



Survey results

Your time at Hillman Library

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 / ETD 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!

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Tell us about you!

- I am male female
- I am _____ years old.
- I am an/a undergraduate graduate

- My program is (e.g. History) _____
- I am in year _____ of my program.
- Today's date _____
- Time of entry _____ a.m. p.m.

Entrance Questions

- What have you come to do at 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)

- Why did you come to the library to do this?

- It is the only place to find what I need (above)
- My friends come here
- My group is meeting here
- Good study atmosphere
- Good study/working spaces
- Convenient location
- Other (please specify below)

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

- How long do you plan to stay here this visit?

- Quick visit (< 30 minutes)
- 30 minutes - 2 hours
- Long visit (> 2 hours)

- 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 free space
- Wherever I can find an outlet
- Reserved group study room
- Dissertation Writing Room

- Is this your only visit to Hillman today?

- Yes No

- How often do you usually visit Hillman Library?

- Daily Weekly
- Monthly Not often

- 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 table, please write on the back.

A	Asked about a request for an item from another library	2 min
B	Worked in the Dissertation Writing Room	3 hrs
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		

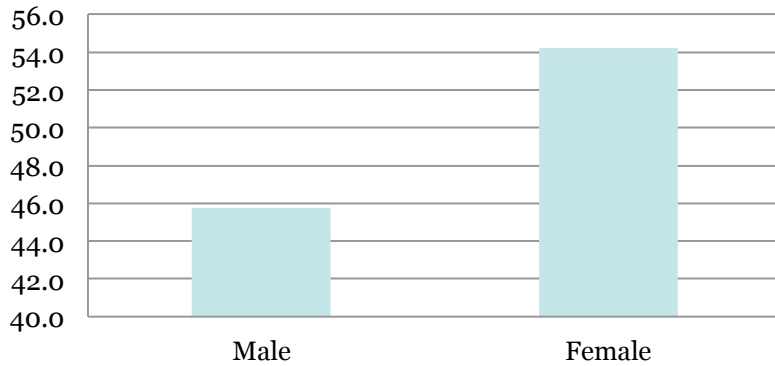


Remember to answer the Exit Questions on the back before you leave!

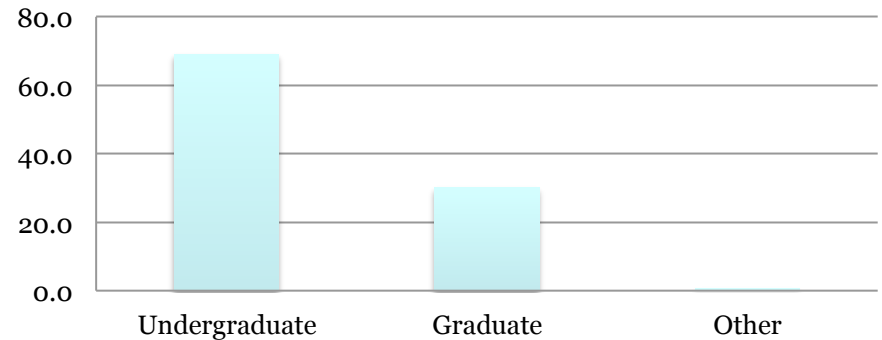


Demographics of respondents

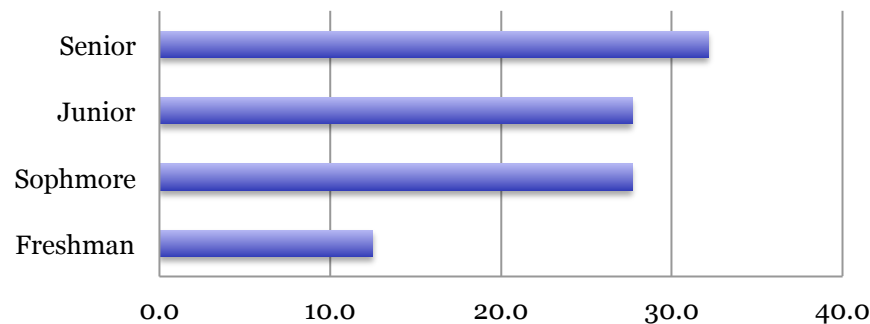
Gender



Academic Level



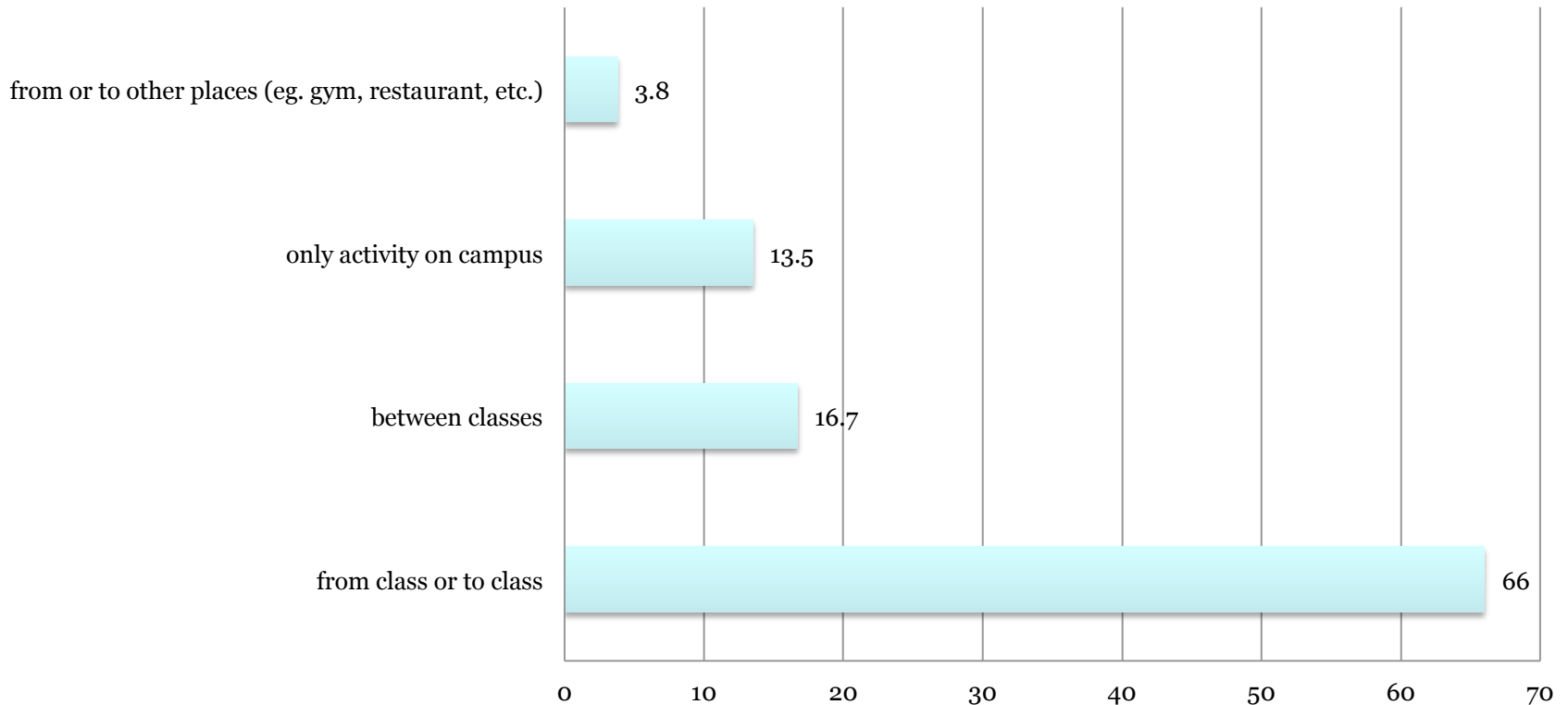
Undergraduate: Year of Study





Hillman in my day

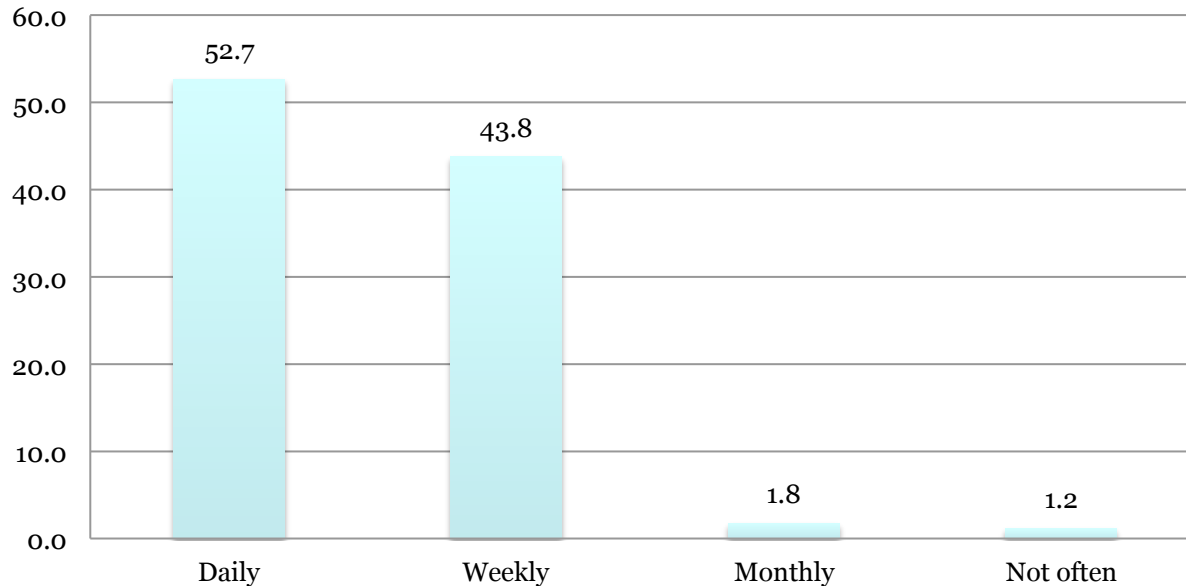
How does Hillman visit fits in my day?





Frequency of visits

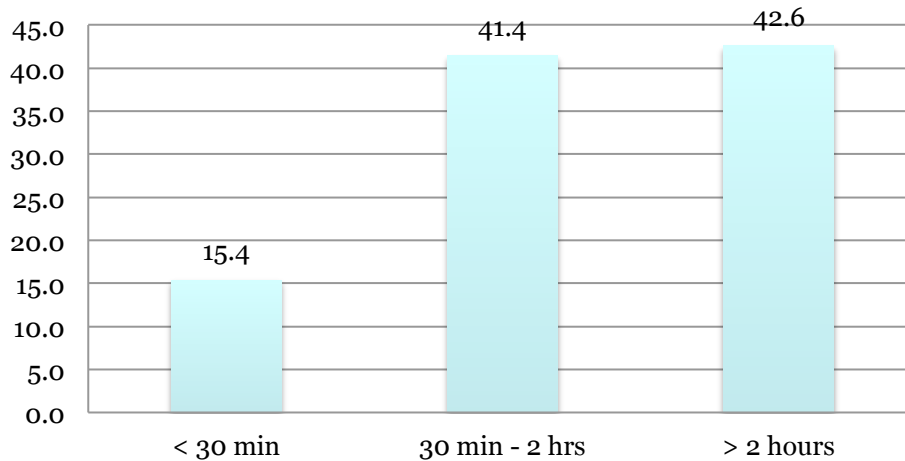
Frequency of visits to Hillman



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

Duration of visit

Duration of visit

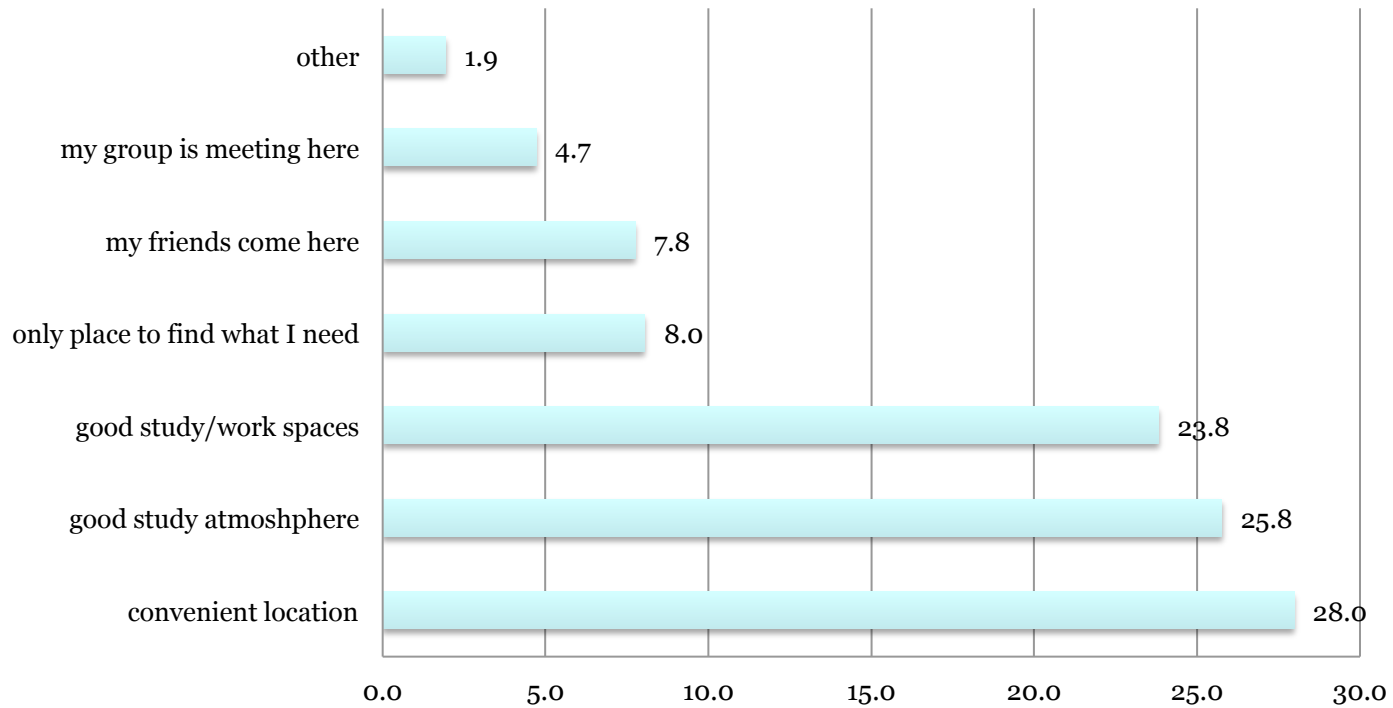


No significant differences between time of entry and duration of stay was observed (before or after 3pm)



Why Hillman?

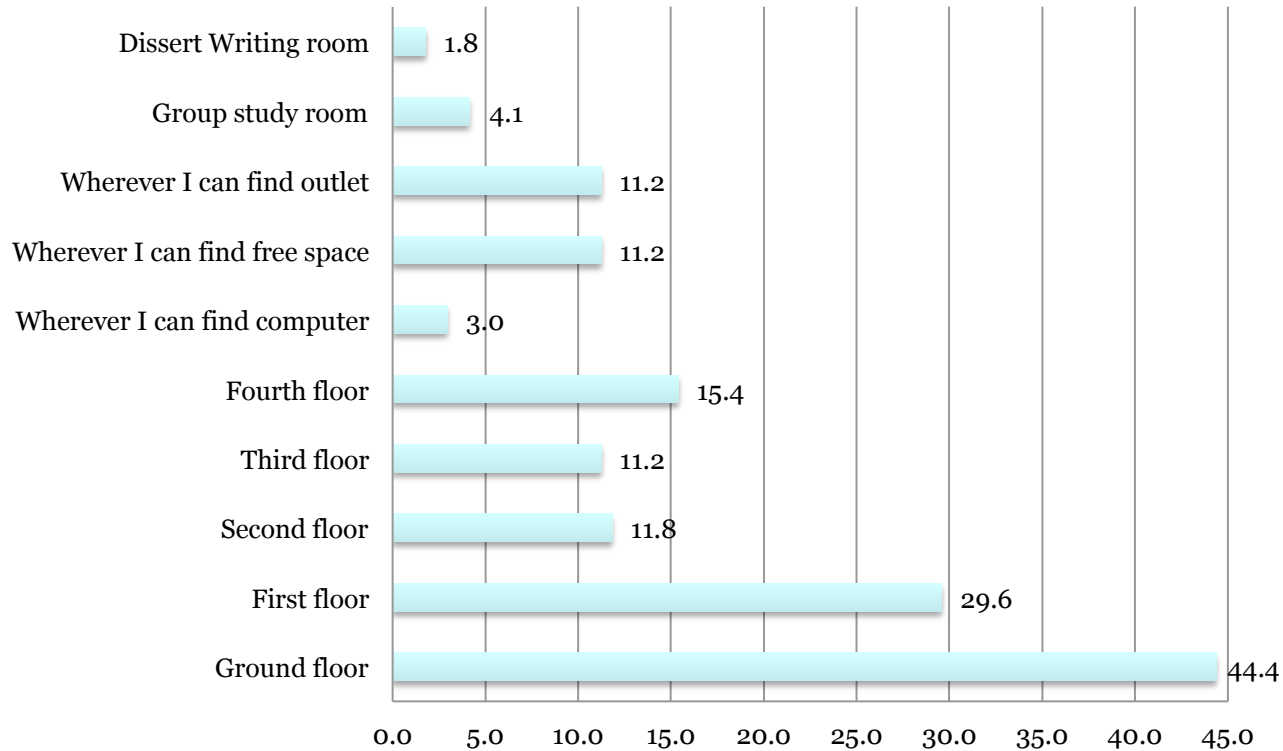
Why Hillman?





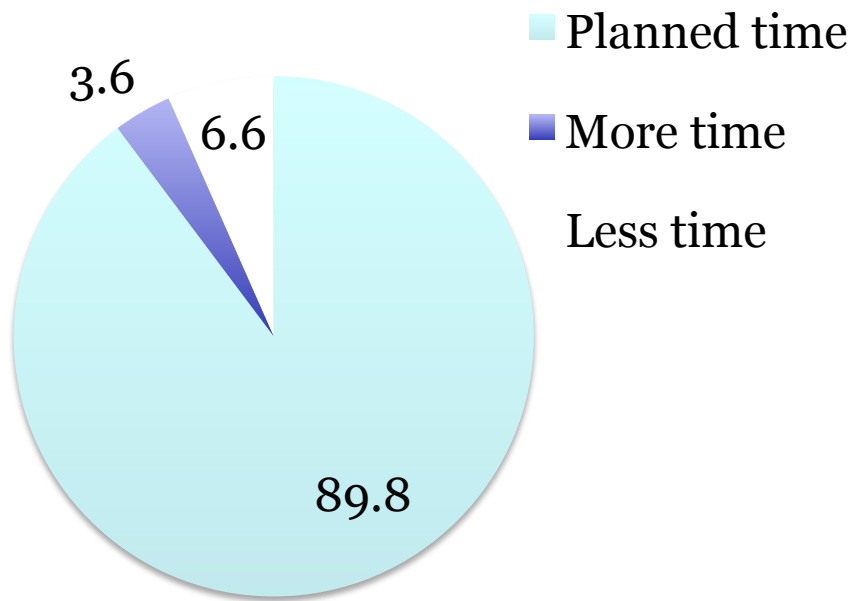
Where at Hillman?

Where at Hillman?





Did you spend time that you planned?



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



Categories of activity

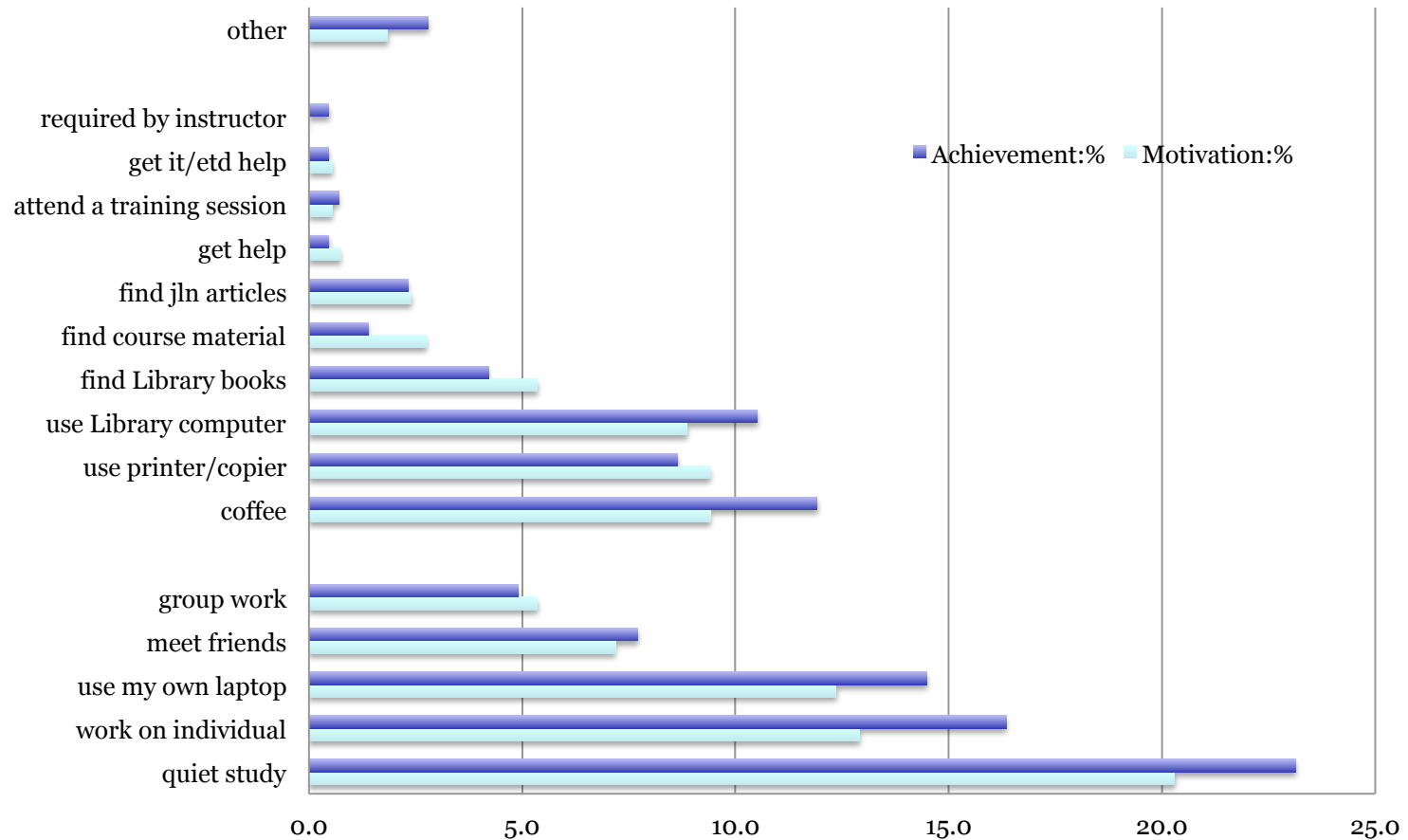
Individual – Social – **Library Staff**

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



Motivations and Achievements

Motivation vs. Achievement





Achievements: what else did you do?

just sat and relaxed

goofed off on the internet because I have no self control

meet with few friends to chat

read on kindle for fun activity

sat frustrated and wasted time b/c 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

procrastinated on my phone

listen to music to keep me relaxed and focused

found some friends and talked a bit

took a nap (I live off campus)



What more could library provide to support your studies?

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

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.
