

# Reference Room Survey October 2006

At the end of October 2006, Polk Library issued a web and print survey designed to gather student input about our library's Reference Room, 1<sup>st</sup> Floor South. This is a part of the library that houses 33 computers, current magazines & newspapers, the reference collection, and many study tables. We wanted to know what students wanted to do the most in the Reference Room. We conducted a survey in print and via an online form. We were pleased to have received over 600 responses. Here are their top eight answers:

1. Work individually at a table or carrel - 386 votes
2. Relax and study in a soft comfortable chair - 371
3. Access websites such as D2L, E-Reserves & Titanweb - 366 votes
4. Work or Study with Classmates - 348 votes
5. Get help with your research from a librarian - 295 votes
6. Use a computer that has Microsoft Word, Powerpoint, etc. - 293 votes
7. Plug a laptop into an open datajack or use wireless access - 288 votes
8. Check E-mail - 281 votes

We took this information and constructed a Laboratory Modernization Grant for an Information Commons, and submitted it to the university in November 2006. There is a new movement in libraries to create areas called Information Commons. These are areas where students can study, collaborate with their fellow students, utilize library research tools, and use available technology to work on research. We believe that the Information Commons model would suit our users well. We would like to see the room remodeled to better accommodate both groups and quiet studiers. We want to increase the number of computers available to students, and provide comfortable furniture. Improving the lighting, flooring and ambience would be a great improvement.

See the following pages for a copy of the survey that was distributed, and the narrative responses we received from students. The narrative responses are unedited.

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## Survey Instrument:

Polk Library would like to remodel the Reference Room (1<sup>st</sup> floor South) to make it more functional and modern. We would like your ideas & input as we begin this process.

Who are you?

- ☐ Undergraduate
- ☐ Graduate
- ☐ Faculty/Instructional Staff
- ☐ Other (please describe): \_\_\_\_\_

What is **most important** for you to be able to do in this area?: (check all that apply)

- ☐ Check email
- ☐ Work individually at a table or carrel
- ☐ Relax and study in a soft comfortable chair
- ☐ Get help with your research from a librarian
- ☐ Access websites such as D2L, E-Reserves & TitanWeb
- ☐ Use a computer that has Microsoft Word, Powerpoint, etc.
- ☐ Read current magazines and newspapers in a comfortable setting
- ☐ Scan items & use Photoshop
- ☐ Work or study with classmates
- ☐ Create multimedia presentations for class projects
- ☐ Plug a laptop into an open datajack or use wireless access
- ☐ Other (please describe): \_\_\_\_\_

Do you think it would be a good idea for Polk Library to have a coffee bar in the library?

- ☐ Yes
- ☐ No

Any other ideas for improving the current Reference Room (1<sup>st</sup> floor South)?

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## Comments from the October 2006 Reference Room Survey:

Important Other = To have lots of information available for research in terms of reference books

Widen the aisles between the book shelves. There is not a lot of room to take a step back and view the books on the bottom shelves.

The Hours need to be better... I think it should be open later on the weekend nights and open til 2am ON weekday nightslike it used to be!!!

Maybe make an area for group study. l'ts always so hard to find a place to study in groups without bothering other people.

Get Couchs or deep chairs to be able to sit and study

Soften the area. It seems very industrial and not conducive to a place to gather. Also make sure there is bright lighting to keep students awake!

A coffee shop for a cup of coffee would be nice--like at Barnes and Noble

Good temperature regulation!!

Have some areas sectioned off for more privacy, quiet area away from group table, work areas

I think new carpeting on the entire first floor would be the first thing to do. Then you could put the inside of the library back on the campus tour. I would also highly suggest artwork on the walls from famous painters. Allposters.com makes prints of famous paintings.

Important Other=Compose and arrange music

I like the coffee bar idea. Also group study rooms would be great along with jacks to plug in a lap top.

Please, please, please keep books and articles on micro viewing around. There are so many great things of those little bits of plastic.

Important Other = microfilm and microfiche access and viewing

I like the way that it is at the current moment. I just like aplace to study because my dorm room can get distracting, I use my lounge someimes, too. The coffee bar is an awesome idea.

Important Other = conduct research, use non-circulating materials

Adding more computers--for research and recreation, provide adequate staffing, extend hours that the library (or even just the reference area) is open.

Better tables and chairs would make the whole experience more enjoyable.

I like it as is, however would like to see it enforced as a quiet (or at least much quieter)zone. Groups studying as well as people chatting more than briefly (and softly) are very distracting. That's very frustrating because the reference is a much more pleasant place to study than the upper levels. Group study should take place in study rooms or more public traffic places. I feel the areas that could use remodeling or updating are the government documents area and the study area acrpss from it on the same floor. The ceiling fixtures hum and the lighting itself is not that good i either area. Rather than remodeling the reference area, I'd like to see

changes made to the upper areas. Once that was done, then, if the reference area is going to be a noisy zone there will be somewhere pleasant for students who want to concentrate and study to go. As for a coffee bar, I feel funds could be better spent for other purposes such as attention to the upper level areas. There are already sufficient places to go for a cup of coffee or latte or whatever. I feel it would be a foolish waste of money to put one in the library, and the additional noise (of patrons as well as the sounds of lattes being made) is not appropriate to a library setting.

More comfortable seating would really be helpful, and maybe a separate reading area like there is on the other side by the circ. desk. Window treatments near that corner would be pretty nice.

newer furniture. i think something small with coffee, like vending machines with hot drinks would be ideal, more so than a noisy mitaza like setting.

Make it into a bit quieter setting request that all phone calls be taken in the corridors/ stairways, etc. please

I have averaged about 3-4 hours daily at Polk Library both as an undergrad and grad student. I frequently look for research articles on the computers. Fortunately many are available to print out. Having more printers for that purpose would be great. Many times the line gets long and waiting is time consuming. I do get around this by early morning stops (at opening) or later in the evening. One or two more printers would be great. Thanks!

I think a coffee bar would be a great idea. I would like to see a section of the library that is very informal and relaxing. Some place that doubles as a learning/studying center as well as quit social environment for students to kind of relax.

Add more art work. Originals for the students and such. I really like the display down the library hall way heading towards the computer lab and I'd like to see more of it all over campus.

There should be more areas for groups to work together where they are not bothering the students who are studying alone. I am always in the library reading to myself when I get bothered by a group that sits down and starts talking out loud and not taking into consideration the other people.

Fix that bleeping door alarm so that books from other places do not set it off. That is totally uncool and a serious hassle. Also, there should be another entrance/exit, such as on the East side.

I don't think a coffee bar would be good because of the noise that it would create. The steamer and grinder in a coffee shop make it nearly impossible to study. Additionally, most college students have an inability to clean up after themselves. I foresee coffee spilt on all of the tables and reference books. The area now is very well lit, but I am unable to study there because the noise from the conversations across the room carries. I believe it would be beneficial to have more separated group areas (like the group study room) so people can go there and talk about group projects. The extra printers just for research are nice. The carpeted floor is wonderful, because then you can't be disturbed by the sound of shoes clicking or squeaking. I would like to see larger tables (to seat four people) along the window ledges, a few comfortable chairs for light reading and desk lamps or floor lamps for additional lighting.

Important Other = sit in a QUIET well-lit individual area where noise doesn't transfer  
I think the coffee bar is an amazing idea. Not only would it help with the late night studying, but it would add a convenience/comfort factor. One thing I've noticed since moving off campus is how inconvenient having only one entrance/exit is. It would be nice to have something open on the Elmwood side.

As a general suggestion, make sure you have all the books you say you do. Everytime I look up a book it says it is not checked out, but it is nowhere to be found... work on current organization before you remodel any area of the library.

This comment is for the coffe bar what will it be? cappucinos or just coffee? If the mess is contained and there isn't a lot of noise it will be a good idea to keep everyone awake.  
Reference Room It's fine the way it is. It's not close and it's not too spread out.

Important Other = quiet area to study

Maybe replace some of the old with new stuff...as in tables and chairs.

Important Other = E-reserves, Online Library Research Tools

Some sort of air-freshener that will cover up the smell of musty old books. Plants or something to break up the sterile environment. The coffee bar idea is GREAT!

Make it a happy place where you want to work and are inspired to work

have a computer lab where students can meet for group projects that require power point so that they can be in a computer lab together, yet feel free to talk quietly among the group and not have to worry about disturbing those around

Important Other = comfortable chairs with tables

you could make taller shelves for the reference books so there is more room for seating and tables. maybe move the soda and snack machines up because most people don't know where they are

It usually seems very warm in all areas of the library when I am there. I'm assuming that a newly remodeled area of the library would attract more students, which in turn would attract more body heat... ahh! Temperature controls would be lovely, as I have heard that it's better to study when it's colder rather than warmer

Add more cushioned chairs and/or couches that are comfortable to sit in for studying for long periods of time

BETTER PRINTER ACCESS

Use lots of soothing color schemes and make the environment comfortable and relaxing

Nuetral on the coffee bar-maybe good, but don't really care. It'd be really nice to have the wireless and be able to check e-mail over in that half. E-Mail and D2L etc. are so essential to us now it is stinks to be in the ref area, then have to leave to go to the lab and then back and forth.

Open 24/7 always

If you are going to have tables that seat 6 people, don't have the librarians yell at the students working together. If you don't want students working together, then put one person tables, or have sections with signs devoted to group work and single student sections.

the carpeting is absolutey disgusting and is duct taped together, that should be the first thing to go. Also, More comfy chairs to sit in for general reading.

Have a group study area where students can speak. Also maybe have digital clocks, one per wall, that are large and set to the same time.

Basically what you said.. update the look to a more modern era. Not necessarily "ultra-mod," but maybe something in the look of Reeve Union.

designated areas for group work and alone work so people wanted to study aren't bothered by talk.

Relocate the 4 or 5 long brown shelves of books to make more room for tables for students to study. I think that a coffee bar would be a negative because it would bring a lot more noise. Students can go to MiTaza for coffee...its just a couple steps away. Thanks!

Important Other = Use reference materials.

Can there be spaces for groups who need to talk together to meet behind closed doors? Maybe with a white/chalkboard. I was going to suggest a computer too, but I remember that they can now be borrowed, so that's taken care of. May we please have comfy chairs with a view of outdoors?

this is for the above question [coffee], as long as it is not a commercial entity (e.g.StarBucks).

Make it more private - too many kids not using the reference materials wander in and use it as a study area, and they are noisy and obnoxious and overall very distracting. Make it more clear that it is a reference room, not a regular study area.

I think there should be more chair in general , the lighting should be more cozy as well as the chairs should be more comfortable. There should be an easy access to plug in your laptop at each table.

Important Other = food and beverages

A couple of beds so people can take naps.

I think it should be more geared for group study. It is the most common place for groups to meet (despite the "second floor study room"). It is still a library so voices should be kept down - but those wishing to study in complete silence should be encouraged to use other areas and for reference to be more for groups.

While it might be nice to have coffee available in the library, I think it might be too distracting. Especially if it would have a one of those machines for making specialty drinks because those are really loud and the library is meant to be quiet in general. That's why Reeve is like 20 feet away.

I also think that updated encyclopedias would be a good investment for the library as well -- some of those are really old. And perhaps an expanded periodicals section. And faster printers.

Important Other = doing research

Keep all the references together.

A coffee bar would really be a good idea. Many times I need a break for coffee or food, but have to pack up ALL of my stuff, just to run to Reeve for a few minutes. Also, there have GOT to be better chairs in the world compared to the ones in their now. I can't sit in those chairs for more than an hour straight before my but and back hurt. Plus, half of them are wobbly and falling apart. I think better chairs should be the main priority...i hear many students complaining about it. I've been here 5 years now, so Im sure any changes will come after I graduate, but I really think that part of the library is due for a makeover.

I would like it to be used for Reference.... a silent room with someone to help us in our quest for research materials. I DO NOT want this to be another group work area!!

Better more comfortable seating maybe some couches. also restrict the use of cell phones, this can be more distracting the group work. provide more outlet to plug in computers or other devices. The coffee bar is a great idea the vending machine in the basement do not do justice for study snacks, but there is one problem with the noise level associated with it. the blenders in Reeve for the smoothies are the most annoying thing in the building.

The coffee should be a little cheaper though. Not too much less but a little.

More variety in periodicals.

An update to the inventory, especially those for the sciences.

Allow a better set-up so it flows well

I'd like to stress that having access to Microsoft Word and various Adobe products on Mac computers would benefit many students.

Have a circular desk available equipped with dvd and video viewing for writing papers and etc

Important Other = have video player available to view on site at the library

Important Other = Research on LexisNexis, Project Muse, etc

Incorporating some sort of group meeting room or area might help with noise congestion, and allow people to work in a more productive atmosphere, since they'll have access to resources.

Make it a more comfortable environment. Something with a little more life, and less beige and hard furniture.

The concept of a coffee bar is nice, but it would best be separate from the Reference area (e.g. in the foyer or other non-academic area).

It's important to me to be able to find a place to study with a low noise level, but that also has all the resources I need at my immediate disposal. A couch might be nice, too.

Mac computers in addition to the PC's.

Important Other = access online journals (ex. cinhl, medline, etc...)

I have seen some newer students not knowing how to print out their papers. They don't know that each station has a number, and that they must click on the screen and press enter in order to get their papers printed. An improvement would be to just have some NEW USERS information about how the library works, how to get the maximum benefit from the library, and what are the resources available.

Comfy chairs would be wonderful!

The previous college I attended, Carroll College, had a Starbucks in their library. It was great! It was nice to go into the coffee shop when I needed a break from studying.

1. I just want to re-emphasize the necessity of a coffee bar in the library. I know traditionally food and drink are frowned upon in a library setting... but realistically this is a university where people do stay up studying all night and need that energy. I will also say that if there were snacks and coffee available in the library I would go there more often than I do instead of using comp. labs in Clow or Halsey where food is reasonably near.
2. I would also like to comment on the computer availability in the library. It would be excellent to have more than the 1 room with comp. access to all imp't programs...D2L, email, reserves, titan web, microsoft office, etc...

Also as a side note, I will never use the current comp. lab in the library because the overwhelming temperature in there seriously ruins my concentration and makes me too uncomfortable to be there for more than a few minutes.

Important Other = Plug in laptop to power outlet

Important Other = open later than midnight

Important Other = More photocopiers

Making it more comfortable and more accessible. I think to many new students the room seems pretty intimidating, make it look more welcoming.

It needs to be laptop-friendly. Data jacks, internet, etc.

maybe have one side of the room that is for quiet study and the other side for group study? or if it is already like that make it more clear which side is which. I've been in there to work with a group before and I always feel like I'm disturbing people who are just doing homework by themselves.

food. the library closes at 12 and if a student leaves when it closes they have nowhere to use titan dollars/ meal plans except vending machines that have crap for food in them. maybe not in the library but somewhere on campus, something needs to be available to students late at night.

more comfortable furniture and separated study areas (more privacy)

Try to separate group studying from individuals because people talk too loud. THE COFFEE BAR IS A BAD IDEA BECAUSE THEN PEOPLE WILL MAKE A MESS AND IT WILL GET TOO LOUD. WE ARE HERE TO STUDY QUIETLY, NOT EAT!

Get new furniture (especially chairs and bookcases)! What is currently in the reference room is totally uncomfortable and ugly. The room (and most of the library for that matter) looks really dated and terrible. The "retro" look makes the university seem second rate. Modernizing the library would make a big difference in the overall quality of the campus.

I think it is a little "stiff" right now. If there is a way to lighten the place up a little, or provide a little more comfort, that would be great. Otherwise, I think it's the perfect spot to get work done, and the resources are endless.

Important Other = place for major/specific study groups/activities

Apparently they had a coffee bar at Michigan Tech University where my b/f went to college. I think for those late night hours of studying students would take advantage of it. I also think would be a good idea at the computers to have a call button for librarians to come around to help students find more research information because I find that going to the library can be the most frustrating ordeal when trying to find adequate research for writing midterm papers.

The coffee bar is an EXCELLENT idea!! It would most definitely be a success. Students usually go to the library to study or work with a group and these are the times we drink coffee the most.

I like it currently, but I do like comfy chairs.

New tables many of the tables near the periodicals are unstable and rock slightly.



i dont know how to tell you to make it better but it is always a good thing to have improvements the library does look old. i mean it was built in 1961 i think???? and still looks like it.

Be sure to have the reference desk in the center of the room, facing the doors. This way, students know where to go to get help. Also be sure to have large signs to indicate where all the important material, such as periodicals, newspapers and maps are. I also think it might be important to consider having a special area just for BASIC encyclopedias and dictionaries.

Better chairs that suit comfort for studying. While most chairs are sufficient, I think that more comfortable chairs would give an even better experience for studying/reading.

I understand that a crucial function of keeping the library orgaized is to have a custodian. It is very annoying to have a custodian vacuum in the mornings while the library is open for access to students. Just a suggestion have him vacuum before students are allowed in the building and then it would not be such a distraction.  
Thanks

The tall computer tables with the stools make me feel like I'm on display (perhaps I am?). A more relaxed/secluded area for computer research would be lovely.

More comfortable areas to study or even nap. Areas where we can use our own computers.

Do cleaning at night or early in the morning! Vacuuming around students at 9am is not a very good study enviroment!!!

more sections....meaning break up the room more. Section it off...an area of comfy chairs for ppl to study w/ computers, an area where ppl can talk a little louder for group projects and feel bad (these ppl should have internet access/pc's too), etc

Group work should be encouraged since there is a quiet floor on the third floor and little room for other group work places. Also, the group work room is not sufficient for group work since it is small and cramped.

You should have coffe and food available!

More computers and printers to get reference material. You are always waiting in line for the printers.

coffee bar is an AWESOME idea. better chairs for the tables.

Yes, I think there should be an area where student can have a study sessions for a test.

The coffee bar is only a good idea if the library can still be a quiet place to study. A coffee bar should be considered, because many of us students are there to study and that will keep us awake when we need to be. Some of us spend many hours in the library and don't want to run to Reeve every time we need caffeine.

I really like the coffee bar idea! I think it would be very successful. I think more comfortable chairs would be nice. I don't think that making it more for study or work groups is that great, there are many other places that you can do that. Also computers with Word and Powerpoint are very close and not necessary in the reference room.

Keep the first floor the "loud" floor and keep the 3rd floor the "quiet" study. It would be great if students would have the understanding that the 3rd floor is for quiet study. It would also be nice if group work was done on 1st or 2nd floor. It is just more accomidating towards the students who need a quiet study environment. Thank you

I like going to the library but its always very hot and uncomfortable on the first floor mainly. I think that having a coffee bar would be very nice so we don't have to leave the building to get food or drinks from Reeve. Also, I would like to say that Polk could have some more comfortable chairs to sit and read in.

Important Other = copier in the ref section to copy magazine articles for class

coffee---YES!!!! Would help tremendously during finals week. not to mention mid-terms or any early morning.the chairs that are there right now are so uncomfortable that one does not want to spend too much time in the place. why stop in to read a paper when you can feel the back starting to get uncomfortable just by looking at those chairs. too cold by the windows too...feel a chill near them during the winter months...maybe cover them in plastic to stop the drafts? or move the tables away from there and put something there that will block the wind.

I do not promote the intake of caffeine because of the negative effects upon health (increased heart rate, dependency, headaches (migranes for some), impaired calcium absorption- very important for college aged females to receive adequate calcium to decrease the risk of osteoporosis), but I like the environment that coffee places often create- more relaxed, more artistic, more friendly (maybe get some more artwork up and around to make the area more interesting and more stimulating)

I think a paint job would be nice, not pictures of anything, just very bright colors or pastels and make it simple...like squares or rectangles, but not painted pictures or sketches...

well, the first floor is preety much pack all the time.. and there isn't room at times, but what i personaly want (maybe others), is a quite room. JUst a little minne room that i can study snice i travel bake and forward to school, i sometimes would like two to three hours of stduy time by myself inside a small room. i tend to read out loud to myself. just an idea if it's possible a small room block by other small room for students to check in and study for two to three hours. evryone needs their square place to study. i mean, i could go home and study, but the libray and seeing other studying promotes me to study more. like they say college is competition.

Easy listening hours. Specifically designated hours of soft music to give some ambience.

Important Other = TV Room

I think a coffee bar or snack area would be nice to have in the library if it is in it's own little section not to be a distraction to people who are studying quietly. More computers with not only internet access but also Word would be extremely useful because there have been times when I have not been able to use a computer because they were all full. I also have already had to come to the library to do research and find books and then go to a computer lab to type a paper on Word. It would be nice for the library to have all the resources I need instead of having to walk to multiple locations on campus. I'm a graduate student and I commute, so I am not on campus often and do not have a lot of extra time when I am on campus, so it would be really nice to have one place I could go for all these needs. Another suggestion, although not necessary, is to update the look of the reference room. It does not have the most inviting appeal - some comfy chairs and upda! ted decor would help the atmosphere and help students feel even more welcome and comfortable. I think it is wonderful you are re-evaluating the Reference Room.

Important Other=Research library resources such as books and online journals on the computer.

Important Other = do research online

yes to a place where food/beverage is ok, but not in the same section as the reference section because I like quiet study/research areas. I go to study at reeve on 2nd or 3rd floor so I can eat and sit in a comfy chair w/ just small chair groupings. I'd much rather study somewhere guaranteed quiet w/ the same atmosphere. Also, I'd like to see the library open later on Fridays, I try to study before I work at night and it's difficult when only reeve is open. ps - love that you have laptops for check-out now!!!

A more stimulating paint and decor color(s) would be fairly inexpensive, yet it would make it much more interesting and more fun to study in the library.

SERVE COFFEE! But have a good brand with french vanilla coffee mate coffee creamer. The regular coffee on campus is bitter and the half and half has no flavor. I would pay extra for GOOD creamer and coffee!! I would live in the library if you had coffee and small snacks.

Important Other = Use a USB Memory stick

Relating to various sources available when conducting research using such tools as "Academic Elite" and other tools, I would LOVE to see it made easier to include a number of sources (i.e., mags., lexis nexis, WSJ, books, scholarly articles, etc). In other words, is it possible to AUTOMATICALLY include ALL sources available when doing a search??

Adding either Word or another similar program would be helpful. Right now we have to do our research and then go over to the computer lab in order to type it out. It makes it quite cumbersome.

I like the set up now. The only thing I may change is a comfortable area to study in. Oversized chairs with coffee tables would be nice.

More computers that have Microsoft Word on them would be a great addition to the library. It would be wonderful if a facility like Radford computer lab was attached to the library. It is very inconvenient to study at the library and then not be able to work on a typed project. I realize we do have some computers to use but when the library is busy it is very unlikely to find an open computer with Microsoft Word. The computers on first floor that do not have microsoft word are not being used as much as they could. I think you should put feature like microsoft word on those computers

The Coffee Idea is Phenomenol!

I study at this library about 25-60 hrs per week. It is like a second home to me. I would like to see some closed cubicles in either the 3rd or 2nd floor. Like most students my house is too noisy to study and having a curtain or something will take away any outside interference with my studying. Thanks!!! Oh also can we keep this place open till 2 or else open it at 5 30? That would be clutch.

Improving the setup of reference computers would help. the few that are up by the printers are the most convenient, seeing more computers in the same setup would be very beneficial.

having more room for a personal area to work in. working on my thesis is problematic lugging all the books I have and the little area the computer as just isn't enough. Also, not having people too close is a nice idea.

Putting doors on the East side of the building, even one would be better than none!

Important Other = just do my homework

Separator/partition what have you from the main group tables (albee hall side) and the rest of first floor to provide an area for group study discussions where voice conversations will not hinder the quiet study time of smaller groups or single students. Laptops with wireless access for check out in reference area only. Sometimes I prefer working on papers and research in the reference section but the computers do not have word or powerpoint and I do not have a laptop. Online subscriptions to certain print media, such as NY times, Northwestern etc. that can only be accessed from the reference library computers.

Follow up on the coffee bar-- it would only be a good idea, if it is in a convenient location and is not noisy-- for example, mi taza in Reeve is really loud in making their shakes, i could see how the noise might get annoying since many students try to go the library to escape the noise-- also-maybe more rooms to check out--the group rooms are often full

The coffee bar would be a nice bouns, but it should not be in a place where it could cause distraction to others in the library.

Important Other = be able to use my own flash drive

To be able to check out the journals!

I like the idea of having comfy chairs, maybe like the ones used for office desks with wheels. maybe rooms for groupwork that you could sign up for and a computer would be in their too.

More comfortable places to sit and study

I think the atmosphere that is currently available is fairly decent, though I understand how improvements would be useful. Something I would like to see would be sofas and comfortable chairs.

More eye pleasing.. I really like the windows now becuase it opens up the areas. but maybe having some stainglass or more classic work. DO NOT GO MORDERN LOOKING!! I see blackhawk enough!

Keep this area for more of a single person style of study area.

Damage and extra garbage will be created if there is a coffee bar in the library. There are plenty of other places on campus to get liquids (ex downstairs of library has drink machines). The computers that are in the "computer lab" in the library is not enough. By adding more computers in the reference room, you are giving more students the opportunity to access computers.

Spacious, comfortable, well lit, open earlier, like at 7 00 a.m.

I would suggest making space for more comfortable studying and laptop useage. I tend to visit the library 2 or three days per week just for this, and I would really like a more comfortable area than the wooden chairs next to the drafty windows.

More comfortable chairs.

New carpeting, new chairs, new furniture, possibly more computers with logins...

I guess just making the library a more inviting and comfertable setting would be the best improvment.

Find some way to raise the font on pdf files or print them in larger font. I wear bi-focals and cannot read the tiny print yet I am functional elsewhere. Wearing glasses does not mean one is blind.. Make it possible to easily copy from D2L from campus computers. Stop

using the goofy lock unlock icon on the library computers, I feel like it is a maximum security zone not a campus access area computer wise.

Important Other = DRINK COFFEE WHILE WORKING

No, you are all doing a wonderful job

Important Other = more help from librarians

I want a librarian's help to save time, it's frustrating when I can use the system better than they can. This is an isolated incident and I don't mean to offend anyone. I rarely use the library anyway, but when I do, it is important to get help and fast. It costs me a fortune to go to school, and I feel these services should be provided. Thank you for asking for my opinions.

Important Other = Have it be a quiet place to study

Coffee bar=good idea.I have had a hard time studying in the reference room because people like to chat loudly. Honestly I find myself not wanting to study in the library for that reason. Aren't there other places within the library that these people who want to chat can go? If so it needs to be more advertised. Thanks for letting me participate!

Coffee bar is an amazing idea...

Separation b/t group study and individual study area.

The stools by the reference computers are too tall. It's difficult to sit at those computers.

Better printers. Longer hours.

Not any other different ideas- but the coffee bar is an excellent idea, one that has crossed my mind many of times! Great work! and Thank you so much for our beautiful library!

Make it an inviting, comfortable place...libraries tend to feel stiff. Add more small group rooms for students to use on projects. Make the library be like an extension of our own living rooms, but with all of the great resources under one roof

Add magazines like The Advocate and OUT. And give Ron Hardy a raise ) Good luck with your change

I've always thought that the library would benefit from a coffee/ concessions area. This would be convenient for students and staff and could also generate revenue. Also, many of the reference computers are unused and patrons would benefit from limited application use such as campus e-mail, d2l, and titanweb with reference usage being priority.

Make sure to keep the layout organized in a "simple", not "complex" order. Spacious, but not wasting space. Can't think of any other suggestions at the moment.

I think it's fine the way it is.

I was going to suggest having a coffee bar in the library even before I took this survey. There have been plenty of times that I would have bought a coffee at the library, especially during the finals week. I was at Marquette University this summer and visited their new addition to their library. The one thing that I thought was a great idea was the coffee bar in their study lounge. The Marquette students said it is always a popular spot for students to relax and/or get re-energized. I think it would be a great idea to develop the coffee bar area via using Starbucks urban/cool/relax theme. The design the area around the coffee bar should have lounge chairs, coffee tables, daily newspaper stands, and other

items for the social student. However, I believe the reference room still should meet needs of those who want to adequately do their homework without much additional distraction is very important. This would be very important during such cases as the great influx of students during finals week.

more tables, perhaps use higher bookshelves to make more room. this section is always full

Coffee shop will be too noisy.

Be able to access the library in the front as well as the rear. It's hard to walk all the way around the library.

Although budget is probably the main issue, if the reference room was open until 2 am, students would appreciate somewhere to go without distractions when studying late.

Make it a designated spot for group work (loud study). There really isn't an area where larger student groups can get together and study without feeling like they are intruding on other patrons. I think this will help bring life and vibe to the library

Definitely lots of comfortable chairs are a must and a coffee bar would be great to keep us awake!

New carpet

i think the coffee bar would be a great idea, however, i would suggest that other beverages be available as well for those who have late nights but don't drink coffee.

I think that nice furniture is not necessarily a bonus. I personally can lounge at home or in a dorm lounge. The library is place for me to go to find an absolute quiet place where I am not so comfortable to the point that I am going to fall asleep or lose my concentration and begin daydreaming. Please be careful in what types of chairs, tables, etc. you choose and also to make sure that there will still be an area that remains QUIET!

More comfortable chairs to sit in and study

Make it more comfortable and quieter. The resources available in this area are good, though it would be nice to have more computer programs, such as Word and PowerPoint available without having to go to the lab. I have spent a lot of time at the library over the course of my undergraduate career, but I tend to stay away from first floor because it is more social and noisy. Maybe consider breaking up the large reference area into smaller rooms or study areas or having more group study rooms so that people doing groupwork do not bother other patrons.

A coffee bar in the library would promote drinking coffee to others that do not necessarily enjoy the smell, taste, or effects of coffee.

More power outlets, at least a couple by each table -) Please! -) I love to bring my laptop to escape from my dorm and study in peace! Thanks for the effort!

I can appreciate this survey since I'm taking the 770 Ed Found. Research class -) Anything I can do to help gather statistics -)

I say KUDOS to the Reference Staff. They are MOST helpful. I highly recommend the entire staff for UW-O's highest award. I feel sometimes the Polk staff is sometimes overlooked that way. In particular (sorry I do not know his name) he works in the noon hour at the reference desk, tall, thin, grey hair, glasses. I know he's been there for a while since I can remember him from my under-grad days. He is SO SO VERY VERY helpful. He says, If

you go up to the 2nd floor and can't find it, come back down and I'll help you again. Who in customer service still says that these days? Not very many. I would personally nominate him for Employee of the Year!! ) Keep up the great work Polk staff!!!

I hate when it's freezing in the second floor of the library, fyi, I can't work and often just leave

Spend money on ergonomic chairs and adequate lighting. Please spend time researching options.

Be More Strict On Quite Policies

Just a note about the coffee bar It'd be fun, but would it damage the books? My annoyance for damaged books would outweigh my like of coffee in the library...

More outlets for laptops. More tables, less books (move them other side)

This is a LIBRARY, not a coffee shop!! There should be NO food or drink in the library [this is from a faculty/instructional staff]

Nope, I like it. Maybe more comfy chairs to read in.

It would be good to have keep the big tables for groups working together. The size of tables currently in the room are really good sizes. All of them even smaller ones for studying alone. So could keep and not spend money on new ones. Obviously the duck tape on floor needs to go. The phones - it's a library, the ringer does not need to be so loud. Is it possible to have entrance from Elmwood? As well as the one currently have.

Make the first floor open 24 hours year-round and the entire library open 24 hours during finals week. I'm very serious.

24 hours.

No, everything else is good.

Yes the coffee bar would be great as long as we can get food from there and use titan dollars there.

I don't drink coffee, might distract people more. Two more tables or couches.

Get Microsoft word on every computer.

Janitor should vacuum before library is open to students. It is quite distrating. It is understandable that he is trying to provide a clean environment however, when he bangs around the trash cans and vaccums at 8:30 it is rather distracting.

Do something about the HEAT!