years old.
4. My program is (e.g. History)
5. I am in year [ ] of my program.
6. Today's date
7. Time of entry [ ] a.m. [ ] p.m.

Entrance Questions

1. What have you come to do at the library today? (pick as many as you like)
   - Use library computer/laptop
   - Quiet Study
   - Group work
   - Find library books
   - Find journal articles
   - Attend a training session
   - Use printer/copier
   - Use my own laptop
   - Work on individual assignment
   - Meet friends
   - Find course materials
   - Required by instructor
   - Get IT help / ETD Support
   - Get help
   - Coffee / Snacks
   - Other (please specify below)

2. Why did you come to the library to do this?
   - It is the only place to find what I need (please specify)
   - My friends come here
   - My group is meeting here
   - Good study atmosphere
   - Good study working spaces
   - Convenient location
   - Other (please specify below)

3. Where were you before you came to the library? (e.g. lecture, restaurant, home)

4. How long do you plan to stay here this visit?
   - Quick visit (< 30 minutes)
   - 30 minutes - 2 hours
   - Long visit (> 2 hours)

5. Where in the library do you plan to work?
   - Ground floor
   - First floor
   - Second floor
   - Third floor
   - Fourth floor
   - Wherever I can find a computer
   - Wherever I can find a quiet space
   - Wherever I can find an outlet
   - Reserved group study room
   - Dissertation Writing Room

6. Is this your only visit to Hillman today?
   - Yes
   - No

7. How often do you usually visit Hillman Library?
   - Daily
   - Weekly
   - Monthly
   - Not often

8. We would like to know more about where you went in the library today and in what order?
   Please mark your visit destinations on the floor plans and add any comments about what you did there.
   See examples A and B below.
   - If you run out of room in the tables, please write on the back.

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Remember to answer the Exit Questions on the back before you leave!
Demographics of respondents

Gender

Academic Level

Undergraduate: Year of Study

Undergraduate

Graduate

Other

Male

Female

Freshman

Sophomore

Junior

Senior
Programme of study
Hillman in my day

How does Hillman visit fits in my day?

- from or to other places (eg. gym, restaurant, etc.): 3.8
- only activity on campus: 13.5
- between classes: 16.7
- from class or to class: 66
Frequency of visits

Frequency of visits to Hillman

39.9% of all respondents stated that this was not their only visit that day.
Duration of visit

No significant differences between time of entry and duration of stay was observed (before or after 3pm)
Why Hillman?

- Convenient location: 28.0%
- Good study/atmosphere: 25.8%
- Good study/work spaces: 23.8%
- Only place to find what I need: 8.0%
- My friends come here: 7.8%
- My group is meeting here: 4.7%
- Other: 1.9%
Where at Hillman?

<table>
<thead>
<tr>
<th>Location</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dissert Writing room</td>
<td>1.8</td>
</tr>
<tr>
<td>Group study room</td>
<td>4.1</td>
</tr>
<tr>
<td>Wherever I can find outlet</td>
<td>11.2</td>
</tr>
<tr>
<td>Wherever I can find free space</td>
<td>11.2</td>
</tr>
<tr>
<td>Wherever I can find computer</td>
<td>3.0</td>
</tr>
<tr>
<td>Fourth floor</td>
<td>15.4</td>
</tr>
<tr>
<td>Third floor</td>
<td>11.2</td>
</tr>
<tr>
<td>Second floor</td>
<td>11.8</td>
</tr>
<tr>
<td>First floor</td>
<td>29.6</td>
</tr>
<tr>
<td>Ground floor</td>
<td>44.4</td>
</tr>
</tbody>
</table>
Did you spend time that you planned?

- Planned time: 89.8%
- More time: 6.6%
- Less time: 3.6%

<table>
<thead>
<tr>
<th>Left early</th>
<th>Stayed longer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Couldn't connect to wifi/very slow wifi connection</td>
<td>Work took longer than I expected</td>
</tr>
<tr>
<td>Left with friends</td>
<td>Procrastination</td>
</tr>
<tr>
<td>Impatience</td>
<td>Didn't finish work</td>
</tr>
<tr>
<td>I'm efficient in my research</td>
<td>Got really into my research</td>
</tr>
<tr>
<td>I finished my work earlier than I thought</td>
<td>Friends wanted to stay</td>
</tr>
<tr>
<td>Finished work faster than I anticipated</td>
<td></td>
</tr>
<tr>
<td>I am hungry</td>
<td></td>
</tr>
<tr>
<td>uncomfortable sitting</td>
<td></td>
</tr>
<tr>
<td>I am over-ambitious about how many consecutive hours I can spend here</td>
<td></td>
</tr>
</tbody>
</table>
## Categories of activity

**Individual – Social – Library Staff**

<table>
<thead>
<tr>
<th>What are you planning to do?</th>
<th>%</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>quiet study</td>
<td>20.3</td>
<td>110</td>
</tr>
<tr>
<td>work on individual assignment</td>
<td>12.9</td>
<td>70</td>
</tr>
<tr>
<td>use my own laptop</td>
<td>12.4</td>
<td>67</td>
</tr>
<tr>
<td>use printer/copier</td>
<td>9.4</td>
<td>51</td>
</tr>
<tr>
<td>coffee</td>
<td>9.4</td>
<td>51</td>
</tr>
<tr>
<td>use Library computer</td>
<td>8.9</td>
<td>48</td>
</tr>
<tr>
<td>meet friends</td>
<td>7.2</td>
<td>39</td>
</tr>
<tr>
<td>group work</td>
<td>5.4</td>
<td>29</td>
</tr>
<tr>
<td>find Library books</td>
<td>5.4</td>
<td>29</td>
</tr>
<tr>
<td>find course material</td>
<td>2.8</td>
<td>15</td>
</tr>
<tr>
<td>find journal articles</td>
<td>2.4</td>
<td>13</td>
</tr>
<tr>
<td>other</td>
<td>1.8</td>
<td>10</td>
</tr>
<tr>
<td>get help</td>
<td>0.7</td>
<td>4</td>
</tr>
<tr>
<td>attend a training session</td>
<td>0.6</td>
<td>3</td>
</tr>
<tr>
<td>get it/etd help</td>
<td>0.6</td>
<td>3</td>
</tr>
<tr>
<td>required by instructor</td>
<td>0.0</td>
<td>0</td>
</tr>
</tbody>
</table>
Motivations and Achievements

Motivation vs. Achievement

- other
- required by instructor
- get it/etd help
- attend a training session
- get help
- find jln articles
- find course material
- find Library books
- use Library computer
- use printer/copier
- coffee
- group work
- meet friends
- use my own laptop
- work on individual
- quiet study

Achievement:%  Motivation:%

0.0  5.0  10.0  15.0  20.0  25.0
Achievements: what else did you do?

- goofed off on the internet because I have no self control
- just sat and relaxed
- met with a few friends to chat
- read on Kindle for fun activity
- sat frustrated and wasted time because I couldn't connect to the wifi
- skype call (conference)
- text because I am easily distracted
- talk, hang out
- watched YouTube videos because I was bored
- listen to music to keep me relaxed and focused
- procrastinated on my phone
- took a nap (I live off campus)
- found some friends and talked a bit
### What more could library provide to support your studies?

<table>
<thead>
<tr>
<th>Please improve</th>
<th>Count</th>
<th>Please improve</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>more outlets</td>
<td>38</td>
<td>24/7</td>
<td>2</td>
</tr>
<tr>
<td>wifi</td>
<td>33</td>
<td>better lighting at night</td>
<td>2</td>
</tr>
<tr>
<td>more seating</td>
<td>20</td>
<td>3M ear buds</td>
<td>1</td>
</tr>
<tr>
<td>more tables</td>
<td>11</td>
<td>books in storage more accessible</td>
<td>1</td>
</tr>
<tr>
<td>more comfy seating</td>
<td>6</td>
<td>charger station for cell phones</td>
<td>1</td>
</tr>
<tr>
<td>more printers</td>
<td>6</td>
<td>front desk staff more polite</td>
<td>1</td>
</tr>
<tr>
<td>better selection in C&amp;C</td>
<td>5</td>
<td>Microsoft word on computers</td>
<td>1</td>
</tr>
<tr>
<td>less noise</td>
<td>5</td>
<td>microwave at C&amp;C</td>
<td>1</td>
</tr>
<tr>
<td>more cubbies</td>
<td>3</td>
<td>more laptops</td>
<td>1</td>
</tr>
<tr>
<td>too cold</td>
<td>3</td>
<td>more lockets</td>
<td>1</td>
</tr>
<tr>
<td>longer hours café services</td>
<td>3</td>
<td>more overall study space</td>
<td>1</td>
</tr>
<tr>
<td>more restrooms</td>
<td>2</td>
<td>more quiet space during exams</td>
<td>1</td>
</tr>
<tr>
<td>Printing on Osher IDs</td>
<td></td>
<td></td>
<td>1</td>
</tr>
</tbody>
</table>

- because we don’t' have student ID’s with funds, I can't print. I would like to be able to print from computer.

- extend maximum number of years one may use dissertation writing room.

- Graduate student is a heavy user of the library--department does not offer an office. Summary: bad wifi, outlets that are not accessible, desks w/o outlets. Poorly designed 4th floor grad area.