



## EARLHAM COLLEGE LIBRARY AND INFORMATION SERVICES RESEARCH AMONG STUDENTS, FACULTY AND STAFF

Spring 2008

This reports the results of on-line surveys conducted among Earlham College students, faculty and staff in April 2008. The purpose of the research was to more fully understand constituents wants, needs and level of satisfaction with library services and information services in general. This understanding will help Information Services staff determine what enhancements to the library facilities and Information Services services are most important to pursue. The on-line research was designed and fielded after a series of focus groups was conducted among students, faculty and staff. Information from the focus groups was used to design the surveys.

The research was conducted by the higher education consulting and research firm, The Planning Edge. Tom Kirk, Library Director and Coordinator of Information Services, and a planning committee of Information Services staff oversaw the focus groups and research design. Two separate studies were conducted on-line, one for students and one for faculty and staff. Three hundred seventy-seven students responded and 107 faculty and staff responded. Both response rates were 25%. Results of each study follow. Results are presented by question, with a brief highlight of answers, followed by tabular information. Student survey results are reported on pages 1 - 21. Faculty and staff results are reported on pages 22 - 29.

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## EARLHAM COLLEGE STUDENT SURVEY RESULTS

- 1/3 of students use Lilly daily or most days of the week, and over half use it at least a few times a week. Usage varies little by class year, except for graduate and Seminary students who use Lilly much less.

1								
2	<b>Q1. How often do you use the libraries?</b>							
3	<b>Use Lilly</b>	<u>Total</u>	<u>1st year</u>	<u>2nd year</u>	<u>3rd year</u>	<u>4th year</u>	<u>Undergrad</u>	<u>Grad+Sem</u>
4	Base	377	63	84	89	76	312	38
5	Daily	17%	17%	18%	18%	24%	19%	5%
6	Most days	18%	22%	24%	25%	14%	22%	2%
7	Few @ week	21%	27%	23%	18%	18%	21%	18%
8	~1 @ week	14%	17%	10%	12%	13%	13%	18%
9	< 1 @ week	12%	8%	11%	12%	9%	10%	21%
10	< 1 @ month	16%	8%	14%	11%	18%	13%	32%
11	Not at all	2%	0%	1%	3%	3%	2%	5%
12	<b>Daily + Most</b>	<b>35%</b>	<b>40%</b>	<b>42%</b>	<b>43%</b>	<b>38%</b>	<b>41%</b>	<b>6%</b>
13	<b>Daily + Most + Few @ week</b>	<b>56%</b>	<b>67%</b>	<b>64%</b>	<b>61%</b>	<b>57%</b>	<b>62%</b>	<b>24%</b>

- Wildman is used by fewer students, with only 1 in 5 using it at least most days. Usage increases yearly through the third year. Graduate and Seminary students do not use Wildman.

14								
15	<b>Use Wildman</b>	<u>Total</u>	<u>1st year</u>	<u>2nd year</u>	<u>3rd year</u>	<u>4th year</u>	<u>Undergrad</u>	<u>Grad+Sem</u>
16	Base	335	59	80	80	76	295	38
17	Daily	12%	5%	8%	24%	16%	13%	3%
18	Most days	6%	3%	6%	10%	7%	7%	0%
19	Few @ week	13%	10%	13%	10%	24%	14%	3%
20	~1 @ week	7%	15%	11%	5%	3%	8%	0%
21	< 1 @ week	10%	8%	6%	13%	20%	12%	0%
22	< 1 @ month	22%	19%	34%	16%	21%	23%	13%
23	Not at all	29%	39%	23%	23%	11%	23%	82%
24	<b>Daily + Most</b>	<b>19%</b>	<b>8%</b>	<b>14%</b>	<b>34%</b>	<b>22%</b>	<b>20%</b>	<b>3%</b>
25	Daily + Most + Few @ week	31%	19%	26%	44%	46%	34%	5%

- Students study most in their room (68%: most often + very often). The library is the second most frequently used place of study with 44% of students using the library the most often or very often.

26	<b>Q2. How often do you study at different locations</b>							
27	<i>Detailed table of all responses attached</i>							
28	<u>Most + Very often</u>	<u>Total</u>	<u>1<sup>st</sup> year</u>	<u>2<sup>nd</sup> year</u>	<u>3<sup>rd</sup> year</u>	<u>4<sup>th</sup> year</u>	<u>Undergrad</u>	<u>Grad+Sem</u>
29	<b>Library</b>	<b>44%</b>	<b>52%</b>	<b>48%</b>	<b>49%</b>	<b>53%</b>	<b>50%</b>	<b>13%</b>
30	<b>My residence room</b>	<b>68%</b>	<b>76%</b>	<b>70%</b>	<b>67%</b>	<b>66%</b>	<b>70%</b>	<b>59%</b>
31	Common spaces in building where I reside	16%	15%	13%	15%	23%	17%	15%
32	Runyan Jazzman's	3%	0%	2%	8%	4%	4%	0%
33	Classrooms Labs in Carpenter	0%	0%	1%	0%	0%	0%	0%
34	Classrooms Labs in LBC	2%	2%	2%	1%	3%	2%	0%
35	Classrooms Labs in Dennis Stanley	4%	0%	5%	7%	5%	5%	0%
36	LBC Lab	2%	0%	4%	1%	4%	2%	2%
37	Dennis 224 Lab	2%	0%	0%	3%	5%	2%	0%
38	Off campus at places other than my residence	6%	2%	1%	3%	8%	4%	22%
39	Other	27%	19%	14%	8%	5%	11%	71%

- Those who mentioned primarily “other” places said they studied at their home or apartment, ESR, outside, in the Heart or in a friend’s room.

	#
My home/apt	14
ESR	12
Outside	8
The Heart	8
Friend's rooms	7
Common spaces in other residence halls	3

- Since the most frequent spaces used for study were a student’s **residence room or the library**, open-ended responses were broken out separately by those two groups. Because students sometimes said they studied frequently at both their residence hall and library, at times it was difficult to tell which location they were referring to, but our summary of open-ended responses provides a good indication of the primary reasons. Detailed open-ended verbatims are in the attachments.

Students used their **residence hall** primarily for convenience, comfort, quiet/fewer distractions, food and drink availability, because they could be with friends, and to have a better computer.

<u>Residence Halla</u>	#
Quiet/fewer distractions	101
Convenience	55
Comfort	52
My room has the belongings I need	35
Food/drink	13
Computer better	12
Resources	12
With friends	12
Grad/Distance Student	10
Fewer people	3
More people	3
Other	56

Students used the **library** primarily for quiet, comfort, because other people are there, the resources and its convenience.

<u>Library</u>	<u>#</u>
Quiet	26
Concentrate/fewer distractions	18
Comfortable	17
Other people are there	16
Resources	10
Convenient	10
Computers	5

Students who use Lilly daily or most days of the week use the library as their primary place of study; others primarily use their room.

41	<b>Cross-tabulation: Q1 and Q2: Library usage frequency and where study</b>			
42	<i>Use Lilly</i>	<u>Daily+ Most</u>	<u>1 - few days/wk</u>	<u>≤ 1 @wk/mth</u>
43	(Base)	~125	~125	~100
44	<u>Use Most + Very Often</u>			
45	<b>Library</b>	<b>80%</b>	22%	26%
46	<b>My residence room</b>	50%	<b>84%</b>	<b>71%</b>
47	Common spaces in building where I reside	13%	17%	20%
48	Runyan Jazzman's	6%	2%	1%
49	Classrooms Labs in Carpenter	1%	0%	0%
50	Classrooms Labs in LBC	1%	4%	0%
51	Classrooms Labs in Dennis Stanley	2%	5%	2%
52	LBC Lab	4%	2%	0%
53	Dennis 224 Lab	3%	2%	0%
54	Off campus at places other than my residence	2%	9%	8%
55	other-1	7%	26%	49%

- Students who use Wildman daily or most days of the week use the library as their primary place of study; others primarily use their rooms.

	<b>Use Wildman</b>	<u>Daily+</u> <u>Most</u>	<u>1 - few</u> <u>days/wk</u>	<u>≤</u> <u>1@wk/mth</u>	<u>Not at</u> <u>all</u>
57					
58	(Base)	~60	~65	~106	~97
59	<u>Use Most + Very Often</u>				
60	<b>Library</b>	<b>82%</b>	<b>38%</b>	<b>42%</b>	<b>29%</b>
61	<b>My residence room</b>	<b>52%</b>	<b>67%</b>	<b>81%</b>	<b>68%</b>
62	Common spaces in building where I reside	15%	17%	18%	14%
63	Runyan Jazzmans	2%	6%	6%	1%
64	Classrooms Labs in Carpenter	0%	2%	0%	0%
65	Classrooms Labs in LBC	0%	2%	5%	0%
66	Classrooms Labs in Dennis Stanley	12%	8%	2%	0%
67	LBC Lab	0%	8%	3%	0%
68	Dennis 224 Lab	2%	8%	1%	0%
69	Off campus at places other than my residence	5%	0%	6%	9%
70	other	13%	21%	12%	43%

- Students use the library most for the **printers**, then to **study individually or in a group**, to get **materials** and to use a **computer lab**. Upper level students tend to use the library more for socializing, to work in a computer lab and for the printers as compared with first year students.

<b>Q4. When you use the library how often do you use it:</b>							
<i>Detailed table of all responses attached</i>							
	<u>Total</u>	<u>1<sup>st</sup> year</u>	<u>2<sup>nd</sup> year</u>	<u>3<sup>rd</sup> year</u>	<u>4<sup>th</sup> year</u>	<u>Undergrad</u>	<u>Grad+Sem</u>
74	<u>Always + Often</u>						
75	<b>For individual study</b>	<b>64%</b>	69%	68%	65%	65%	67%
76	<b>For group project work</b>	<b>56%</b>	62%	62%	67%	64%	64%
77	To study with friends	32%	35%	31%	38%	43%	36%
78	To socialize with other students	23%	15%	<b>23%</b>	<b>31%</b>	<b>35%</b>	27%
79	To get help from the library staff	15%	8%	13%	19%	13%	14%
80	To get help from Information Services	9%	5%	11%	16%	4%	10%
81	<b>To work in a computer lab</b>	<b>48%</b>	45%	<b>56%</b>	<b>57%</b>	<b>53%</b>	53%
82	<b>To find check out materials</b>	<b>55%</b>	40%	47%	68%	51%	53%
83	To checkout computers or equipment	8%	5%	10%	8%	10%	8%
84	<b>To use printers</b>	<b>78%</b>	76%	<b>98%</b>	<b>93%</b>	<b>88%</b>	89%
85	Other	21%	27%	15%	9%	10%	16%

- Students who use Lilly frequently use it for the same reasons as other students, but at a higher level. **Printer usage and individual study are particularly higher for the frequent library users.**

87 Cross Tabulation Q1 and Q4: Library usage frequency and reason				
	Use Lilly	Daily+ Most	1 – few days/wk	< 1@ wk/mth
89	(Base)	~125	~125	~100
90				
91	<b>For individual study</b>	<b>87%</b>	57%	45%
92	<b>For group project work</b>	<b>64%</b>	54%	48%
93	To study with friends	38%	28%	27%
94	To socialize with other students	33%	17%	19%
95	To get help from the library staff	22%	9%	14%
96	To get help from Information Services	14%	7%	6%
97	<b>To work in a computer lab</b>	<b>63%</b>	41%	37%
98	<b>To find checkout materials</b>	<b>64%</b>	57%	44%
99	To check out computers or equipment	16%	6%	1%
100	<b>To use printers</b>	<b>93%</b>	78%	60%
101	Other	17%	18%	31%

- Similarly, students who use Wildman frequently use it for the same reasons as other students, but at a higher level. **Printer usage and individual study are particularly higher for the frequent library users.** Among frequent users, **studying with friends** is more frequent at Wildman than it is at Lilly.

87 Cross Tabulation Q1 and Q4: Library usage frequency and reason					
	Use Wildman	Daily+ Most	1 - few days/wk	< 1@ wk/mth	Not at all
103					
104					
105	<b>For individual study</b>	<b>90%</b>	61%	56%	53%
106	<b>For group project work</b>	<b>78%</b>	65%	62%	38%
107	<b>To study with friends</b>	<b>68%</b>	31%	30%	16%
108	To socialize with other students	45%	27%	15%	14%
109	To get help from the library staff	13%	14%	16%	11%
110	To get help from Information Services	7%	7%	11%	5%
111	<b>To work in a computer lab</b>	<b>75%</b>	55%	49%	29%
112	<b>To find checkout materials</b>	<b>46%</b>	39%	60%	56%
113	To check out computers or equipment	8%	6%	7%	7%
114	<b>To use printers</b>	<b>95%</b>	90%	87%	58%
115	Other	0%	14%	19%	30%

- The vast majority of students are satisfied with Lilly (7 or higher on a 10 point scale), with a third rating their satisfaction at a 9 or 10. Satisfaction is high among all classes/types of students.

Q5. Overall satisfaction with Lilly								
		Total	1 <sup>st</sup> year	2 <sup>nd</sup> year	3 <sup>rd</sup> year	4 <sup>th</sup> year	Undergrad	Grad+Sem
117								
119								
120	Base	268	63	82	86	76	308	58
121	<b>10 Completely</b>	<b>10%</b>	8%	7%	7%	5%	7%	26%
122	<b>9</b>	<b>21%</b>	25%	23%	19%	22%	22%	17%
123	8	32%	32%	24%	34%	42%	33%	26%
124	7	24%	19%	33%	27%	20%	25%	19%
125	6	7%	13%	7%	7%	4%	7%	3%
126	5	4%	3%	4%	3%	3%	3%	5%
127	4	1%	0%	0%	3%	1%	1%	2%
128	3	1%	0%	1%	0%	3%	1%	2%
129	2	0%	0%	0%	0%	0%	0%	0%
130	1	0%	0%	0%	0%	0%	0%	0%
131	0 Not at all	0%	0%	0%	0%	0%	0%	0%
132	<b>7 or above</b>	<b>87%</b>	<b>84%</b>	<b>88%</b>	<b>86%</b>	<b>89%</b>	<b>87%</b>	<b>88%</b>

- In answering why they rated the Lilly as they did, students had both positive and negative comments. The most frequent positive comments related to general comfort/layout, resources and places to study. Negative comments related to needing more computers, being too small, needing to be more comfortable and having more comfortable furniture, temperature variations, more study spaces and more quiet spaces. Complete verbatims are in the appendix.

<u>Lilly Library: Positive</u>	#	<u>Lilly Library: Negative</u>	#
<u>Overall</u>		More computers	28
Comfortable	26	Printers	26
Layout	12	Need more resources	9
Appearance	3	Too small	9
Lighting	2	Coffee/snack/vend	6
Quiet	2	Wireless	6
		More fiction	5
<u>Overall resources</u>		Larger computer lab	4
Resources	32	Basement computer lab	4
Variety of spaces to study	24	Outlets	2
Staff helpful	14		
Easy to find	6	<u>Environment</u>	

<u>Lilly Library: Positive</u>	#	<u>Lilly Library: Negative</u>	#
24 hour lab	5	More comfortable furniture	35
Computers	2	Noisy	21
Printers	2	Overall comfort	16
		Temperature (hot and cold)	14
		Out of date/worn	10
		lighting	4
		Hard to find things	14
		Instruction how to use	3
		<u>Spaces</u>	
		More study spaces (All types)	26
		More quiet spaces/enforce	12
		More group spaces	3

- At Wildman, satisfaction levels are somewhat lower than at Lilly, with only 62% rating Wildman 7 to 10. This is seen by the fact that 30% of students rate Wildman 5 or 6, as compared to only 11% rating Lilly 5 or 6. The percentage of very low rating (4 or less) is also higher (9% versus 2%).

Q7 Overall Satisfaction with Wildman								
		<u>Total</u>	<u>1st year</u>	<u>2nd year</u>	<u>3rd year</u>	<u>4th year</u>	<u>Undergrad</u>	<u>Grad+Sem</u>
135								
136								
137								
138	Base	213	31	52	62	61	206	6 (too small)
139	10 Completely	7%	13%	4%	5%	7%	6%	
140	9	19%	10%	23%	23%	16%	19%	
141	8	18%	23%	21%	18%	15%	18%	
142	7	18%	26%	19%	19%	13%	18%	
143	6	16%	16%	12%	13%	23%	16%	
144	5	14%	3%	15%	13%	16%	14%	
145	4	5%	6%	0%	6%	5%	4%	
146	3	3%	0%	6%	3%	3%	3%	
147	2	1%	3%	0%	0%	2%	1%	
148	1	0%	0%	0%	0%	0%	0%	
149	0 Not at all	0%	0%	0%	0%	0%	0%	
150	<b>7 or above</b>	<b>62%</b>	<b>71%</b>	<b>67%</b>	<b>65%</b>	<b>51%</b>	<b>62%</b>	

- In answering why they rated the Wildman as they did, since students had less experience with Wildman than with Lilly, there were fewer comments. The most frequent positive comment related to general comfort. Negative comments related to the environment (dated, hot, not comfortable, no windows, needing more computers, being too small, needing to be more comfortable and lack of windows, as well as needing more computers. Complete verbatims are in the appendix.

<u>Positive</u>	<u>#</u>	<u>Improvements</u>	<u>#</u>	<u>Improvements</u>	<u>#</u>
Positive general	21	More computers	10	Computer lab other	6
Layout	5	Printers (esp 2 sided)	6	Computer lab hot	8
Resources	4	Wireless	2	Comfortable furniture	5
Comfortable	4	Outlets	1	Windows	6
Printing	3	Computers bad/slow	7	General comfort	5
Computers	3	<u>Environment</u>		Noisy	5
Enough space	2	Small	15	More study spaces	5
		Unattractive/dated	11	Lighting	3
		Hot	9	Old furniture	2

- Students have relatively high satisfaction levels with specific aspects of Lilly, with over 80% being very or somewhat satisfied with the number and size of individual study spaces, the quantity and quality of open study spaces, group study space quality and size (but were less satisfied with the number of group study rooms), computer labs and overall comfort. In general, for these aspects of Lilly, about 40% or more of the students were very satisfied.
- Satisfaction levels were somewhat lower regarding the number of group study spaces, the quality of quiet space, 24/7 spaces, power outlets, furniture, HVAC and the balance between quiet and noisy spaces.

<b>Q9 Lilly: Satisfaction with size and quality of:</b>					
<i>Among Total Students (base ~300 - 325)</i>					
	<u>Very</u>	<u>Somewhat</u>	<u>Slightly</u>	<u>Not at all</u>	<u>Very+ Somewhat</u>
154 <b>Individual study spaces Quantity</b>	45%	41%	12%	2%	<b>86%</b>
155 Individual study spaces Quality	33%	43%	21%	3%	76%
156 <b>Individual study spaces Size</b>	38%	45%	15%	2%	<b>83%</b>
157 <b>Open study spaces Quantity</b>	40%	47%	12%	0%	<b>87%</b>
158 <b>Open study spaces Quality</b>	50%	37%	13%	1%	<b>87%</b>
159 Group study rooms Quantity	29%	42%	23%	6%	72%
160 <b>Group study rooms Quality</b>	42%	41%	14%	3%	<b>82%</b>
161 <b>Group study rooms Size</b>	47%	40%	11%	2%	<b>87%</b>
162 <b>Group study open spaces Quantity</b>	37%	48%	14%	1%	<b>85%</b>
163 <b>Group study open spaces Quality</b>	41%	47%	10%	1%	<b>89%</b>
164 Quiet spaces Quantity	39%	31%	23%	6%	70%
165 Quiet spaces Quality	37%	32%	24%	6%	69%
166 Social spaces Quantity	39%	35%	21%	5%	74%
167 Social spaces Quality	42%	37%	18%	4%	78%
168 Computer labs Quantity	37%	38%	20%	5%	75%
169 <b>Computer labs Quality</b>	39%	43%	15%	2%	<b>83%</b>
170 24/7 spaces Quantity	32%	35%	22%	11%	67%
171 24/7 spaces Quality	31%	37%	26%	6%	68%
172 Number of power outlets	27%	39%	25%	9%	66%
173 Number of laptops to checkout	34%	38%	22%	6%	73%
174 Furniture	29%	38%	29%	4%	67%
175 <b>Overall comfort of the library</b>	36%	44%	18%	1%	<b>80%</b>
176 Balance between quiet and noisy spaces	33%	36%	21%	10%	69%
177 Heating air conditioning	30%	39%	21%	10%	69%
178 Overall appearance	42%	42%	13%	3%	84%

152 Q9 Lilly: Satisfaction with size and quality of:									
		Total	1st year	2nd year	3rd year	4th year	Undergrad	Grad+ Sem	Use Lilly Often
181	<b>Very + Somewhat by sub-breaks</b>								
182	Individual study spaces Quantity	86%	86%	90%	<b>78%</b>	93%	86%	83%	86%
183	Individual study spaces Quality	76%	81%	78%	<b>69%</b>	77%	76%	78%	79%
184	Individual study spaces Size	83%	86%	86%	<b>75%</b>	88%	83%	83%	85%
185	Open study spaces Quantity	87%	93%	91%	<b>75%</b>	88%	86%	95%	89%
186	Open study spaces Quality	87%	89%	87%	83%	92%	88%	80%	88%
187	Group study rooms Quantity	72%	75%	78%	58%	77%	72%	73%	69%
188	Group study rooms Quality	82%	<b>92%</b>	82%	79%	81%	83%	77%	84%
189	Group study rooms Size	87%	92%	86%	88%	86%	88%	83%	90%
190	Group study open spaces Quantity	85%	92%	86%	82%	85%	86%	77%	87%
191	Group study open spaces Quality	89%	96%	92%	85%	87%	90%	79%	91%
192	Quiet spaces Quantity	70%	<b>82%</b>	<b>79%</b>	<b>59%</b>	72%	72%	53%	72%
193	Quiet spaces Quality	69%	<b>84%</b>	75%	<b>55%</b>	75%	71%	55%	76%
194	Social spaces Quantity	74%	<b>90%</b>	72%	72%	72%	76%	61%	81%
195	Social spaces Quality	78%	<b>90%</b>	70%	83%	75%	79%	72%	81%
196	Computer labs Quantity	75%	81%	76%	80%	<b>66%</b>	76%	66%	77%
197	Computer labs Quality	83%	89%	84%	84%	<b>74%</b>	83%	84%	83%
198	24/7 spaces Quantity	67%	62%	68%	64%	72%	67%	71%	64%
199	24/7 spaces Quality	68%	69%	68%	65%	68%	67%	75%	66%
200	Number of power outlets	66%	70%	64%	64%	65%	65%	71%	63%
201	Number of laptops to checkout	73%	79%	76%	72%	69%	73%	64%	70%
202	Furniture	67%	61%	69%	<b>58%</b>	74%	65%	77%	67%
203	Overall comfort of the library	80%	<b>90%</b>	81%	<b>73%</b>	78%	80%	85%	82%
204	Balance between quiet and noisy spaces	69%	<b>79%</b>	72%	<b>64%</b>	65%	69%	63%	69%
205	Heating air conditioning	69%	<b>86%</b>	65%	70%	<b>52%</b>	68%	76%	63%
206	Overall appearance	84%	84%	81%	81%	86%	83%	88%	82%

- By sub-breaks, **first year students** were more satisfied than others with the spaces and comfort. **3rd year students** tended to be less satisfied, particularly regarding study spaces.

- In terms of possible changes to Lilly, more individual study spaces, more computer labs, replacing furniture, and a café were most often viewed as the most important changes with about one-third of students indicating this. Looking at students who use Lilly frequently, the results were similar, although a café was slightly less important.

208 <b>Q10 Lilly: Importance of possible changes</b>							
209 <i>Among Total Students (base ~325)</i>							
		<u>1 of most</u>		<u>Somewhat</u>	<u>Not</u>	<u>Don't</u>	
		<u>impt</u>	<u>Important</u>	<u>Impt</u>	<u>impt</u>	<u>know</u>	<u>Top two</u>
210	More group study rooms with technology	22%	26%	20%	19%	13%	48%
212	More group study spaces no technology	14%	27%	28%	18%	13%	41%
213	<b>More individual study spaces</b>	<b>32%</b>	26%	23%	11%	7%	58%
214	<b>More computer labs</b>	<b>30%</b>	25%	21%	16%	7%	55%
215	More space for public access computers not in labs	21%	26%	28%	17%	8%	46%
216	More private rooms to view video hear audio	15%	26%	24%	20%	15%	41%
217	More space for reference use	14%	35%	28%	15%	8%	49%
218	<b>Replace furniture</b>	<b>29%</b>	25%	25%	18%	3%	54%
219	Vending machines	11%	16%	20%	48%	5%	28%
220	<b>A café similar to Jazzman's</b>	<b>32%</b>	16%	14%	33%	4%	49%
221							

		<u>Total</u>	<u>1st year</u>	<u>2nd year</u>	<u>3rd year</u>	<u>4th year</u>	<u>Undergrad</u>	<u>Grad+Sem</u>	<u>Use Lilly often</u>
222	<u>Top 2 by sub-breaks</u>								
223	More group study rooms with technology	48%	43%	53%	53%	49%	50%	34%	52%
224	More group study spaces no technology	41%	39%	42%	48%	45%	44%	22%	47%
225	<b>More individual study spaces</b>	58%	61%	64%	58%	55%	59%	51%	<b>67%</b>
226	<b>More computer labs</b>	55%	55%	57%	56%	68%	59%	34%	<b>62%</b>
227	More space for public access computers not in labs	46%	43%	52%	41%	42%	45%	54%	50%
228	More private rooms to view video hear audio	41%	38%	53%	43%	43%	45%	17%	47%
229	More space for reference use	49%	43%	44%	48%	50%	47%	59%	47%
230	<b>Replace furniture</b>	54%	61%	56%	54%	55%	56%	41%	<b>60%</b>
231	Vending machines	28%	25%	25%	30%	39%	29%	17%	35%
232	A café similar to Jazzman's	49%	58%	53%	41%	46%	49%	48%	50%

- Students' satisfaction levels with individual aspects of Wildman are not as high as with Lilly. Only three aspects have very + somewhat satisfaction ratings higher than 80% at Wildman, compared to 11 for Lilly. Highest satisfaction levels at Wildman are for the quality of open study spaces and group study spaces in general. (See additional comments on page 16.)

315 Q9 and Q12 Satisfaction levels: Lilly compared to Wildman		
316		
317	Very + Somewhat	Lilly      Wildman
318	<b>Individual study spaces Quantity</b>	86%      63%
319	<b>Individual study spaces Quality</b>	76%      59%
320	<b>Individual study spaces Size</b>	83%      64%
321	<b>Open study spaces Quantity</b>	87%      78%
322	Open study spaces Quality	87%      82%
323	<b>Group study rooms Quantity</b>	72%      58%
324	<b>Group study rooms Quality</b>	82%      69%
325	<b>Group study rooms Size</b>	87%      75%
326	Group study open spaces Quantity	85%      80%
327	<b>Group study open spaces Quality</b>	89%      83%
328	<b>Quiet spaces Quantity</b>	70%      55%
329	<b>Quiet spaces Quality</b>	69%      59%
330	Social spaces Quantity	74%      76%
331	Social spaces Quality	78%      77%
332	Computer labs Quantity	75%      78%
333	<b>Computer labs Quality</b>	83%      67%
334	<b>24/7 spaces Quantity</b>	67%      41%
335	<b>24/7 spaces Quality</b>	68%      38%
336	Number of power outlets	66%      66%
337	<b>Number of laptops to checkout</b>	73%      52%
338	<b>Furniture</b>	67%      59%
339	<b>Overall comfort of the library</b>	80%      74%
340	Balance between quiet and noisy spaces	69%      na
341	<b>Heating air conditioning</b>	69%      58%
342	Overall appearance	84%      na

- In addition to the aspects mentioned above, 40%+ of students are very satisfied with social spaces and the quantity of computer labs. They are least satisfied with 24/7 space and the number of laptops to check out. Students who use Wildman frequently have similar satisfaction levels.

234 <b>Q11: Wildman: Satisfaction with size and quality of:</b>						
235 <i>Among total students (base ~ 140)</i>						
	<u>Very satisfied</u>	<u>Somewhat</u>	<u>Slightly</u>	<u>Not at all</u>	<u>Very + Somewhat</u>	
236						
237	Individual study spaces Quantity	19%	44%	19%	18%	63%
238	Individual study spaces Quality	22%	37%	23%	17%	59%
239	Individual study spaces Size	23%	41%	21%	14%	64%
240	Open study spaces Quantity	37%	41%	18%	4%	78%
241	<b>Open study spaces Quality</b>	<b>46%</b>	36%	12%	7%	<b>82%</b>
242	Group study rooms Quantity	19%	39%	29%	14%	58%
243	Group study rooms Quality	28%	41%	20%	11%	69%
244	Group study rooms Size	27%	48%	18%	7%	75%
245	<b>Group study open spaces Quantity</b>	38%	42%	14%	6%	<b>80%</b>
246	<b>Group study open spaces Quality</b>	<b>41%</b>	41%	12%	6%	<b>83%</b>
247	Quiet spaces Quantity	27%	28%	28%	17%	55%
248	Quiet spaces Quality	27%	31%	27%	14%	59%
249	<i>Social spaces Quantity</i>	<b>43%</b>	32%	16%	9%	76%
250	<i>Social spaces Quality</i>	<b>45%</b>	32%	14%	9%	77%
251	<i>Computer labs Quantity</i>	<b>41%</b>	37%	15%	8%	78%
252	Computer labs Quality	35%	32%	18%	15%	67%
253	24/7 spaces Quantity	20%	21%	22%	<b>37%</b>	41%
254	24/7 spaces Quality	15%	23%	21%	<b>41%</b>	38%
255	Furniture	20%	39%	28%	13%	59%
256	Number of power outlets	17%	49%	22%	12%	66%
257	Number of laptops to checkout	22%	30%	18%	<b>31%</b>	52%
258	Overall comfort of the library	31%	43%	18%	8%	74%
259	Sound noise level in the library	25%	51%	13%	11%	76%
260	Heating air conditioning	20%	38%	20%	22%	58%

234	<b>Q11: Wildman: Satisfaction with size and quality of:</b>						
262	<b>Very + Somewhat by subbreaks</b>	<b>Total</b>	<b>1st year</b>	<b>2nd year</b>	<b>3rd year</b>	<b>4th year</b>	<b>Use Wild often</b>
263	<i>Caution: Base sizes 30 to 45</i>						
264	Individual study spaces Quantity	63%	71%	58%	63%	63%	65%
265	Individual study spaces Quality	59%	74%	58%	61%	53%	59%
266	Individual study spaces Size	64%	59%	58%	67%	73%	60%
267	Open study spaces Quantity	78%	75%	74%	82%	81%	78%
268	Open study spaces Quality	82%	79%	75%	85%	88%	<b>82%</b>
269	Group study rooms Quantity	58%	68%	52%	56%	61%	52%
270	Group study rooms Quality	69%	74%	62%	70%	73%	63%
271	Group study rooms Size	75%	77%	66%	75%	83%	72%
272	Group study open spaces Quantity	80%	78%	86%	80%	80%	75%
273	Group study open spaces Quality	83%	82%	83%	88%	80%	<b>83%</b>
274	Quiet spaces Quantity	55%	74%	31%	58%	60%	58%
275	Quiet spaces Quality	59%	77%	38%	66%	57%	56%
276	Social spaces Quantity	76%	74%	64%	84%	78%	<b>81%</b>
277	Social spaces Quality	77%	77%	64%	84%	80%	<b>81%</b>
278	Computer labs Quantity	78%	74%	81%	82%	76%	<b>85%</b>
279	Computer labs Quality	67%	74%	70%	66%	65%	62%
280	24/7 spaces Quantity	41%	35%	24%	44%	53%	39%
281	24/7 spaces Quality	38%	30%	32%	38%	49%	38%
282	Furniture	59%	75%	45%	58%	62%	57%
283	Number of power outlets	66%	68%	54%	60%	80%	68%
284	Number of laptops to checkout	52%	60%	48%	44%	61%	48%
285	Overall comfort of the library	74%	78%	73%	76%	72%	78%
286	Sound noise level in the library	76%	86%	78%	80%	69%	78%
287	Heating air conditioning	58%	55%	53%	67%	56%	52%

- Students rate the most important changes to Wildman as being more individual study spaces, more public access computers, replacing furniture and more windows on the upper floor. This is also true among students who use Wildman frequently.

<b>Q12: Wildman: Importance of possible changes</b>							
<i>Total students (base ~150)</i>							
		<u>1 of most</u>		<u>Somewhat</u>		<u>Don't</u>	
		<u>impt</u>	<u>Important</u>	<u>Impt</u>	<u>Not impt</u>	<u>know</u>	<u>Top two</u>
291	More group study rooms with technology	20%	34%	16%	15%	15%	54%
292	More group study spaces no technology	18%	33%	16%	21%	12%	51%
293	<b>More individual study spaces</b>	<b>39%</b>	28%	15%	9%	9%	<b>67%</b>
294	More computer labs	19%	23%	27%	21%	11%	42%
295	More private rooms to view video hear audio	7%	24%	29%	25%	15%	31%
296	<b>More public access computers on the main floor</b>	<b>41%</b>	20%	17%	11%	11%	<b>61%</b>
297	<b>Replace furniture</b>	<b>33%</b>	25%	18%	18%	6%	<b>58%</b>
298	Vending machines in the library	10%	19%	15%	47%	10%	29%
299	<b>More windows in upper level exterior wall</b>	<b>47%</b>	25%	14%	9%	5%	<b>72%</b>

						<u>Use Wild</u>
<i>Top two by sub-breaks ("One of most impt". + "Impt")</i>						<u>often</u>
		<u>Total</u>	<u>1st year</u>	<u>2nd year</u>	<u>3rd year</u>	<u>4th year</u>
302	<i>Caution: Base sizes 30 to 45</i>					
303	More group study rooms with technology	54%	44%	59%	61%	53%
304	More group study spaces no technology	51%	48%	63%	55%	44%
305	<b>More individual study spaces</b>	<b>67%</b>	63%	83%	67%	63%
306	More computer labs	42%	38%	48%	33%	50%
307	More private rooms to view video hear audio	31%	28%	33%	29%	34%
308	<b>More public access computers on the main floor</b>	<b>61%</b>	39%	66%	67%	63%
309	<b>Replace furniture</b>	<b>58%</b>	72%	61%	52%	58%
310	Vending machines in the library	29%	24%	29%	31%	25%
311	<b>More windows in upper level exterior wall</b>	<b>72%</b>	77%	75%	70%	74%
312						

- The most important service changes would be wireless throughout the libraries and printing in other areas of campus, followed to a lesser degree by help with research, help with how to use library resources and technology, as well as improved HVAC. There are slight differences by year, with 1<sup>st</sup> and 2<sup>nd</sup> year students wanting more research and use of library help as compared to upperclasspersons.

Q13: Library Services: Importance of possible changes							
Total students (base ~350)							
	1 of most impt	Important	Somewhat Impt	Not impt	Don't know	Top 2 boxes	
346	<b>59%</b>	17%	10%	8%	5%	77%	
347							
348	6%	29%	32%	15%	17%	36%	
349	5%	19%	32%	24%	20%	24%	
350	7%	20%	21%	23%	30%	26%	
351	11%	18%	27%	19%	25%	29%	
352	4%	15%	29%	27%	25%	19%	
353	24%	32%	23%	9%	12%	<b>56%</b>	
354	<b>77%</b>	16%	2%	2%	4%	92%	
355	14%	36%	27%	14%	9%	<b>51%</b>	
356							
	17%	27%	27%	22%	7%	<b>45%</b>	
357	28%	24%	25%	16%	7%	<b>52%</b>	

Top two by sub-breaks ("One of Most Impt". + "Impt")								Use Lilly often
	Total	1st year	2nd year	3rd year	4th year	Undergrad	Grad+ Sem	
360	77%	84%	89%	86%	80%	85%	29%	<b>80%</b>
361	36%	28%	41%	36%	40%	37%	26%	41%
362	24%	17%	25%	22%	32%	25%	24%	29%
363	26%	25%	21%	<b>40%</b>	27%	29%	12%	33%
364	29%	34%	32%	30%	31%	32%	12%	34%
365	19%	20%	14%	21%	26%	21%	6%	22%
366	56%	60%	56%	67%	62%	62%	27%	62%
367	92%	93%	96%	91%	95%	94%	83%	<b>92%</b>
368	51%	<b>60%</b>	<b>57%</b>	49%	42%	52%	44%	55%
369	45%	<b>49%</b>	<b>48%</b>	40%	38%	43%	53%	44%
370	52%	44%	<b>56%</b>	<b>58%</b>	<b>59%</b>	55%	33%	57%
371								

- When asked about other services or facilities that students would like to have offered, printers/scanners, extended hours, computers and computer services and drink/food were most often mentioned. Complete verbatims are in the appendix.

None	#	36	Computer training for	#	7	Other	#	12
Printers/Scanners		17	programs		6	Quieter		2
Extended hours		13	More staff/help from staff		6	Decor		2
Computers/Services		13	Academic services		6	Electronic book-check out		2
Drink/food		10	Expand resources		7	Online renewal		1
						Maps		1

- When asked if anything is standing in the way of their using the libraries or information services more the most frequent mentions were the noise and distance. A variety of facility questions, each with lower levels of mentions, included the temperature, comfort, light, and seating. Complete verbatims are in the appendix.

None	#	30	Resource training/not	#	8	Printing	#	5
Social/ noise		30	knowing what library offers			Layout		4
Distance (from dorm and distance students)		26	Internet/Wireless		8	Food/drink		3
Temperature		14	Size		8	Atmosphere		3
Extended hours		12	Seating		7	Disorganized		2
Comfort		12	Don't use much		6	Laptop plugs		1
Lighting/Outdated		10	Resources		5	Other		13
			Staff		5			

- Two-thirds of students believe moving the CAE to Lilly would be very or somewhat important. Second, 3<sup>rd</sup> and 4<sup>th</sup> year students think it is slightly more important than do 1<sup>st</sup> year students. Graduate and Seminary students do not think this would be important.

372	Q16: Moving CAE to Lilly							
374		Total	1st year	2nd year	3rd year	4th year	Undergrad	Grad+Sem
375	Very important	29%	27%	34%	35%	27%	31%	18%
376	Somewhat	34%	35%	36%	34%	41%	36%	18%
377	Slightly	14%	11%	17%	19%	13%	15%	7%
378	Not at all	8%	11%	6%	8%	9%	8%	9%
379	I don't know	15%	15%	7%	4%	10%	9%	49%

382	<u>Classification</u>	
383	<b>Q17: Type of student</b>	
384	EC student	84%
385	Seminary	13%
386	Graduate	3%
387		
388	<b>Q18: Undergraduate year</b>	
389	1st	20%
390	2nd	27%
391	3rd	28%
392	4th	25%

## EARLHAM COLLEGE FACULTY AND STAFF SURVEY RESULTS

- Substantially more faculty and staff use the Lilly library as compared to the Wildman library, with 1 in 3 using the Lilly at least a few times a week and only 6% using Wildman that frequently.

		<u>Lilly</u>	<u>Wildman Science</u>
3	<b>How often do you use the libraries?</b>		
4	Base	106	79
5	Daily	13%	1%
6	Most Days	7%	3%
7	Few/week	13%	3%
8	1/week	13%	1%
9	< 1 @ week	20%	4%
10	< 1 @ month	25%	27%
11	Not at all	9%	62%
	<b>Daily + most days</b>	<b>20%</b>	<b>4%</b>
	<b>Daily + most + Few/week</b>	<b>33%</b>	<b>6%</b>

- Three-quarters of faculty and staff believe it is very or somewhat important for their students to use the library regularly. Faculty and staff who frequently use the library themselves place even more importance on students using the library.
- Results are similar in magnitude regarding the importance of library/information use instruction for their courses with 63% of total faculty/staff saying it is very or somewhat important and 87% of those using the library frequently saying it is important.

<b>How important is it that your students use the library on a regular basis for their academic work?</b>			
		Total	Use Lilly frequently
31			
32	Base	94	33
33	<b>Very</b>	<b>56%</b>	<b>73%</b>
34	Somewhat	17%	21%
35	Slightly	12%	3%
36	Not at all	15%	3%
37	<b>Very + Somewhat</b>	<b>73%</b>	<b>94%</b>

<b>How important to your coursework is library/ information use instruction with a librarian or technologist?</b>			
		Total	Use Lilly frequently
39			
40	Base	91	31
41	<b>Very</b>	<b>40%</b>	<b>74%</b>
42	Somewhat	23%	13%
43	Slightly	18%	10%
44	Not at all	20%	3%
45	<b>Very + Somewhat</b>	<b>63%</b>	<b>87%</b>

- In total, 70% of faculty and staff are satisfied (7 or higher on a 10 point scale) with the Lilly Library. Excluding faculty/staff who do not use the Lilly, 8 in 10 rate their satisfaction 7 or higher. This compares to 87% of students rating their satisfaction as being between 7 and 10. Students, however, are more likely to rate their satisfaction as very high (a 9 or 10) compared with faculty/staff (31% students, 10% faculty/staff).

Overall Satisfaction with Lilly library		Total	Use Lilly frequently	Admin Faculty	Class Faculty	
47		Base	90	28	50	30
48			0%	0%	0%	0%
49	10		10%	14%	7%	20%
50	9		34%	18%	33%	43%
51	8		27%	36%	26%	23%
52	7		7%	18%	7%	7%
53	6		7%	11%	7%	0%
54	5		1%	0%	2%	0%
55	4		3%	4%	4%	0%
56	3		0%	0%	0%	0%
57	2		0%	0%	0%	0%
58	1		0%	0%	0%	0%
59	0		0%	0%	0%	0%
60	Don't use		11%	0%	15%	7%
61	<b>7 to 10</b>		<b>71%</b>	<b>68%</b>		
62	<b>7 to 10 (excluding "don't use")</b>		<b>80%</b>	<b>68%</b>	<b>77%</b>	<b>93%</b>

- Reasons for positive satisfaction ratings include layout, ease of finding what is needed, size and staff. However, even within the positive comments, faculty and staff had suggestions for improvements and concerns. Individual verbatim open-ended comments are attached. The major areas of comments are:

<u>Among those rating 6 to 10</u>		<u>Improvements</u>	
Layout	25	Layout bad	10
Ease of finding what I need	10	Too crowded	8
Size, Meets my needs	7	Decor (worn, uncomfy furniture)	8
Staff	6	Need better resources	7
Quiet	5	Needs to be quieter	7
Collection/Books	3	Difficult to get computer	3
Usefulness	2		
Seating	2		
Accessibility	1		

- Because so few (~25) faculty and staff use the Wildman library, the base size is too small to make many conclusions about satisfaction levels, except that about half rate it 7 or above.

Overall satisfaction with Wildman	Total
Base	85
	10 0%
	9 2%
	8 5%
	7 6%
	6 5%
	5 7%
	4 2%
	3 or less 0%
<b>Don't use</b>	<b>73%</b>

- Reasons for these ratings: Because of the small base of faculty and staff who use the Wildman library, individual comments should be taken with caution. Complete verbatims are attached. In general, comments related to being dated and less comfortable, lacking group and private work space, and its size and resources.
- Faculty and staff believed that the most important change under consideration is more group study spaces with technology, followed by more computers throughout the library. Students felt individual study spaces, computer labs, furniture and a café were most important.

	<u>One of most</u>	<u>Impt, not most</u>	<u>Some-what</u>	<u>Not impt</u>	<u>Don't know</u>	<u>Top 2</u>
80 <b>Lilly: Importance of changes under consideration</b>						
81 Base ~95						
82						
83 <b>More group study rooms with technology</b>	<b>47%</b>	15%	17%	5%	16%	<b>62%</b>
84 More group study spaces no technology	11%	29%	25%	16%	19%	40%
85 More individual study spaces	22%	26%	27%	9%	17%	47%
86 More computer labs	18%	32%	26%	8%	16%	49%
87 <b>More computers scattered throughout the library</b>	26%	31%	25%	6%	11%	<b>57%</b>
88 More private rooms to view video hear audio	11%	39%	24%	11%	16%	49%
89 Replace furniture	26%	21%	22%	17%	14%	47%
90 More space for reference use	16%	19%	33%	15%	18%	35%
91 Vending machines	7%	16%	18%	47%	13%	22%
92 A café similar to Jazzmans	20%	16%	19%	36%	8%	37%

- (Note small base size: only ~25 faculty or staff answered this (excluding “don’t knows.”) Three-quarters of faculty and staff who had an opinion felt that important changes included more group study spaces with technology, individual study spaces, new furniture and more windows.

94	<b>Wildman: Importance of changes under consideration</b>								
96		Base ~55	One of most	Impt, not most	Some-what	Not impt	Don't know	Top 2	Top 2 x don't know
97	<b>More group study rooms with technology</b>		25%	9%	7%	2%	<b>56%</b>	35%	<b>79%</b>
98	More group study spaces no technology		9%	16%	15%	2%	<b>58%</b>	25%	61%
99	<b>More individual study spaces</b>		7%	22%	6%	4%	<b>61%</b>	30%	<b>76%</b>
100	More computer labs		9%	13%	8%	8%	<b>62%</b>	23%	60%
101	More private rooms to view video hear audio		8%	8%	13%	9%	<b>62%</b>	15%	40%
102	More computers scattered throughout the library		2%	23%	8%	9%	<b>58%</b>	25%	59%
103	<b>Replace furniture</b>		26%	7%	13%	0%	<b>54%</b>	33%	<b>72%</b>
104	Vending machines in the library		4%	13%	7%	24%	<b>52%</b>	17%	35%
105	<b>More windows in upper levels exterior wall</b>		28%	9%	4%	7%	<b>52%</b>	37%	<b>77%</b>

- Faculty and staff satisfaction with different aspects of the libraries varies, with the highest levels of satisfaction relating to computer labs/clusters where at least 80% are very or somewhat satisfied. However, the lower level Lilly computer lab, along with Wildman’s overall appearance, had the lowest satisfaction levels.

108	<b>Satisfaction with:</b>					
109		Base ~40 - 70 depending on Lilly or Wildman	<u>Very</u>	<u>Somewhat</u>	<u>Slightly</u>	<u>Not at all</u>
110	Lilly computer lab on lower level		19%	41%	23%	17%
111	<b>Lilly computer lab in Reference area on main level</b>		32%	57%	8%	3%
112	<b>Lilly computer cluster in 24/7 space on main level</b>		32%	54%	14%	0%
113	Lilly computer cluster above Ronald Gallery		22%	50%	27%	2%
114	<b>Wildman Science computer lab on lower level</b>		29%	55%	7%	10%
115	<b>Wildman Science computer cluster on main level</b>		23%	58%	13%	8%
116	<b>LBC computer lab</b>		42%	43%	8%	8%
117	<b>Overall comfort of the Lilly library</b>		28%	57%	10%	5%
118	Sound noise level in the Lilly library		35%	42%	14%	8%
119	Overall comfort of the Wildman library		13%	58%	19%	10%
120	<b>Sound noise level in the Wildman library</b>		25%	61%	5%	9%
121	HVAC Lilly		27%	35%	23%	16%
122	HVAC Wildman		17%	45%	21%	17%
123	Overall appearance Lilly		23%	53%	20%	4%
124	Overall appearance Wildman		12%	46%	22%	20%

- Faculty and staff think the most important changes to services are increased support for both academic and computing needs, web development, and workshops/information on new technologies, followed by more library staff support for students.

127	Importance of changes to services		One of most	Impt, not most	Some- what	Not impt	Don't know	Top 2	Top 2 x don't know
128		Base ~95							
129	Increased library professional staff support for you		11%	34%	21%	19%	16%	44%	53%
130	<b>Increased library professional staff support for student</b>		17%	39%	15%	9%	21%	55%	<b>70%</b>
131	<b>Increased staff for academic computing needs</b>		22%	45%	12%	4%	16%	67%	<b>80%</b>
132	<b>Increased staff for administrative computing</b>		<b>29%</b>	33%	15%	7%	15%	63%	<b>74%</b>
133	Improved Lilly computer lab		19%	29%	24%	8%	20%	48%	61%
134	Improved LBC computer labs		12%	29%	26%	12%	22%	41%	52%
135	Improved Wildman computer lab		4%	29%	12%	5%	50%	33%	66%
136	<b>More support for web page development</b>		<b>36%</b>	31%	14%	5%	14%	66%	<b>77%</b>
137	Increased Moodle support		11%	35%	23%	10%	22%	46%	58%
138	Increased speed of interlibrary loan and document delivery		20%	25%	23%	11%	22%	44%	57%
139	More high performance computing capacity managed by IS		27%	26%	15%	10%	22%	53%	68%
140	More proactive identification by IS of promising tech		16%	39%	24%	7%	13%	55%	64%
141	Provide centralized scanning service for course mat'l		15%	34%	17%	15%	19%	49%	61%
142	<b>Provide more workshops/ information sessions on new tech</b>		<b>33%</b>	37%	18%	4%	8%	69%	<b>76%</b>
143	Provide more individual training on the use of specific tech		24%	24%	20%	9%	22%	48%	62%

- Faculty and staff mentioned a wide range of technology training they would like. Multimedia and webpage/HTML training were the most frequent mentions, with many others being mentioned by a few faculty and staff. About one-third of the respondents had a desire for some type of additional technology training. Full verbatims are attached.

	<u>#</u>		<u>#</u>
Multimedia	10	Adobe	1
Web Pages/HTML	5	Blogs	1
Hardware	4	Student/Professor Computer Interaction	1
Excel	4	Scanning	1
Regular staff/faculty training	3	Research	1
Powerpoint	2	YouTube	1
Moodle	2	Social networking	1
Spam filters	2	Firefox	1
Software	2	Statistics packages	1
Brio	2	Distance Ed Tech	1
Banner	2	Admin help with computer programs	1
Course-assisted software	1	Word	1

- Faculty and staff were asked three general open-ended questions. Comments covered a wide range of topics, and the main ones are noted under each question:
  - (Q 13) What, if anything is standing in the way of your using the libraries or information services more?
    - Most common comments: Nothing (14), schedule and times (12), IS improvements (5), and Training (5)
  - (Q 16) Are there any other services or facilities that are not being offered by the libraries or information services that you would like to have offered?
    - Most comment comments: None (8), more computer support (4)
  - (Q 17) Do you have any additional comments?
    - Most comment comments: None (8), staff [positive] (5), library [positive] (4)

<p>Question 13:</p> <ul style="list-style-type: none"> <li>○ Nothing: 14</li> <li>○ Schedule/times: 12</li> <li>○ IS Improvements: 5</li> <li>○ Training: 5</li> <li>○ Lack of computers for admin support: 2</li> <li>○ Don't know way around: 1</li> <li>○ Wildman Comp Lab: 1</li> <li>○ Multimedia: 1</li> <li>○ User interface: 1</li> <li>○ Not all courses need library IS: 1</li> <li>○ Staff: 1</li> <li>○ How services relate to ESR/Bethany: 1</li> <li>○ Internet-mediated access: 1</li> <li>○ Better furniture: 2</li> <li>○ Comfort: 1</li> <li>○ Online databases are confusing: 1</li> <li>○ Hours: 1</li> <li>○ Server down time: 1</li> <li>○ **People don't like when IS can't help them and gives the response, "None of us here use that program."</li> </ul>	<p>Question 16:</p> <ul style="list-style-type: none"> <li>○ None: 8</li> <li>○ More computer support: 4</li> <li>○ Bookdrop on NE Campus: 1</li> <li>○ Banner training: 2</li> <li>○ Coffee shop: 1</li> <li>○ More help desk hours: 1</li> <li>○ IS Test Software: 1</li> <li>○ ECS hours: 1</li> <li>○ More mags/newspapers in international languages: 1</li> <li>○ Better webpage: 1</li> <li>○ Library tours: 1</li> <li>○ Ronald Gallery events: 1</li> <li>○ Annotated lists: 1</li> <li>○ ILL: 1</li> <li>○ Elsevir Access: 1</li> <li>○ More DVDs: 1</li> <li>○ Reference guides: 1</li> <li>○ Wireless guest access: 1</li> <li>○ Staff is great: 1</li> </ul>	<p>Question 17:</p> <ul style="list-style-type: none"> <li>○ None: 8</li> <li>○ Staff: 5</li> <li>○ Library great: 4</li> <li>○ Access requests take awhile: 2</li> <li>○ Online resources: 2</li> <li>○ IS Bad: 1</li> <li>○ Cafe: 1</li> <li>○ Collections: 1</li> <li>○ Help desk area: 1</li> <li>○ Disability access: 1</li> <li>○ Training: 1</li> <li>○ Move writing center/center for academic enrichment great: 1</li> <li>○ ITAM needs help: 1</li> <li>○ More printers on first floor: 1</li> <li>○ Server access needs improvement: 1</li> </ul>
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Verbatims for each question are attached.

- Almost half of faculty and staff believe it is very important to move the CAE to Lilly, and 75% consider it very or somewhat important. Faculty and staff believe it is more important to move the CAE than do undergraduate students.

	Faculty / staff	UG students
145 <b>Moving CAE to Lilly</b>		
146 Faculty and staff base ~95		
147 <b>Very</b>	<b>46%</b>	31%
148 <b>Somewhat</b>	<b>29%</b>	36%
149 Slightly	15%	15%
150 Not at all	2%	8%
151 Don't know	8%	9%

- The large majority of respondents was faculty.

153 <b>Classification</b>	
154 Class faculty	37%
155 Admin faculty	46%
156 Staff	17%

## Appendices

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## STUDENT VERBATIMS

**Reasons students study most at specific location.** Note: These are students who say they study “most often” or “very frequently” in their residence room.

### Frequency of using Residence Hall / Reason (note – some comments may apply to Library)

- Most I am most comfortable in my residence hall room because I can access my belongings whenever I need to. I live in EH so I have very easy access to most things on campus if I can't get it in my room, over the phone or on the internet.
- Most easy access to everything I need, with few distractions. Plus, as a grad student, I feel very little connection to the campus itself
- Most I study at home (I'm an ESR student), mostly because it's convenient.
- Most My living room couch
- Most I study at my house most frequently so that I don't have to drag all of my books around with me.
- Most I like to work in quiet spaces where I feel that I can control my environment (e.g. my residence room). I go to Wildman whenever I need to meet with other students to work together.
- Most Because there are a lot of places that I can work quietly so it's less distracting. It also helps to have the desks because they are not comfortable enough for me to fall asleep in.
- Most There are fewer distractions, making it easier for me to focus.
- Most If I lived on campus, I would probably do more studying in the library. Since I'm a grad student I live off-campus and primarily study there because it is quiet and convenient.
- Most Because it is quiet and convenient and often times I do not want to leave Spanish house after dark.
- Most It's quiet, convenient
- Most Most comfortable, least amount of distractions, and my computer works a whole lot better than any of the others on campus (excepting only the computers in Dennis 224).
- Most Because everything is there I don't have to worry about forgetting a book or my laptop charger.
- Most Because my house is where I keep most of my books.
- Most It's a quiet, private space where I can combine studying, housework and spending time with my husband.
- Most It's quiet, private, and I am less likely to be interrupted than in my dorm
- Most few distractions and comfort, access to materials (internet and such)
- Most Lilly library is a lot more comfortable, better lit, and ventilated. If I can make it to the library I do and I notice I study better. However, lugging my things everyday is a lot
- Most I have the use of my own personal computer, and it's kind-of cozy.
- Most It's comfortable, and it's convenient.
- Most I can control the noise level and the temperature.
- Most Lilly is quiet, few distractions, many types of study spaces (desks, tables, little rooms, etc)
- Most I like my room because it's quiet, comfortable, and all my homework, from whatever class, is easily accessible.
- Most It has a cozy atmosphere, and I can play music. I am also easily distracted in public places.
- Most The library is quiet, and on most days (i.e. not around finals) it's generally not that crowded, and thus provides some measure of isolation.
- Most I can control the environment and it is quiet
- Most I study in my room because it does not involve going anywhere to study.
- Most I study in my room the most of the time, mainly because that is where I have everything I might need (readings, computer and internet, books, syllabuses, etc.).
- Most my room is quiet, sunny, and well-lit. I don't like fluorescent lighting in the library. It makes my eyes tired. I also don't have to haul my books or my computer anywhere.
- Most Food and drink, computer access, large tables.
- Most Convenient
- Most I like to study at home because that's where I have all of my materials and that's also where I'm most comfortable, but sometimes I need a change of scenery--a place to study with fewer distractions.
- Most Quiet, convenient, not likely to be interrupted by my friends
- Most I like my room.
- Most I like the upstairs tables in the library.
- Most It is convenient in terms of using the computer and I need a completely silent place to study.
- Most comfortable and quiet
- Most It's quiet and easily accessible.
- Most My computer is in my room, along with my desk w/ stuff

## STUDENT VERBATIMS

### Frequency of using Residence Hall / Reason (note – some comments may apply to Library)

Most	A comfortable, quite place with few distractions. The library is actually quite good, my room is just vastly more convenient, given that I live on the other end of campus.
Most	because in my room I'll fall asleep
Most	I find the library to be the best place to study because it has all the resources I need under one roof and it's quiet.
Most	My green chair (it's a recliner)--simple as that. I love it dearly.
Most	Convenience: I don't need to run back and forth if I forget something
Most	quiet, empty of distractions, no people
Most	Because I can have a good and inexpensive cup of coffee on hand easily in my room.
Most	Because its quiet and I get less distracted there.
Most	I need somewhere quiet, nearby, and with computer and printer access.
Most	Studying isn't always fun, doing it with other people makes it more enjoyable.
Most	it has the right amount of everything- accessibility to resources, noise, social aspects, closeness to campus, etc. after a while you begin to associate a place with the mindset of studying.
Most	I study in my room because I have more control over the environment. It is also more convenient
Most	I am not distracted there.
Most	My room.
Most	Quiet and comfortable, with easy fast access to internet and printer. Plus, I can study in my pajamas!
Most	because i am not on campus often. i commute
Most	Graduate student and I have family committments.
Most	Because I have attention issues, and distractions don't help me much.
Most	lilly; access to data and good energy.
Most	it's convenient and when i go to LBC, i go at night so no one is there and it's very quiet.
Most	Convenience, mostly. Or, if I need certain resources. Or, if I need quite.
Most	I do not have long soild peroids of time to study, so I just get as long as possible in my room until I have to go do something else. I only feel like packing up my stuff and walking someplace else if I have a long period of time to devote to studying. When I have long periods of time, or really need to focus I will go to the library.
Most	Most comfortable, my resources are there
Most	Few distractions, access to information
Most	I don't have a roommate, so my room is quiet. I also have snacks and can listen to music.
Most	I live in Silver City, NM, and am an Access student at ESR.
Most	Most likely place to run into other people studying for the same thing. Also because chatting with others makes a good study break.
Most	I like to be in spaces where there aren't a lot of people (or at least where it's very quiet); I can get distracted easily.
Most	It is quiet, but not really quiet and the people that I enjoy to be around are there. Also, it is very near the professors who I might need to ask questions to.
Most	I study at home because I have everything in one location which makes it much easier.
Most	limited distractions, access to computers and other tools.
Most	I do most of my studying in the kitchen a mills because it has nice tables to work at and that way I don't have to leave my dorm and can go back to my room easily for short breaks while studying.
Most	I study in my room because it has all of my resources in it, but I also really like studying in Wildman. Because I'm not a science major, I find it easier to focus there. It seems calmer than Lilly.
Most	because that's where my friends are
Most	All resources - computer, reference books, hot drinks - in one place
Most	Because I live a ways off campus, and feel the most comfortable there,
Most	It is a space where I can go to escape from people. It is comfortable because it is my area of residence.
Most	quiet with few people and has nice macs
Most	It offers the best study atmosphere for me. It's nice to study in Wildman where the resources are plentiful and the distraction is limited.
Most	I like the private rooms in the science library, and being around other people doing science-related work. I also like that it is smaller than Lilly. I also really appreciate use of the printers.

## STUDENT VERBATIMS

### Frequency of using Residence Hall / Reason (note – some comments may apply to Library)

- Most I am not distracted by other people. I sometimes study in places other than my residence room when I don't want to be tempted to go to bed too early.
- Most It is more convenient for me to study in the common room of my house, because I often don't feel like walking all the way over to the library (especially at night), and I get distracted too easily in my room.
- Most My residence room, because I live in a campus house on the other side of campus from Lilly. It's more convenient, and with a single now I know I have privacy and quiet. For 2-3 years, it was always Lilly though and my dorm room when possible.
- Most i like the convenience of studying at home, but the library (lilly) offers resources i don't have, and a variety of good spaces, including ones in which i have the option of socializing and those with more seclusion.
- Most The quieter the better.
- Most It's an environment where people are all working as well as easy to take quick breaks with friends to keep my fuel for working up. It has an internet even though I still get annoyed at how I can't do all I want on it aka multiple tasks involving higher bandwidth.
- Most The Lilly library is a good place to go when I want a quiet place to study, and it has fewer distractions than a lot of other places. I study in my room because it is convenient. I go to the coffee shop because it is a nice space to study when I do not have to be as intent and can be in a more social environment but get work done.
- Most There are no social distractions in my room. I have a single.
- Most My room, when people are not in it, is quiet and I have access to food. The library has all the books, computers, printers and quiet study spaces.
- Most Study rooms
- Most It is quiet and comfortable.
- Most It is where I live.
- Most It is convenient and fun to study or work with a group at my house/in my room rather than going to the library. I like to eat while I study/ write papers etc.
- Most I study mostly in my room because it's quiet and I have all of the things that I need there.
- Most I find my residence room to be the most convenient place. All my stuff is there, and I don't have to go anywhere or lug anything around.
- Most I like my space. The private rooms with doors in lily are ok though too.
- Most Convenience and quiet, mostly.
- Most It is comfortable and allows me to concentrate for extended periods of time.
- Most Quiet-I can concentrate most there, I have access to computer and other resources.
- Most accommodates my friends. many resources available. comfortable atmosphere.
- Most I like the quiet productive environment that Lilly provides.
- Most quite and detracton free
- Most I feel most comfortable in my room/house because its my space and I can sprawl out and have tea or a snack while I'm studying. Going to the library usually feels like too much pressure so I end up feeling more stressed out rather than getting more work done.
- Most it's a comfortable "home" for me. it is most free from distractions
- Most dennis is nice because not many people go there.
- Most Quiet, no distractions, everything I need (books, computer, pens, etc.)
- Most I live off-campus, I do all of my work at home unless I have a group meeting or need the lab for some reason.
- Most It is nearest to food.
- Most I am a geology major, and spend most of my time studying in the science library or in Dennis because that is where the resources I need are located.
- Most I like to get off campus to study (laundromats, coffee place etc) if I dont want to be distracted by people I know in the library. I go to the library if I'm stressed out and just really need to get stuff done, I almost always use the downstairs part of the Sci-li because it is like a cave of homework.
- Most I have the most resources in my room and the internet works much better. Library wireless is just too slow to be efficient and I much prefer to use my own computer.
- Most close to my classes and job
- Most It's quiet and there's easy access to a computer.
- Most to avoid interruptions
- Most I study in my room because of convenience, and I study in Lily Library because of the resources available.
- Most I study best in my room because all my stuff is there and there aren't other people around to distract me.
- Most Because my bed is not in the library, so I don't go to sleep there.

## STUDENT VERBATIMS

### Frequency of using Residence Hall / Reason (note – some comments may apply to Library)

Most	Convenient to study in my room. Also, I have not got wireless, so convenient to do research online.
Most	Quiet, comfortable, not too much gong on around me, electrical outlets, convenient bathroom/water fountain
Most	Computer access, as I have none at home.
Most	Hard to concentrate elsewhere
Most	I can control the environment
Most	I like studying in the kitchen because it is easier to take breaks and interact with people for a very brief period pf time and not get seriously distracted.
Most	few distractions, comfortable.
Most	This place is where I do all of my work because resources are all here. I wish that the library was opened 24 hours.
Most	I can focus without being distracted by others. I feel comfortable and have the materials I need in these places.
Most	the resources i needed, and often later realized i need after i started studying were always there in Lilly library.
Most	its quiet and provides a nice atmosphere.
Most	I have control over the environment, and can set it up to fill my needs for study space.
Most	It is often easiest not to carry my study materials to another location
Often	quiet, accessibility to my materials
Often	It is quiet. I also have easy access to all of my materials.
Often	Home -- because it's private, quiet, and I can eat while studying.
Often	Usually because of its closeness to food, drink, and comfortable seating.
Often	I study in my room most of the time because that is where I am used to studying, and I made sure to set it up in a way conducive therefor. The Lilly Library I used as a break from the usual as well as a place for group meetings.
Often	It's convenient to my work materials (texts, computer, printer, etc.). I also live off campus, and studying at my apartment is easier than studying at campus because of distance.
Often	The common space in my building EH, has comfortable seating and is normally more quiet than the first floor of Lilly Library. I like the second floor of Lilly library but I dont always enjoy sitting at a desk.
Often	Mostly quiet, easily accessible from where I attend classes and participate in seminary community events.
Often	I find certain spaces more conducive to my studying habits, such as quiet near-silent working conditions.
Often	It's convenient. My house can be rowdy but if it is, then I go up to my room and it's fine. I go to the Library when I really need to buckle down and focus on something.
Often	Comfortable, quiet
Often	I find that when I leave my room to study, I invariably realize that I've forgotten to bring some essential book, writing utensil, etc. Studying in my room eliminates this problem, and studying in my house makes it less of a hassle to retrieve forgotten items. I also find noise very distracting, and even in the "quiet" areas of the library, I often find myself being disturbed by people talking (in person and on cell phones).
Often	It is quiet and all of my things are there
Often	It is a place that can remove me from all other distractions so that I can focus on just my work.
Often	I like studying in my room because it's a controlled environment, I don't have to worry about forgetting something and I feel much better with a limited amount of people around me. I have an easier time concentrating then.
Often	I study most often in my residence room because it is a single, and therefore provides me with a quiet space to work, which I require to do my best studying.
Often	Most computers, most printers that WORK, quietest, latest hours.
Often	It's comfortable and my friends are not around to distract me.
Often	It's convenient, quiet enough to work, and there may be friends around studying as well.
Often	I am comfortable and can remain ocused without distractions
Often	Quiet, fewer distractions than my room. It is also nice to have some distractions by seeing friends at the library.
Often	Because it is quiet and convenient
Often	I like to study in my room as there are fewer distractions than elsewhere. It is also a lot more comfortable.
Often	I get too easily distracted in the Library, so it's best for me to work in my room.
Often	It's quiet, there are few distractions and there is also the presence of things that allow me to take a break. Library for its wireless connection, proximity to books/materials, and comfort. Dorm common room because of its 24-hour availability and proximity to bed. Lilly Library's study areas are VERY, very aesthetically pleasing, and that makes it all the easier and more comfortable to study there.
Often	It is quiet. Has the resources that i need. Comfortable.

## STUDENT VERBATIMS

### Frequency of using Residence Hall / Reason (note – some comments may apply to Library)

- Often I have privacy, a computer set up to my specifications with all the software I frequently use, I can have food and drink nearby, I can play music as loudly or softly as I like without worrying about bothering others (or others bothering me).
- Often easy availability when needed
- Often I'm most comfortable in my own room, I can focus without distractions from other people, and I have immediate access to my kitchen.
- Often quiet, comfort, space to have panic attacks if the studying isn't going so well.
- Often Less distractions, freedom to walk around, quietness....
- Often it's convenient and pretty quiet. i only study outside of my room if im studying in a group or if my roommate is being loud.
- Often I can control the temperature and noise level in my room!
- Often I just need somewhere quiet where I wont get distracted
- Often Studying at home offers me a quiet study place that is available for me to use whwnver I need to.
- Often I find it easiest to work on my own computer
- Often It is an excellent study area and has not only many resources but students usually in the same classes find each other at the library.
- Often I need quiet to be able to concentrate and the library and my room seem to be the only places I can find this.
- Often It's quiet, convenient, and comfortable.
- Often As I have a desk top, not a lap top computer, my room is often the best place for computer related work. Otherwise, the library is the best environment for reading, etc.
- Often it is convenient and i have a desktop so i am confined to my room if i want to use my computer
- Often I need variety. Good atmosphere is important-- Lily library is a good place for me to study because of the variety of places to go-- I am also just most familiar with this space and have easy access to most of the resources I'll need to do my work (including reference librarians with extensive knowledge and experience with social science/humanities research projects.) I also study in my room/campus house a lot because the library can be a really social space-- there aren't that many spaces to study comfortably and get away from all my friends. It would help if there were more comfortable couches in the south-west lounges on both the first and second floors.
- Often Mostly convenience of location. Also having a minimum of distractions
- Often Because the place isn't filled with a bunch of load noises, but more just of a background noise.
- Often I like to feel comfortable in my room, and I have everything I need there. If I really need to concentrate for a long period of time I go usually to Lilly.
- Often Its quiet and I can spread out.
- Often I change spaces regularly because it helps me stay focused
- Often there are plenty of people around so I don't fall asleep and I stay on task.
- Often I need quiet and other people working around me to feel motivated.
- Often I live off-campus in my own home, and with a broadband connection, I have what I need most days to get my work done.
- Often Comfortable, well lit, close to materials and available for interruption by close friends
- Often Quiet with few distractions.
- Often Also, I have found posture (chair & table) to be helpful.
- Often access student
- Often It's the easiest to get to: I spend most of my time in my on-campus house.
- Often the drap monotony and constant droning of fans in our library limits distractions.
- Often I do it were it is the most quiet with the fewest distractions.
- Often I'm already home and there are fewer distractions than other places.
- Often I like having only the materials around me I need to do work, to have some people around, and mostly quiet to be productive.
- Often I enjoy the privacy of my own room. Also, many people in the libraries are often talking (sometimes loudly) and rules asking students to be quiet are rarely enforced. This is annoying and sometimes distracting.
- Often It is Quiet and comfortable with resources available if I need them.
- Often Somewhere I don't feel isolated and where food is easily accessible. Somewhere that has a printer and that stays open late

## STUDENT VERBATIMS

### Frequency of using Residence Hall / Reason (note – some comments may apply to Library)

- Often Just because everything I need is already in my room
- Often I often study in Bundy because I do not have my laptop there to be distracted by, and I have a lot of people whom I know who live there who I can ask questions to and/or take short study breaks with.
- Often the study carol next to my room is close enough to be convenient, and with a door to shut, very quiet. For some reason no one's ever there either
- Often I commute from New Castle and use the Public Library for most of my study time. It has WiFi and private study rooms but does not have many literary resources that I can use.
- Often I like the quiet and having all the resources I might need at my finger-tips. I also enjoy being able to stop for five minutes for something to eat and then getting back to work. I meet in the libraries and coffeeshop when I have group projects that need to be done.
- Often Because I'm an Access student.
- Often I prefer solitude and quiet when studying, so my room or the Library fits the bill.
- Often It's familiar, comfortable and it is life-giving.
- Often It's easier to concentrate, there are less distractions of other people talking and I just feel more comfortable in the other places.
- Often my room does not distract me as other places do.
- Often I have all of my resources in one place. I can set up the environment just the way I like it.
- Often in my room or in the library sometimes.
- Often My house is off-campus, so I often get what I need from the library and then go home so I can be in for the night. My house is away from the distractions of more public places like the library or coffeeshop. However, during the day I like to study in the library and coffeeshop because it is more social and there are more campus resources nearby.
- Often It usually depends on my mood. Sometimes i need a quiet space with minimal noise, so i go to the Library. Depending on the class i take, i have to go to the Science Library. I love to do group meetings on the 1st floor of lilly library and study there with my friends. And then there are days that i just prefer to stay in my room and building. (sometimes i did not like walking late at night by myself all the way to Mills)
- Often A sense of tranquility and comfort.
- Often I do my studying mostly in my room because it is convenient as I have all my books, laptop computer with me.
- Often My room is also pretty quiet and conducive to studying.
- Often I love off campus and studying where I live is most convenient.
- Often What I look for in a study space is good lighting and minimal distractions.

## STUDENT VERBATIMS

**Reasons students study most at specific location.** Note: These are students who say they study “most often” or “very frequently” in the library.

### Frequency of using Library:/ Reason (note – some comments may apply to Residence Hall)

- Most
- Comfort, accessibility, privacy
- Most
- People I can bounce ideas off of are there, the technology I prefer is there, it's a place i feel a kind of ownership over.
- Most
- It is quiet and there are not a lot of people coming and going, which I find distracting.
- Most
- Because i can concentrate the best here, coz of the lights and lesser noise (downstairs computer lab and upstairs lilly)
- Most
- It's convenient. My house can be rowdy but if it is, then I go up to my room and it's fine. I go to the Library when I really need to buckle down and focus on something.
- Most
- It is quiet and all of my things are there
- Most
- I am comfortable in Lilly and have a favorite spot to sit. I can get work done at Lilly but can't really anywhere else.
- Most
- Its comfy and quiet
- Most
- Easiest to concentrate and all my resources are nearby
  - I usually choose a place that feels more intimate to study in with the right amount of noise. I'm uncomfortable in quiet places, like the library, so I often will choose the kitchen in my residence hall or the coffee shop to do my studying. Occasionally I will try to use one of the private rooms in Lilly when I really need to concentrate and not be distracted by anyone.
- Most
- Because of the environment and ressources provided.
- Most
- Because it is quiet and convenient
- Most
- The low tables and chairs in Wildman for reading and the downstairs computer lab if I need to use the computer.
- Most
- Wireless internet, relatively quiet and free of distractions, close proximity to resources (i.e. library)
- Most
- I like to study in my room as there are fewer distractions than elsewhere. It is also a lot more comfortable.
- Most
- It's quiet, there are few distractions and there is also the presence of things that allow me to take a break.
- Most
- It is quiet. Has the resources that i need. Comfortable.
- Most
- It is comfortable and available. When I am on campus, I usually study in the small study room or the library room at ESR.
- Most
- it is a quiet area with people around so i feel held accountable for my work.
- Most
- The libraries are both social gatherings and study times all in one. You can be with friends but still get work done, but you can easily find a corner or space where you can be alone, as well.
- Most
- Most of my studying happens in the library because it is easy to fine quiet space to myself which allows me to focus better.
- Most
- My friends go there and I'm used to studying there. I feel productive even if i'm not.
- Most
- It is an excellent study area and has not only many resources but students usually in the same classes find each other at the library.
- Most
- Because it's quieter and there is over all less distraction but plenty of people around if I ever need a break
- Most
- no music but friendly atmosphere, quick nearby options for study break but not distracting
- Most
- I generally prefer to study in basically quiet areas which are clean. Something about the tidiness of the area helps me keep focused.
- Most
- It all depends on my mood and what I am studying for. Papers are often best written at a large table either in a common space at home or in Lilly or Wildman, while reading and daily assignments are often happily completed in a variety of locations.
- Most
- Usually I need a place where there is no one around. Even Lilly library is pretty distracting.
- Most
- I like to feel comfortable in my room, and I have everything I need there. If I really need to concentrate for a long period of time I go usually to Lilly.
- Most
- I do most of my studying in Wildman because, being a science major, I know that there will always be students and professors around who can help me. I also love the camraderie, the enviornment and the mood. It's one of my favorite places on the Earlham campus.
- Most
- I need quiet and other people working around me to feel motivated.

## STUDENT VERBATIMS

### Frequency of using Library:/ Reason (note – some comments may apply to Residence Hall)

- |      |  |
|------|--|
| Most | <ul style="list-style-type: none"> <li>its where all my stuff is, and i always forget things when i drag my stuff around.</li> </ul>   |
| Most | <ul style="list-style-type: none"> <li>Comfortable, well lit, close to materials and available for interruption by close friends</li> <li>1) most convenient (where i already spend time)</li> <li>2) least distractions (of other things to do)</li> <li>3) small flow of people, but not surrounded by people</li> </ul>   |
| Most |  |
| Most | <ul style="list-style-type: none"> <li>Quite</li> </ul>  |
| Most | <ul style="list-style-type: none"> <li>I feel able to focus in that space better than in other spaces</li> <li>I use the small enclosure carols in the 2nd floor because it provides me with the most privacy, quiet, and isolation.</li> </ul>  |
| Most | <ul style="list-style-type: none"> <li>I usually study in my room because it is spatially convenient and it ensures that I won't be distracted by other people. Sometimes I study in Wildman Library instead so I won't be overcome by the temptation of procrastination.</li> </ul>   |
| Most | <ul style="list-style-type: none"> <li>I generally look for the quietest place with the least distraction, whether this is my room, the dorm kitchen, or the library.</li> </ul>   |
| Most | <ul style="list-style-type: none"> <li>I tend to be more disciplined in the library.</li> </ul>  |
| Most | <ul style="list-style-type: none"> <li>I study best there.</li> </ul>  |
| Most | <ul style="list-style-type: none"> <li>It's familiar, comfortable and it is life-giving.</li> </ul>  |
| Most | <ul style="list-style-type: none"> <li>wherever I am has to be quiet while studying, otherwise I will not get anything done.</li> <li>I like to study outside because I can adjust for temperature. The library seems to be too warm lately which is annoying. Also so-called Quiet Areas haven't been that quiet, which is frustrating. :[ Mostly though the temperature is a concern. And being outside is so nice!</li> </ul>                   |
| Most | <ul style="list-style-type: none"> <li>To avoid distraction in my room, because there are services there I can use. Also because printing is available.</li> </ul>   |
| Most | <ul style="list-style-type: none"> <li>I have all of my resources in one place. I can set up the environment just the way I like it.</li> </ul>  |
| Most | <ul style="list-style-type: none"> <li>The sci li is really comfortable and if i have a question, my professor is right around the corner. It has the resources I need. It is smaller and fewer students go there so it is less distracting.</li> <li>I can focus without being distracted by others. I feel comfortable and have the materials I need in these places.</li> </ul>   |
| Most | <ul style="list-style-type: none"> <li>It needs to be pretty quiet and without a lot of distractions around. I need to be able to sit down and be concerned with nothing but my work.</li> <li>I am most comfortable in my residence hall room because I can access my belongings whenever I need to. I live in EH so I have very easy access to most things on campus if I can't get it in my room, over the phone or on the internet.</li> </ul> |
| Very |  |
| Very | <ul style="list-style-type: none"> <li>Most comfortable, least amount of distractions, and my computer works a whole lot better than any of the others on campus (excepting only the computers in Dennis 224).</li> </ul>  |
| Very | <ul style="list-style-type: none"> <li>It's convenient to my work materials (texts, computer, printer, etc.). I also live off campus, and studying at my apartment is easier than studying at campus because of distance.</li> <li>Mostly quiet, easily accessible from where I attend classes and participate in seminary community events.</li> </ul>  |
| Very | <ul style="list-style-type: none"> <li>I do most of my studying in the 24 hour computer lab in Lilly, basically, I need quiet, a computer, and space to put my things. i find it necessary to study with a computer other than my lap top, for then i am not tempted to watch videos or play games instead.</li> </ul>   |
| Very | <ul style="list-style-type: none"> <li>few distractions and comfort, access to materials (internet and such)</li> </ul>  |
| Very | <ul style="list-style-type: none"> <li>Quiet, convenient, not likely to be interrupted by my friends</li> </ul>  |
| Very | <ul style="list-style-type: none"> <li>I am comfortable and can remain ocused without distractions</li> <li>Because I have a single it is easy to study in my room. This way I don't run into people at the library and get distracted. However, sometimes studying in my room proves unproductive and it is then that I work in Lilly.</li> </ul>   |
| Very | <ul style="list-style-type: none"> <li>In Wildman Library, there is a cubicle with nothing else but a desk and a chair. This forces me to focus allowing me to be very productive and then be able to enjoy the rest of my day. I find that I cannot focus at my desk with my computer and roommate being distractions.</li> </ul>   |
| Very | <ul style="list-style-type: none"> <li>It's quiet and easily accessible.</li> </ul>  |
| Very | <ul style="list-style-type: none"> <li>there are fewer distractions but it is still close enough that I can easily get anything that I have forgotten</li> </ul>   |
| Very | <ul style="list-style-type: none"> <li>because in my room I'll fall asleep</li> </ul>  |
| Very | <ul style="list-style-type: none"> <li>in Lily</li> </ul>  |
| Very | <ul style="list-style-type: none"> <li>I study most in my room because that is where my computer is, and where it is most convenient for me.</li> </ul>  |

## STUDENT VERBATIMS

### Frequency of using Library:/ Reason (note – some comments may apply to Residence Hall)

- Very • Convenience: I don't need to run back and forth if I forget something
- Very • Studying isn't always fun, doing it with other people makes it more enjoyable.
- Very • The library is the place where I have all resources in one place, friends, and the focused environment I need.
- Very • it is where i can consentrate more.. and where internet and other supplies are acessable
- Very • I usually try to study places where it is comfortable and I don't think I will get distracted. If I need a computer to work I go to the 24 hour lab, but if I don't I usually go to a coffee shop.
- Very • Convenience, quietness, lack of disturbances
- Very • it's convenient and pretty quiet. i only study outside of my room if im studying in a group or if my roommate is being loud.
- Very • Less distractions in the library than my room, and convenient information sources around.
- Very • Wildman has internet and is close to where I live also people in my classes are normally there which means I can get help from them
- Very • It's pretty evenly split for me- sometimes I like the quiet of the library, but that same quiet can be kind of annoying, when every rustling paper sounds loud. For that reason I might move to the coffeeshop, since there isn't much commotion there usually. At times it gets too loud, but I find low background noise makes it easier to concentrate.
- Very • I like the quite of the area, the access to computers and the chance to socialize also. I get distracted where I live so the library is better.
- Very • It's quiet, convenient, and comfortable.
- Very • it is convenient and i have a desktop so i am confined to my room if i want to use my computer
- Very • I need variety. Good atmosphere is important-- Lily library is a good place for me to study because of the variety of places to go-- I am also just most familiar with this space and have easy access to most of the resources I'll need to do my work (including reference librarians with extensive knowledge and experience with social science/humanities research projects.) I also study in my room/campus house a lot because the library can be a really social space-- there aren't that many spaces to study comfortably and get away from all my friends. It would help if there were more comfortable couches in the south-west lounges on both the first and second floors.
- Very • I go to the library because of the resources there. I can also check out a laptop. I find the environment more conducive to doing work than my house or the coffee shop, generally, unless I'm just tired of being in a library.
- Very • Mostly convenience of location. Also having a minimum of distractions
- Very • The library is calm and quiet and a conducive atmosphere for getting my work done, especially because I can print right there, always take a little stretch break, get water, etc. I can't work in my room because I get too distracted. The library keeps me focused.
- Very • I change spaces regularly because it helps me stay focused
- Very • Quiet area on the second floor of Lilly. I somtimes use the tables, the chairs by the front window or the desks by the windows on the left side of the library.
- Very • there are plenty of people around so I don't fall asleep and I stay on task.
- Very • The science library is just a great enviroment for us nerdy science people.
- Very • Quiet with few distractions.  
Also, I have found posture (chair & table) to be helpful.
- Very • i feel more comfortable there, and i dont have to walk back and forth to get books etc
- Very • Because I won't get as distracted
- Very • My laptop is there and my other books.
- Very • LBC lab: better temperature, no cubicles, close vending machines, fewer people
- Very • the drap monotony and constant droning of fans in our library limits distractions.
- Very • I am on out of state on line student
- Very • Study rooms
- Very • I do it were it is the most quiet with the fewest distractions.
- Very • The library has few distractions, unlike my room. It is also usually quiet, and always available.
- Very • It is comfortable and allows me to concentrate for extended periods of time.
- Very • Somewhere I don't feel isolated and where food is easily accessible. Somewhere that has a printer and that stays open late

## STUDENT VERBATIMS

### Frequency of using Library:/ Reason (note – some comments may apply to Residence Hall)

- Very
- Quiet-I can concentrate most there, I have access to computer and other resources.
- Very
- Comfort, a balance of between a need for no distraction and the need for background activity, natural lighting.
- Very
- I feel most comfortable in my room/house because its my space and I can sprawl out and have tea or a snack while I'm studying. Going to the library usually feels like too much pressure so I end up feeling more stressed out rather than getting more work done.
- Very
- Resources available, particularly the library and 2nd floor Dennis as well as the other students who are there.
- Very
- Comfort and ease of access are also factors.
- Very
- it's a comfortable "home" for me. it is most free from distractions
- Very
- I like the quiet and having all the resources I might need at my finger-tips. I also enjoy being able to stop for five minutes for something to eat and then getting back to work. I meet in the libraries and coffeeshop when I have group projects that need to be done.
- Very
- I do most of my studying in the library because it is quiet and comfortable.
- Very
- I study most often in Lily Library because I can focus better at the library than in my dorm room. Also, my friends do work in Lily as well, so I enjoy studying with them. I work in common spaces in my dorm occasionally after the library has closed.
- Very
- It's generally quiet and comfortable (and therefore I feel no need to relocate my place of work).
- Very
- close to my classes and job
- Very
- because it it quite and conducive to studying
- Very
- I need few distractions.
- Very
- Because my bed is not in the library, so I don't go to sleep there.
- Very
- It is were I feel most comfortable and less distractions (sometimes).
- Very
- because the library is explicitly for studying it can kind of get me in the zone of doing work.
- Very
- Quiet, comfortable, not too much gong on around me, electrical outlets, convenient bathroom/water fountain
- Very
- My house is off-campus, so I often get what I need from the library and then go home so I can be in for the night. My house is away from the distractions of more public places like the library or coffeeshop. However, during the day I like to study in the library and coffeeshop because it is more social and there are more campus resources nearby.
- Very
- It's quiet, it's available whenever I need it, and all my study materials are there.
- Very
- It requires a friendly, warm environment that is quiet and possesses all the tools I need to study.
- Very
- Quiet, cool comfortable rooms. The library is usually hot, so I fall asleep.
- Very
- It usually depends on my mood. Sometimes i need a quiet space with minimal noise, so i go to the Library. Depending on the class i take, i have to go to the Science Library. I love to do group meetings on the 1st floor of lilly library and study there with my friends. And then there are days that i just prefer to stay in my room and building. (sometimes i did not like walking late at night by myself all the way to Mills)
- Very
- Because it's comfortable and limits transit time for the sole purpose of studying. Going somewhere else is a waste of time.
- Very
- This place is where I do all of my work because resources are all here. I wish that the library was opened 24 hours.
- Very
- the library because there are too many distractions in my dorm room
- Very
- I look for somewhere that is quiet and comfortable. I don't want to be distracted too easily when trying to get something done. I also like to be able to spread out and use as much space as I need. I like Lily for this reason, as well as my desk/bed.
- Very
- What I look for in a study space is good lighting and minimal distractions.

### Q6 Reasons for satisfaction rating for Lilly

- I've never had any issue with the library. I occasionally can't find one of those comfy bean-bag type things but that's about it. Also, when you go to some of the secluded areas where there are desks, you sometimes don't get a great wireless signal.
- I wish there was more quiet study space during peak hours, and more computers to use

## STUDENT VERBATIMS

### Q6 Reasons for satisfaction rating for Lilly

- I wish it was more clear how to check out books and use the resources.
- I really like Lilly: I like the variety of study spaces, the various chairs/couches/beanbags/tables/desks so that I can always find somewhere comfortable. The amount of natural light is AMAZING compared to many other college and university libraries. Also, for a library its size, Lilly has always had a decent number of books about what I'm looking for. Most of the time I've used the Interlibrary Loan service, that has been pretty quick as well (although not always). When I want to study somewhere besides my room, I almost always go to Lilly, and am able to get a lot done.
- THE CHAIRS SUCK!!! They are outdated and uncomfortable. I really like the nooks for quiet studying, but they should be more comfortable as well. A coffee or snack stand thing would be fantastic and is needed. (not all junk food)
- It's comfortable and has a lot of resources
- I don't really use Lilly too much because it just isn't a very comfortable place for me to study or spend a lot of my time there.
- It's useful and all, but considering where I live, it's a decent walk to get there.
- I'm not totally comfortable with everything, for example, finding stuff in the archives
- Lilly is very comfortable and quiet, but the atmosphere could be updated and I feel that the collection is arranged in a way that is not conducive to easy browsing.
- No real complaints
- The layout and size are excellent, the furniture though... it's ugly and not particularly comfortable, the 'comfy' study couches and such are kind of hard not homey, and the chairs are terrible especially for bigger people like myself.
- The computer lab downstairs in Lilly has dysfunctional printers that cause inconvenience for the students.
- Lots of places for studying by yourself and with small groups and lots of places to go for quiet space.
- nice windows and space, maybe more tables or couches. more computers upstairs.
- I feel like the book selection could be larger.
- because it has a good selection of books, and the all night study area is nice, however I haven't found a place in it that I really like to sit.
- the only thing I'd like to see changed is the number of places you can be alone. there are lots of corners, but only a few study corrals and variety is great. overall, though, I love it and the people who work there.
- Overall, I've had a good experience with Lilly library. It has lots of resources in one place. While the general layout seems to work pretty well, there are some spaces that seem awkwardly situated, for example some of the desk-spaces at the back of the building and the downstairs 24 hr lab (mostly because of its backdoor entrance and also the spatial dislocation compared to the upstairs lab, which is in a central location). Less importantly, the interior colors seem a bit drab at times.
- I think it should have outdoors sections. Maybe big decks. Fresh air while studying would be helpful.
- It's easy to find what I need
- I would appreciate a stricter enforcement of quiet in designated 'quiet areas'-- too often people violate this rule and it is very bothersome. I would also like more comfortable places to sit and study-- like the couches in LBC.
- For my degree, I find the Quaker archives most helpful; the odd hours are a bit inconvenient.
- Great selection, very good layout. Unfortunately, on the far side of the heart from me, or I'd go more often.
- More seating in separated-off areas would be good, though it is a limited space.
- We could use a lot more comfortable furniture in Lilly Library
- the men's bathroom upstairs is nasty and kind of hidden.
- I think the library is a nice comfortable place to study if you like to study in libraries.
- I can't think of anything that could be done to improve it.
- It tends to be very active (people/noise) in some areas but overall it's good.
- Although, I am not often at the library, I've never gone there and did not find what I was looking for or even more so.
- Lilly is pretty comfortable, but I find it to be too hot and stuffy, which makes me want to fall asleep instead of work. Also, I think there could be a few more comfortable options for people who just want to read and relax so they don't have to take up good study spaces.
- I have only needed a few books this semester and they never have them even when the online catalog says they are on the shelf. but I really like Lilly.
- I think that a more deliberately quiet space would be an improvement. More carrels that don't face walls and are a little less claustrophobic would be nice.
- It's bright, inviting, and well resourced
- The layout is good and it is useful to me but I wish there were more computers available in the lab and I wish that the printers were more reliable (they're always breaking!)

## STUDENT VERBATIMS

### Q6 Reasons for satisfaction rating for Lilly

- I am satisfied with the layout and appearance, especially since there is an equal amount of places to study individually and work with groups without disturbing others.
- needs more quiet spaces, needs better lighting
- I like the way it feels. It is not like LBC where it is too new - it feels relaxing and like there has been a lot of history there.
- Seminary cubicles aren't very nice. They're crammed into a closet. There's not much room for spreading out. The only benefit is that it is near the religion section.
- I don't like that there are no printers linked to the computers upstairs, but that is a minor problem
- I think there are a very good variety of study areas for students with all different study habits, and the collection of books, periodicals, and journals is very good. Also the staff is often quite helpful. One thing that could be improved, which is somewhat difficult for an old building full of old books is cleanliness. My allergies sometimes act up from the dust and slight must that fills a typical library.
- I wish it didn't get quite so cold during the warm months. I wish we had more contemporary literature.
- Lilly is wonderful. My only problem is the "dead pit" of the basement comp lab
- I would like it if the layout was a little different. A few more "private" rooms like the three that are already there that have big tables and a chalk board and also some more little study boxes like the ones near the bathrooms on the second floor... also a little bit more lighting would be nice. Maybe some more lamps.
- Its easy for me to find what I need
- I have no problems with the place--except that there could be more couches, or something.
- The place feels like a hang out spot sometimes. I would prefer to be able to study more, and not deal with the socialization going on so much. It would be better if the space was more broken up, and there was more quiet space. There are plenty of spaces that could be social, but when people are loud and hanging out by the computers, which is what I need there, it's really hard to work.
- It's a great place. I like that you can print on both sides of the page (This cannot be done in the LBC lab). I have had trouble logging into research databases from off campus though.
- I like the downstairs quiet computer lab. No distractions.
- it has a lot of private rooms, which are great
- It has a good size, layout, and comfort, but sometimes it is hard to get the answers or find the tools I need.
- Lilly Library has a large collection, and materials are easy to find.
- The temperature in Lilly is often colder than I would like. Often times there is too much noise/too many distractions to get serious work done.
- I think the library is beautiful, but I just can't concentrate there. It's not comfortable enough. I don't like the beanbag chairs (you're practically laying on the floor). I would prefer really comfy chairs, or sofas, but ones that you don't have to hunch over in.  
I also have a problem with the lobby-thing. It is always pretty loud in the lab area by the information services because there is no place to work AND talk. I know it's the library, but every eventuality should be covered.
- The layout and variety of study spaces is great. The size is perfect for the number of students at Earlham. There is always a quiet nook to be found. The usefulness is great, although it could be improved with greater wireless signals, and longer hours.
- Could be bigger, often gets crowded and too noisy.
- I think it is a great place for studying, and I love the layout and size. Sometimes, though, I think it could be more comfortable. There could be more space geared toward group projects where I wouldn't feel like I was bothering people to talk in a regular voice. Also, there is so much space dedicated to individual carrels but they are rarely all used. Perhaps there could be some diversity of smaller study spaces (i.e. not group study areas).
- The online catalog makes finding books and related information easy. It would be a boon to International Studies students if there were more research materials available in foreign languages, I believe.
- perfectly adequate, simple sensible layout
- Librarians helpful, easy to find the resources I need.
- It has many different study areas that makes it useful for many situations (such as group projects, practicing presentations, reading alone, etc)
- nice and knowledgeable people.
- Since I am an access student and I have not attended an on campus intensive yet, I have only used the on-line library services. These services have completely satisfied my needs. I find them very helpful.
- I like the layout and feel that it is very comfortable. I like all the different rooms and nooks to study in. Sometimes I have a hard time finding things though, probably because I do not use it all that often.
- I can find what I'm looking for fairly quickly.

## STUDENT VERBATIMS

### Q6 Reasons for satisfaction rating for Lilly

- It has the stuff I need, staff are helpful, but I don't go there very often
- because I am
- there aren't enough private study spaces--places to meet with other students to work on projects. also the furniture is not very comfortable.
- I don't spend much time there
- Lilly's layout frustrates me sometimes - I think it would be more comfortable if it were bigger and a little more spread out.
- Its fine not my science crowd so I normally don't go there
- There are some nice tucked away spaces where it is easy to concentrate. People generally don't start conversations with you when you're alone at one of the carrel-type desks towards the back of the library. I like that there are several environments to choose from in Lilly, the main floor with journals and magazines is one of the more bustling places, so if you want to run into someone, you can study there. Then there's Ronald gallery which has soothing lighting and chairs on either side of the wall, making it less conducive to socializing while studying.
- It's comfortable
- I think there is enough desk space and it is generally quite. I think there aren't enough computers though.
- It seems like a great place. I just don't use it much because I am a science major. And I have my own computer.
- I say 9 because it is very good but I won't say 10 because there is always room to improve. I have not run into major issues but if the library's holdings can be expanded the more the better.
- There are too many resource articles that aren't available on line.
- Lily is great on usefulness in most ways-- but feels compromised by small size (relative to many other schools) so there is often too high of a density of students studying-- especially at crunch time. The downstairs computer lab is COMPLETELY UNACCEPTABLE-- it's hot and terribly cramped and I REFUSE TO USE IT. however, i really appreciate the upstairs open computer dock and 24 hour lab. :- ) the quality of the laptops for 4 hour check out has been a source of stress and disappointment.
- There aren't very many comfortable corners. Big spaces scare mme.
- I'm very comfortable at Lilly, it is quiet and cozy and easy to concentrate.
- I feel that Lilly does well at offering places where anyone from an individual (upstairs carrels) to a large group can work. I would advise that the silence policy be evaluated upstairs. Let's just make sure that we're clear on why we enforce silence, and what we hope to get from it. Maybe having round and long tables for 4-5+ people upstairs isn't the best if the upstairs is also set aside for silent space.
- I feel like it can be difficult to find space to study, and there have been many times where I've had to wait up to half an hour to use a computer.
- I feel that there could be more study space, because it is sometimes hard to find a free space to study, especially during finals week.
- On the whole, Lilly is fine. The recent reorganization of the periodicals into compact shelving, while it has made quite a lot of space available, has also made finding specific journals more difficult and somewhat confusing.
- It's not better than the science library. Lilly is just okay and nothing more.
- I am a new student and still finding my way around the websites
- It took awhile to figure out what I could access. For some reason I never got this information when I enrolled.
- I think it could have more spaces for private/quiet study and the internet should be fast in all areas, which it is not at this point.
- its fine but could be better
- It is quiet and not distracting. It is also very comfortable, I like the secluded spaces.
- I think there should be better wireless coverage of Lilly, and it could be just a bit larger, or have more spread out areas to study, it is hard to find a place that is solitary when busy times of year come around. Generally I really like the library and am comfortable and productive while there.
- I like the availability of materials and the functioning computers, but it's often loud- not only in the main level, but even upstairs in the kiosks.
- Sometimes I wish there were different styles of places, maybe quieter too at times, to study and I wish hours were later.
- The few times I actually need to go there, I can get what I need quickly and efficiently.
- The wireless coverage is lacking along the edges of Lilly.
- Because I enjoy the variation in layout spaces.
- It is a very nice facility with excellent staff, however there are often things I don't need and printing at nights can be extremely difficult. Need more computers and printers.
- there could be more comfortable areas. sometimes on sundays it is really crowded

## STUDENT VERBATIMS

### Q6 Reasons for satisfaction rating for Lilly

- I like the organization of the building. Meaning how the reference materials are on the first floor and check out books are on the second floor.
- Tends to be a lack of computers.
- I like the webpage and how they allow me to look up where a book is using the internet. I also like the way the printing is set up, because no paper is wasted that way.
- Needs more scanners and the PC's are much worse computers than that Macs.
- I have no complaints about the facilities.
- It is a very nice library. Temperature (too hot in winter, too cold during warm times) sometimes makes it impossible for me to stay in the library, but in terms of chairs/places to study, it is comfortable. It has a very good selection with the addition of ILL.
- I am at the midpoint because I honestly do not use the library resources often enough to determine if I am satisfied or unsatisfied. The few occasions where I have used the library for something other than printing has been satisfactory.
- I like Lilly a lot. However, it would be nice to have more private study rooms. Often during finals, the rooms available are full. Maybe I don't know where to look for more, but they are very convenient and I always appreciate studying in them when available.
- I think that Lilly is a wonderful library, but I won't give it a 10 because nothing is perfect.
- There is a lot going on in Lilly. Sometimes it is difficult to focus.
- I think it is useful and comfortable alot of the time buit when you are there for longer periods it is far from food and drinks so it can be a pain packing up all your stuff eating somewhere else and then going back since they aren't allowed.
- i don't use it much, but when i do, it's easy to find what i need
- I don't like Windows labs. ITAM is not well advertised - I don't really know what kind of stuff is available for me there. Otherwise the collection is wonderful and the accomodations very nice.
- Needs more small study rooms, separate from other students, but I like it a lot overall.
- Because i love the library i can study and socialize well
- I can find nothing negative to say about Lilly!
- layout, size, comfort and staff are great. I find the organization system difficult to understand
- Don't feel like it is really accessible as far as looking for things.
- Overall, I am satisfied. I sometimes end up sitting on the floor in the stacks looking at books - it might be nice to have stools or small chairs in amongst the stacks.
- large amount of resources, good study spaces. Layout is somewhat confusing
- I like to borrow non-class-related reading material from the library, especially fiction, and Lilly has a good selection. I also like that the printers print double-sided. I wish it were easier to control the paper source, though, as I often like to re-use my own scrap paper when printing things that are less than two pages long. I like the variety of seating, tables, privacy, etc. available.
- The layout, size, and usefulness I think are all quite adequate. I think the most improvement could be made by updating and adding comfortable and useful furniture. Also, would there be any thought to putting a coffee shop inside Lilly?? That would be great! I would be more likely to study more productively and more often in Lilly if I could get something to drink on site instead of leaving and coming back.
- Overall it's great. I would like a little better lighting on the second floor near the desks. The fan/heating system is also a little loud sometimes. Also - when it gets ridiculously hot before the AC is turned on, it is impossible to study in Lilly.
- Lilly has a great atmosphere for studying--it's quiet and comfortable--but it's a bit small and the layout is such that it takes a while, relatively-speaking, to get anywhere (maneuvering around walls, going to the center when you need to change floors, then back out to the edges of the building where the books are). This isn't a major problem--I don't feel like this has had any great negative effect on me--but since you asked...
- I like the way the library is laid out, but I would like to have more comfortable chairs. It is very useful and the size is fine.
- There could be more comfortable furniture, especially on the upper floors. Overall, It's good though.
- Comprehensive in terms of resources and if some are not available you can order it from other College libraries.
- I feel that the libraries need more comfortable chairs and more quiet areas.
- For its size it is nice, but there are times when I wish it had larger holdings.
- Lilly in terms of resources I think is amazing! I can find books on such a range of subjects which allows me to choose more interesting topics for papers and just find a greater variety of readings. However, I find Lilly horridly uncomfortable and hard to concentrate in. After a little while in the library I find myself unable to get comfortable or unable to concentrate at all.
- Because sometimes they run out of books, or ressources to help to study.

## STUDENT VERBATIMS

### Q6 Reasons for satisfaction rating for Lilly

- I mean it is good for what it has but there could be more tables to study at and more laptops. Color print I think would be nice for when we have presentations/handouts for class.
- Comfort could be improved with new/more comfortable furniture. Could expand collection. Otherwise quite satisfied. Excellent library overall...
- I don't enjoy the atmosphere of Lilly. After looking at the pictures in the lobby of older models of the library at Earlham, I really wish that we had preserved the older architecture, furniture, atmosphere, etc, of past models. I don't like the lighting and color scheme of Lilly and because I am such a visual person that affects where I want to do my work.
- There are great spaces in Lilly but it is a little out of date. New furniture and more areas for socializing would be great!
- On the whole, Lilly library is a great space where I find a lot of interesting information. The only thing that is difficult there is understanding the organization of the reference materials.
- Lilly library is very comfortable, and has a really wonderful collection. I love the Japanese room in particular.
- Although there are many places to study, it is quite intimidating. Also, I rarely use Lilly.
- During regular business hours Lilly and Wildman are comfortable and very useful. My only concern is that the 24 hour facilities leave much to be desired. There are an inadequate number of computers available for use after the library closes and this problem is further exacerbated during finals. This is an issue that will need to be addressed in the future.
- Provides all I really need, pretty well. Sometimes computers are all full upstairs--and printer is sometimes shaky downstairs. But basically a great library.
- I would like more comfortable areas to study, like couches. Otherwise, Lilly is very conducive to concentrating.
- I'm pretty comfortable with the way it is, it's useful to me.
- Layout and size manageable, computers manageable, but there's undoubtedly room for improvement
- I think it is a good size and the furniture available is comfortable but I hardly ever use Lilly library
- There could be a librarian at the library until the library closes instead of leaving at 6
- If I were on campus I would want more study spaces.
- I love Lilly, but it is very creaky
- During finals, it can be impossible to find a quiet place to work or use a computer. Could use a few more comfy chairs.
- I'm comfortable using Lilly, but the nature of it being a public space just doesn't jive with my study style.
- can't think of anything I can complain about.
- I think Lilly is great, but sometimes I wish we had a bigger collection. Interlibrary loan does help a lot though.
- the lighting/furniture is generally very comfortable/comforting. Sometimes I think it's quite cold. usefulness is often hindered by the number of available computers or if it's very loud (as it often gets on the first floor). The computer lab in the basement is the most unpleasant place I've ever been and the thought of it is unsettling to me. It smells like fear and the lighting is bad. and there aren't enough computers to use it until like 3 am.
- Because it is the main area of study on campus, it gets crowded and noisy readily. But, it has great resources, and the staff is VERY helpful.
- It could use more computers
- I love it and I think it's great, but sometimes it's a little too warm. Also, sometimes there aren't enough computers. But that's not too often.
- It's a very nice library. I should probably use its resources more often.
- The staff is great, and the book collection is amazing for a small, rural school. I also like all the online stuff available to me as a distance-ed student.
- I am very happy with the library, though I miss the giant bean bags which seem to have disappeared.
- I don't have too many complaints about the library. In the warmer months the downstairs computer lab gets too hot to do much work, though. Also, the individual study spaces along the south wall upstairs are a little cramped with the bookshelves.
- everything is very accessible and user-friendly outside of a few problems getting access to some databases
- It has all the different work environments that I could need.
- It has everything that I need. I don't think it's a very posh or chic library, but I'm very impressed with its resources, especially the types of new books that we buy. I think it would be really nice to establish study areas for sets of two people, though. I feel bad taking up a whole table, but the smaller spaces only fit one person. More beanbags would be cool, too, and I'd love to see more exhibits in the gallery.
- Lilly has really good resources that are very helpful, especially when doing research. I like that there are a lot of different areas to work/study. I appreciate the laptops. And the comfortable couches.
- It seems very old and uncomfortable. I cannot seem to focus well because of my surroundings. Everything seems very outdated.

## STUDENT VERBATIMS

### Q6 Reasons for satisfaction rating for Lilly

- I feel like it could be better. Personally I like spaces that no one goes to. For example, the carrels and room in the archives section of Lilly. I wish there were more nooks like this.
- I like that it's not too huge and that it's open. However, voices seem to carry a lot that way.
- I really like our library and its layout. The only thing that would make it better would be adding a cafe to it.
- For the most part it fits my needs. It is missing however the quantity of group study space that I would like to have.
- It's a pretty good library, but I guess it could be better in some respects.
- each time I am on campus, I have been able to find materials for my assignments quite easily.
- Lilly has a diverse range of spaces to choose from and has 24 hour labs
- I think there are space and comfort issues and it's a bit far from where I live.
- great variety of spaces  
wonderful light on east side  
always a place to be alone, always a place to have company
- Good library with a large amount of computers and books. Wish the connection was a bit faster and a few more computers were put in there.
- Although I haven't used the service, they have indicated their willingness to mail me materials, even in Europe. Also, once I needed an article and the staff were extremely helpful. I like that the staff see their role as one of being helpful and not one of enforcing rules.
- I feel that the library is well equipped to some extent, but there is room for improvement, especially the comfort level.
- The library is too popular (impossible to get work done there), the lower level computer labs are too dark, too crowded, with too many students and too few computers. The printer down there also never works. Upstairs computer lab is usable, but often takes too long to sign in and print materials out. On the good side of things, student staff is very helpful, ILL works wonderfully, and books on reserve are quickly brought out. ITAM is wonderful!
- The temperature control is extremely, extremely bad. When the radiators are running, they run excessively, when the air-conditioning is running, it does not really run.
- during finals time, there is inevitable a shortage of computers, the lights in many study carrels are broken, otherwise the library suits my needs very well.
- They have always been helpful.
- I say this because I like the layout, the size, and its very comfortable place to study. I wish there were more desktop computers.
- It has the things I need, when I need them. There are quiet corners. The furnishings are outdated but that's true for most libraries.
- I mostly use the library to print things and find books for research papers, and the library as it is meets those needs fine. The printers are easy to use and the books are organized in a way that makes them pretty easy to find.
- I think the size is perfect, although they don't have exactly what I'm looking for all of the time and sometimes I have to interlibrary loan which takes a while. I think it's a very comfortable and useful space, though.
- The layout of the first floor is a little strange (the reference section with the tables behind it)
- I would like some more study areas that are less distracting. I need absolute quiet with no people going back and forth or chatting, so private rooms in library and my own room is the best.
- Lilly has some comfortable spaces, is attractive and has good light.
- It would be nice to have more new books. I would like to see more communal, comfortable, well-lit areas for study (especially ones that are 24 hours). The 24 hour labs could be more welcoming.
- It could use more comfy chairs
- There's nothing I particularly dislike about Lilly Library; it's just further from my dorm than Wildman is.
- The space doesn't appeal to me.
- I have always found a place to study and the materials I need to complete my work.
- very good overall, I wish there was more comfortable space open 24hrs
- It's pretty good, but I think there could be some improvements. For example, I think adding couches in the art gallery area where the big cushions are would be a good idea. Not only are they a lot more comfortable than the bean bags, but I think it would divert some of the noisier socializing people out of the front area and computer lab where people may be trying to work.
- When I do go there, I am always able to get what I need.
- I find it useful
- I find the upstairs atmosphere very pleasant and quiet, the basement atmosphere busy and intense, and the first floor atmosphere relaxed and open. Overall, I like it.

## STUDENT VERBATIMS

### Q6 Reasons for satisfaction rating for Lilly

- I really like Lilly, but sometimes feel like there isn't enough room to study in a small group. Perhaps it is because I have not made the best use of the sandbox downstairs.
- Why do I not say this?
- i feel like study areas could be organized a little more clearly -- especially for group work
- I'm pretty happy with it, but I wish there were more outlets in open areas, so I don't have to go to a room/cubby hole when my laptop battery is low...
- Whenever I am there I think, "What a nice library." I think it has a variety of spaces to meet the needs of students from spaces where people are more apt to socialize (although I must admit to being distracted by that from time to time) to quiet, calm, and even creative spaces for work and study. While I have used media resources very little, it seems that they are kept current.
- I think that the library does a lot of good things like a variety of study spaces, the designated quiet floor, and the movable fish bowl in the basement. However, there is not enough single person study space that is truly solitary. Along that line, it would be nice to see some kind of storage space other than the few carrels that we have that could be used to store books during large research papers or such. There should be more scanners due to the cost of copying. Also, there should be more outlets throughout the study areas due to increased laptop use. Food in the library, while unconventional would be nice. Also, being able to print from a laptop to the network printer would be an improvement instead of waiting for a free computer in the lab.
- its a comfortable space
- I have found that books are often mis-shelved or completely missing when I have gone to look for them after checking the catalog.
- Layout is confusing for finding books.
- My needs have been pretty minimal, but I've always been able to find what I need, either on my own or with help.
- It would be nice if the more private areas for studying (like the carrels) were as comfortable as the common areas. I wish the printers in the downstairs lab were faster and could print double-sided. However, overall I really enjoy Lilly library.
- Some areas are great. There could be more couches and small nooks that are comfortable for reading.
- There are a variety of study pace options and a sufficient amount of computers
- My only reason for placing it in a five position is one of comfort and therefore productivity
- Well, sometimes it gets very crowded especially at the end of the semester and you cannot easily find a quiet space or even a place to sit
- Because it's large, well-lit and comfortable with a decent collection of books. However, it looks like a throwback to the 70s and that bugs me.
- It's not very attractive, the layout is silly and the furniture is uncomfortable
- it has always met my needs.
- There is a good variety of study spaces. Occasionally it gets a bit crowded, especially in terms of computers.
- I love all of the little nooks to study in in Lilly
- The computer lab is very small and only seems to have 1 printer. It is not good when it is the only one open and everyone is trying to print papers out
- I think Lilly is a great library. I only wish that it had a coffeeshop of some sort and another twenty-four hour lab that wasn't underground. It would also be great to have more study carrels open (of the kind with the doors). The ESR and Bethany students, and professors, rarely seem to use the carrels designated to them.
- The only things I use Lilly for are printing and occasionally checking out books, which I can do regardless of the layout
- It is pretty straight forward as far as finding what you want. The one downside is the lack of comfortable places to study, especially when there are a lot of people at the end of the semester.
- Collection is pretty decent, but could be larger/more comprehensive. The noise level in the common areas and computer work areas is almost always distracting. The reference librarians are terrific!
- I really cannot pinpoint anything I don't like about it, or anything I think should change.
- It's a good place to study, but it could be improved.
- I would say over all I am satisfied but there are a few problems I can see. There have been many times where I have gone to use the computers and there have been none available. I also wish there were more comfortable seating on the second floor where it is a quiet space.
- I wish that the noise level in the main computer lab was better monitored, people always carry on loud conversations with each other or on their cell phones
- have a lot of books on subjects I am interested in, it is relatively comfortable, and often very quiet
- I like to use the second floor quiet area to read and the first floor to use the computers. However, the reason I spend a

## STUDENT VERBATIMS

### Q6 Reasons for satisfaction rating for Lilly

lot of my time reading either in my room or outside on warm days is because there are almost always people who don't respect the fact that it's supposed to be a quiet area, and I got tired of trying to ask people not to talk.

- I think it is a beautiful building and I feel very safe and welcome there. It also has a nice atmosphere. It is also very useful and I love(!) the relatively large and diverse selection of books. I am not completely happy studying there because I feel like there aren't enough cozy nooks to be alone where people aren't watching me. But it's a very nice library.
- One thing to add is an online map of where subjects and categories are.
- I find the library comfortable, but I wish there were more comfortable spaces for group work.
- Generally, I think Lilly is great--the layout and size with a mix of "talking" and "quiet" space (i.e. first and second floors) and open space and meeting rooms, along with the 24-hour study space, the computer lab and computers elsewhere, and the printers, is very useful. Additionally, the beanbags and mix of chairs/couches are also really nice. I don't rate it a 10 because of these, for me, very significant problems: 1. I find that a large percentage of books (maybe around one book in five) in Lilly that are supposed to be on the shelf are in fact lost and cannot be located. I've wasted huge amounts of time trying to track down books in Lilly that that simply don't exist; 2. This is a general problem with buildings at Earlham, but Lilly gets unbearably hot and stuffy in the spring, which is really unfortunate because this is one of the most important study and research times (often group study times), and the library would often be the perfect place for this, but it's awful to be in the library then. (Oh, and also, 3. Wireless is really crummy in Lilly, and it's super frustrating to rent out a laptop and then have to spend 15 minutes walking around with it every time you lose the internet connection.)
- I say this because I find Lilly Library to be well laid out, with a good size, and highly useful. However, I don't find it to be amazingly comfortable, (for example, there aren't many comfy places to sit, like couches and comfy chairs).
- Its a fairly good area to work but I think it would be nice if it had more couches and areas where people could study more comfortably, although I mostly work at the tables upstairs.
- The printers do not work far too frequently; often there are NOT enough computers!
- because its not enough comfy chairs like a couch maybe
- I cannot think of ways that it could be improved except for a vending machine and better printer functioning.
- Has what I need, and layout is pretty good too.
- I enjoy the space and think it is layed out fairly well. I also think the staff are wonderful and it has more books than I expected it to have.
- I really wish there were more comfortable places were I could work on the floor.
- I can't always find what I am looking for. I am not quite sure when the library hours will change.
- I would rate Lilly a 10 if it had a few more large chairs or beanbags. The library is extremely well laid-out, the chairs and study areas are very comfortable, and the design scheme is pleasing enough (especially with its Japanese aesthetic aspects, slightly quirky vertical line scheme and large windows) that it's a pleasure to be there. That makes studying easier.
- All in all, everything is where I can easily find it and know where it is. It has a lot of services and a good selection of books. I didn't give it a 10 because all things can be improved on, I just have no particular suggestions.
- It's just a great study area.
- Always have the things that I am looking for. but not as nice as others I have been to.
- It's very good. I have no big complaints. No complaints, in general.
- I love the assortment of books and someone is always there to help me if I need it.
- I don't use Lilly very much, but when I do use it, nothing is hard to find and computers have plenty of space.
- no matter what mood of studying i am in, lily most likely has a spot. but, it's too loud. i think library's should be almost exclusively quiet. the 24 hour labs are AWESOME, but the first floor one is small, and the basement one is WAY too hot
- The building is really nice, and it creates a great environment, but there isn't really quite enough space set up for group studying or enough computers. Also, the computers in the upstairs 24 hr lab slow way down at about 2am, to the point where they can't really be used. That's obnoxious.
- There are good spaces for individual hide-away study as well as rooms for group work, nice options for comfy work both group and individual. the division of quiet space upstairs and talky spacy ownstairs is effective. maybe you could open up the doors to what appear to be little mystery rooms on the secondfloor facing west
- I love Lilly. I can always find what I need, and if I'm having trouble Nancy and Neil are always jumping to assist in any research troubles. I really enjoy the nook and cranny type layout of Lilly. There is always a space that can accommodate any use (from big group work to cram yourself in a corner reading). Although, a couple more large tables might not hurt. I have enjoyed the new 24-hour lab, it feels less like a sweatshop. I would not like to see a drastic change in furniture, size etc. It can, on occasion, be very difficult to find a computer, though. I have a laptop, and often use it, but when I am without it, or wanting to print something out it can be stressful. That may need to be taken into consideration as the school grows.

## STUDENT VERBATIMS

### Q6 Reasons for satisfaction rating for Lilly

- It's helpful in every way.
- It could use more robust computing services, but other than that is fine.
- I have been satisfied with the Lilly library, but at times it can be hard to find a place to work without feeling like I'm working right on top of someone else.
- Online catalog isn't as user friendly as it could be. The collection pertinent to ESR students is weak and largely outdated.
- the fact that the collection is split on to two floors
- The staff is great, I just wish there were more quiet areas and larger archives.
- Lilly library is aging quickly and because of this, it is both comfortable and outdated. It could be improved greatly by adding language labs, more compartmentalized space, more open areas with natural light, more places that are cohesive to group study or project prep, and updated furniture.
- There are too few places to park. It is accessible for oncampus students not grad students.
- it's not too big, which is scary.
- Overall it is a good space. It would be nicer if it were bigger or had more nice spaces to work.
- It's got everything I'd want in a school library.
- When I need to go there Lilly Library has what I need. It's a comfortable well explained space.
- Need more space
- I wish it was easier for dial up. Last semester I had a very hard time to get articles downloaded. Plus I wish the library was open for access students when we were there.
- I consider it aesthetically pleasing, well organized, comfortable, and useful.
- It seems like many people just need to print things in the Library and often this can take a long time. Having only one print kiosk on the first floor of Lily seems like a drawback to me.
- Things can be difficult to find.
- I find navigating the stacks difficult, and the overall architecture of the building is not as functional as one might hope. Also, at times it can be imposingly-severe.
- For the most part I like the layout. However, sections Q through Z took me over a semester to find, and I only found it because I needed a book from section Q. I'm not sure it's possible, but making that area more visible and accessible from the rest of the library would be nice.  
Also, unisex bathrooms, or just one or two, would be really nice. There's several bathrooms around the library; surely one or two could be converted to unisex toilets?
- It would be nice if there was a card catalogue or understandable sections by subject.
- Lilly Library is very good, but it could perhaps use more places to stretch out and study, like bean bags.
- I am overall satisfied with and grateful for Lilly, but there are some changes that could be made which would make me more comfortable there. (See below)
- I rarely go there.
- Lots of windows, comfy chairs and student artwork everywhere
- When I have needed something it has always had it.
- The library's number of computers is slightly smaller than necessary, and the fiction section is much too small to supply enough light reading for a four-year college career.
- There needs to be one or two more classrooms.
- It has books I would never expect it to have.
- I think that the space is comfortable, particularly with the comfortable seats available. Also, the materials available are super useful in terms of finding what I need when doing research.
- I am happy with the selection. I wish the noise could be addressed.
- I generally has what I am looking for and it has helpful staff. ITAM's selection is excellent but I wish it was possible to physically browse the movies, it would make it much more useful if it were possible to see what was available as oppose to just randomly guessing.
- Not very useful for African studies; have to rely heavily on interlib loan system
- It's very comfortable but the way the books are organized is still very confusing!
- There are lots of places in Lilly that are unused because they are covered by bookshelves or they are in the back where most people do not go.
- I really wish there were more private areas to study in, as in cubbies where you are not on top of 5 other people. It's great otherwise though. Also when you are doing group work you usually feel like you are bothering other people

## STUDENT VERBATIMS

### Q6 Reasons for satisfaction rating for Lilly

unless you are in one of the few closed rooms. Those are great.

- sometimes it is too distracting and used as a space to socialize. I think there are lots of comfortable places to go to that are more secluded.
- All is good, I think many of the student workers on the circulation desk are not good workers after 5PM
- decent layout, but the second floor is hard to navigate.
- I don't use it all that often, but there are a variety of different study spaces available and I've never had trouble locating anything.
- I wish there were more all night study areas. Particularly empty tables and more couches etc where laptops could be used.
- Sometimes it is too cold or too hot. Often at the end of the semester there are no free computers in the labs.
- The main floor computer lab is almost always loud and hectic, making the rest of the main floor the same way. Quiet places are nice and isolated, but also few and far between. Other floors are not as much of a problem; I believe this stems from the computer lab on the main floor. Also, the lack of a strong and reliable wireless signal is detrimental to the library's usefulness.
- I rate it a 6 because I feel that many things could be improved. I really want some how the library to be 24 hours.
- I guess I would like to have a bigger library with more spaces for studying, reading, group meetings, etc.
- Not everyone respects the libraries and those who are using them, especially the second floor of Lilly where it is supposed to be quiet all the time.
- It is so useful i have never had to think about it.
- I think it's a really nice library, with lots of little nooks and crannies to hide and study in, but sometimes it gets too crowded, or their is a group of friends being a bit too loud, particularly on the first floor.
- I like it a lot, but it would be really nice if there were more outlets for laptops, if the quiet areas were respected, and if we could be there 24/7. The all-night study area in Lilly is too small.
- The surrounding is ancient and not very pleasant, the temperatures in the lab are extreme, books are impssible to find many times when they are misplaced from their shelves. There are not enough printers and computers. I cannot bring drinks or snacks in, although everyone does it anyway. there are no vending machines to buy some caffinated baverage at late night hours. there is no reference librarian to be seen upstairs, while in fact most of the books are there...so it ends up being running up and down the stairs to find anything. The international newspaper selections lack. And there is no stapler for large packets of paper...while in fact, almost everyone would use it there...now we have to run to the science library.
- seems to work out for my needs
- lilly is a good library for the town of richmond.. but it puts the libraries at institutions my friends go to , big and small, to shame
- The little that I use it, I am almost always completely satisfied. Occasionally printing will be difficult because I cannot print directly from my own computer, but that's not a big issue.
- I need to study in a place that is quiet, comfortable and private and I haven't found that at Lilly. The computer lab is fine but sometimes all the computers are taken. Another problem is is noise. The individual study spaces (the ones with backless benches) are really uncomfortable. I like the area upstairs by the big globe--it's quiet and spacious and there's a nice view--but that space is usually occupied.
- It provides a very comfortable work environment and lots of good places to study. Also, good books to browse.
- I don't study there often so its hard to say. I like the rooms with doors so that I can study/meet with others, and the new open area downstairs.
- Sometimes the quiet spaces can be full, and other spaces have people talking in them. The layout of the library is fine, though of the aesthetic details are a bit ugly.
- it is really simple to learn how to use it..and the faculties are extreemly helpful and knowledgable and nice
- not always sure where things are
- I really like the library. I wish that peple would go there and study, not talk, but I understand that people need to unwind. I think that the blinder desks are awesome, though there is probably a perfect number of them.
- I LOVE LILLY LIBRARY!!!! It is just a beautiful building, I love the student art, the other art, and I love the sixties feel. The chairs may not necessarily be the most comfortable, but the style really makes up for this. Maybe pillows would help? Maybe new sixties chairs?
- the quiet areas should be enforced better
- Ideally there would be more space in the computer lab to spread out stuff. There can always be more tables, chairs, computers, etc. I also am disappointed in the number of fiction materials available.
- Its usually loud, and its hard to find a quiet place to study.

## STUDENT VERBATIMS

### Q6 Reasons for satisfaction rating for Lilly

- Its a pretty good place to work.  
But there have been times when its too crowded for me to even study.
- There needs to be more room for studying. The seating is limited and the chairs are not very tall and it makes it harder to type because the tables are so tall. The chairs/ furniture is not to most comfortable but this does help in keeping me awake late at night. Also i think the spaces can be utilized better for the amount of books we have. Also more artwork and more clocks would make it feel cozier.
- As an MAT student I did not have the opportunity to use the library due to commuting to campus.
- Lilly is fine. It would be nice if the whole library would stay open over night though, sitting in the small rooms with a lot of people to pull an all-nighter can be distracting and uncomfortable at times.
- While there is a wide array of resources, there is a very limited selection of DVD's available.
- It's a good library, but not amazing.
- The library is amazing; I just wish the Quaker Collection were open longer hours.
- It's a pretty good place to study, offers a wide range of types of places to study (tables, single chairs, small group areas). The windows are nice during the day (helps you feel less like you're stuck in a building). The layout of the stacks upstairs is a bit difficult to maneuver at times, but always manageable. Sometimes I wish the library was more spread out. But there's only so much you can do.
- The layout of the upstairs is a little bothersome; the bookcases and such are so close together it seems a little cramped, except for the larger common study areas. Other than that I'm pretty satisfied with Lilly Library.
- Sometimes it is a little crowded.
- I am always able to find books I need or utilize the libraries resources (such as the computers and printers). However, some of the furniture is old and musty and a little uncomfortable.
- Its not very useful for a science major.
- Lilly is an uplifting and functional building that is attractively layed out, has beautiful and comfortable furniture, and has plenty of different spaces for diverse activities.
- I love lilly because it's not perfect and sterile. It's got a 70s feel to it which is cool.
- good atmosphere, very comfortable, large with many different and unique study places
- I think it's a very open, comfortable space, and there are so many niches for study. The computer labs sometimes fill up around finals time and there seem to be some students who stake out computers for days... I love the beanbag chairs and the tables for groupwork; the carrels by the windows and all the chairs and quiet study locations.
- I like the size of the facility. There is enough space that there is always somewhere to go. There are also different kinds of places to sit depending on how serious I need to be about studying. I can go somewhere with a comfortable seat for just reading or I can go to a table when I need to do more serious work. There are also a lot of sources, which I like, and there are materials I can read just for myself. I like that there are designated quiet areas and multiple places for people to work. I like that there are small rooms for groups to get together when necessary but that we can also just meet where we do not have to be as quiet.
- It serves my every purpose. When a book is needed that is unavailable it is ordered immediately. Plus the students that work there are amazingly helpful.
- old uncomfortable furniture is the only real downside, but I feel it makes a difference when it comes to studying.
- it's a good space even though i find that the temperature is always a bit off, too cold. furniture is drab looking
- generally has the materials I need. I rarely go to Lily unless I need a book.
- The 24 hour labs are great, but they often run out of paper and there is never any extra paper to replace it.
- I like that there are a variety with the types of chairs and tables so i can do different sorts of studying. there should be more places to sleep, and more private rooms/cubicles. I always think libraries could have more books.
- sometimes all the computers are full and its hard when you dont have a printer
- It seems spacious and light.
- I find some materials I expect to be standard to not be there, and ILL takes a long time. For a college our size, however, it is an excellent facility.
- The few times I've been there physically, I've always been able to find my way around quickly.
- it has resources that i need most of the time.
- i like it in there. i always get a lot done because its easier to focus

### Q8 Reasons for satisfaction rating for Wildman

- There needs to be more computers located in Wildman Library aside from the downstairs computer lab.

## STUDENT VERBATIMS

### Q8 Reasons for satisfaction rating for Wildman

- There are plenty of places where you can study either individually or as a group, plus plenty of computers.
- needs more windows, bathroom, and couches. and more computers upstairs.
- it's hot and stuffy. there aren't enough windows. the carpet is ugly. the furniture is old and smelly. the lab downstairs is dismal and hot. the printers downstairs should print double-sided. I still use it VERY often though.
- It is an excellent use of a small space. More colors on the walls would be good too.
- I have not had a class where I have had to use this library.
- I don't go there often
- While the layout is user friendly, the lack of windows in the lab is a big drawback.
- This library is better, there are usually not as many people and it is quieter. its copier however, sucks, and there are not enough computers there.
- There's usually enough space, but it's not all that big and can get crowded, especially around finals time. Also, the computer lab is always HOT.
- there aren't a whole lot of isolated places to study and the lighting isn't very good.
- The wireless coverage is kind of shoddy at the tables on the first floor along with the rooms and in the large area in the basement. Also, there are not many laptop plugs to be found. The side rooms are always way too hot.
- The printers in the computer lab are slow and won't print double sided so i felt that i would be wasting paper everytime i printed out something.. besides for class, i did not really study in the science library
- Same problem with temperature, but the staff is amazingly friendly and helpful. They are not intimidating if one needs to ask a question. The layout is great for studying in groups.
- same complaint as in lilly, and also the layout is a little worse.
- Not that big and although it is very useful it gets packed in there and there is barely anywhere to put groups of people to study. It is also always very hot.
- never use this library at all
- My only issue is that the basement printer cannot print double sided.
- Less resourceful than Lilly but also more focused on science, which is its purpose.
- It's not as aesthetically pleasing as Lilly. But it is very comfortable.
- Its alright but the basement lab is too hot and the computers there suck. The main floor is ugly and does not have enough computers. The beach scene wall thing is particularly offensive.
- It's a nice place to work. Quiet and organized.
- It is always noisy for some reason
- Incoherent babble response.
- I think the lego man and some of the art are pretty cool, but I don't go there very often so I don't really have strong feelings. I do like the furniture and beanbags a lot, and occasionally take naps there when I'm in Dennis and don't feel like walking back to my room.
- I only use the printers, and that is really convinient
- I never really use this library, but when i have used it, i have found it very easy to find the books using the webpage.
- I like that the sci li is small  
not as comfortable as it could be though
- I count on it being loud, and only go for group projects. Feels much more homey to me.
- I am a seminary student, so I haven't needed it yet.
- fewer places for individual study and computer lab is only kept open during finals
- Don't have much to say. Seems fine to me.
- Computers are too slow.
- Although I find it an interesting space, it's not easily reachable for me, and as a theater student I rarely have need for its materials.
- Wildman is awesome, the 24 hr lab requiring some sort of passcode is less awesome.
- Wildman has a fair number of tables/spaces to work and there are lots of computers to work at. My biggest complaint is with the inefficiency of the computers in the basement computer lab and the furnace-like temperature of the lab year-round.
- Very few computers are available upstairs in Wildman. Downstairs the lighting is often inadequate for prolonged reading. The 24 hour lab facilities in Wildman are also unpredictable in terms of schedule and severely inadequate during finals. It's location however makes it my preferred library in the cold winter months since it is closer to my residence.

## STUDENT VERBATIMS

### Q8 Reasons for satisfaction rating for Wildman

- the only real quiet space is downstairs in the dark, dusty, dungeon (despite the pretty mosaic). The cubby situation is set up back to back and I don't feel that comfy like that. The computers in the basement are slow to log onto. I really like the little rooms upstairs, though they get awfully hot. The common spaces upstairs are great for group study, the librarians, bless them, provide fantastic holiday treats and study breaks and foster a very enjoyable atmosphere. We really need cubby space!!!! Science books are bloody heavy and it would be so great to just leave them here!
- Same problems as Lilly: loud computer lab ruins main floor atmosphere. However, the downstairs is complete junk... no wireless signal at all, poor lighting, stuffy, few chairs, and the larger computer lab's computers are slower than my old 233MHz 32MB RAM P1 - a piece of 1994 tech.
- it's disgusting. Go there right now and almost none of the computers in the basement work. The most impressive thing about that library is the Lego statue in the corner. We need a more comprehensive periodical library. Journals such as "Nature" "Jama" b/c these are where new studies are published!! It's embarrassing to have to wait a week for stuff and usually they never show up. I avoid this library at all costs.
- It's a very cozy place in a sense that it's not too big but not too small. The layout offers a variety of study spaces as well as places to socialize without being distractions to other patrons.
- It is a nice place to study, but can be too hot.
- I wish there were less fluorescent lighting and more yellow lighting. I wish there were cushier chairs and couches and more colorful decor. I wish that the books/periodicals were more recent and easier to find.
- I use and like this space. However, the upstairs space is dated and the downstairs is stuffy.
- I really like the orange carpet and the lawn chairs in Wildman. It is a nice space to work and to see people. I also appreciate the corners which are perfect for naps.
- I mostly use it to print and it works for that. I wish the computers in the basement would print double-sided.
- I have only used the library a couple of times.
- I actually haven't used Wildman library other than to meet with groups and work in the computer lab. So my basic impressions are that it is alright but it could probably be improved.
- Downstairs gets so hot it's impossible to work sometimes, and the computers downstairs rarely work, are always taking 15 minutes to start up, freezing up, etc.
- As I am not a science major, I don't feel I have spent enough time in Wildman to have an informed opinion.
- A great many of the books seem to be outdated, at least in the geology area. Many that I've seen were published prior to Plate Tectonic Theory, making them severely outdated.
- There is a good variety of spaces to work in. But I think there is potential for improvement in the basement.
- There always seems to be enough space for study cubicles, private rooms, group tables, and downstairs computer space; my two gripes are that there is not a double-sided printer in the downstairs lab, and that there are only 5 computer stations upstairs, where the only double-sided printer is located.
- The same. Though, I don't use it much.
- The little that I use it, I am almost always completely satisfied. Occasionally printing will be difficult because I cannot print directly from my own computer, but that's not a big issue.
- The computer availability is good. It is a very friendly environment. I do think it could use more desk space. It would be nice if there were more study rooms. The two get filled fast. More whiteboards or chalkboards might be appreciated.
- not enough nooks (but good for the size!)  
not aesthetically pleasing
- much smaller and cozier. But it's always very warm there.
- More space for study would be handy. It's too small and there's no laptops for checkout.
- I've never used this library being an ESR student.
- It's nice!
- it's comfortable and friendly.
- It's claustrophobic - no windows!
- It's a pretty small area, but the atmosphere is nice. One thing I would complain about is the fact that the downstairs computer lab is not a 24-hour lab, and especially on a finals week, one 24-hour lab on campus is not nearly enough.
- it is a bit small and I don't use it that often because of my major not requiring it.
- I really like Wildman, and use the lab to meet with people. There are almost always extra chairs. On the other hand, I am a psych major and do not use it a whole lot.

## STUDENT VERBATIMS

### Q8 Reasons for satisfaction rating for Wildman

- I like how interactive this library is it has a lot of things for you to do when a study break is needed. Also it is a more relaxed environment. The chairs are no better so it is the same on that playing field.
- I find that is often noisy due to the way the sounds carries when small group work is going on.
- I enjoy coming there to check email, study, or see people. I wish there were a few more comfy chairs to relax and read in. I LOVE big bean bags.
- I don't choose to work there. It's loud and the computers downstairs are slow. it's small.
- I do not use Wildman very extensively.
- Good materials, size is somewhat small
- Good library with enough computers and books. Wish the connection was a bit faster.
- Extremely small and really ugly.
- Because i do not really go there often.
- There aren't enough quiet spaces and computer access places
- The Wildman Library is smaller than the Lilly Library and does not have as much extraneous noise.
- The space is very comfortable, and quiet.
- Provides all of my science needs rather well. Having the main computer lab and library materials downstairs where it often gets very hot is unfortunate (isn't heat supposed to rise?).
- Not very confrtable, but good tables. No windows
- Not enough areas for studing.
- It's necessary to have a science library, its very accessible to science students. i used it all the time when I was a bio major.
- It's more open. It's more organized there isn't a lot obstructing your view.
- It's fine except that sometimes most or all of the usable tables are occupied.
- It's a bit small.
- It seems like a good facility, but it is not very relevent to my field of study.
- I'm a humanities major so I'm rarely in dennis/stanly at all.
- I very rarely use Wildman. I do prefer to print things there, as it is much easier to control the paper source there. (see response to question 6)
- I really enjoy being in there. I would have given it a 9 but I saw a small black mouse in there yesterday evening. Hopefully that gets taken care of soon.
- I rarely use it but I don't like that the computer lab is downstairs and the bathroom is upstairs and down the hall.
- I love Wildman because it is often a secret. Few people study here. While this is said, Wildman could greatly be updated! More study spaces, air conditioning in the computer lab (or fixed if there is), and more interesting things on the walls. Also, more popular science magazines (such as "Nature) could be a great addition.
- I like studying here, but it is not as comfortable as Lilly.
- I don't like the lay out
- Everything is great, the only thing is that the carpet REALLY needs to be replaced. Orange is a bad color for carpet.
- Don't Use.
- Bethany - connections student
- Again, I am very comfortable studying in Wildman. I rarely use it for reference, though, so I may not be the best resource on its usefulness.
- Very good layout and study spaces, good to have a computer lab downstairs.
- The only time I ever use Wildman is to print things out. It is a great place to print things out.
- The decor has much lower impact on the studying environment, which is at times preferable for me. It's less of a social scene, so you can go there to get serious. I enjoy the proximity to the greenhouse and the table space on the first floor. I rate it lower than Lilly mainly because the books there are not helpful to me (as I am not a Science major) and I sometimes find the orange colors annoying
- New computers are needed.
- More cozy chairs, less seventies colors!
- It seems very old and uncomfortable. I cannot seem to focus well because of my surroundings. Everything seems very outdated.
- It feels cramped, is often hot, and isn't soothing as far as design goes.
- I would feel more comfortable in wildman if there were more private/small study nooks.

## STUDENT VERBATIMS

### Q8 Reasons for satisfaction rating for Wildman

- I think it needs to be bigger, there needs to be more tables, and places for students to study. Again, more space in the lab would be helpful too.
- I like the multiple different tables that the library has and the variety of different couch and beanbag setups it has as well.
- I like the art that the Wildman library puts up, and I feel welcome and fairly comfortable there. However the lighting is strange to me for some reason and I've gotten lost both times I went in there looking for environmental books. Maybe signs indicating where the stairs are? Or if there is a sign, I didn't see it....
- I don't use Wildman often enough to make an informed rating.
- I don't use the science library because I've never taken a class that has required me to use it.
- I am not a science or math major.
- fits my uses of computer lab and printing. i dont use it for anything else
- Even upstairs the atmosphere is like being in a basement--cinderblock walls, hardly any windows, and outdated or unattractive decor. The furniture is extremely uncomfortable, and there are no alcoves or secluded spaces for work with other students on group projects besides the two study rooms (which are not soundproof at all, especially to each other). The space downstairs is very underutilized, the downstairs computer lab is always extremely hot and stuffy, and the computers work much slower than in the upstairs lab.  
Because the science library doubles as the common space science students don't have anywhere else, the library can also be a bad place to go if you actually want to get work done, since people are socializing. Overall I like that aspect of the library as a social center for science majors, but it would be nice to have more inviting quiet spaces as well. It would also be extremely helpful if Wildman had study stations with lockable storage like Lilly has, as science textbooks are especially hefty, and so many people do the majority of their work here anyway--it would be nice to not have to haul materials to and from all the time.
- Downstairs printer can't print double sided; heating is always funky. I really really like the beach thing.
- Wildman is a good place for small group interaction. The lower is suitable for quiet study.
- not a science student
- I think that it could use more computers.
- I find that the internet access in the lab (specifically Firefox) is sometimes frustrating. I haven't had to do research looking through the bookshelves, but the layout seems to be functional and accessible.
- (English major)
- i prefer it over lily, due to proximity to my dorm (bundy), but it is extremely small with limited options of where to work
- i haven't used this library too much, but it seems pretty accessible, and it has nice study areas for its size
- I haven't had a need to use this library yet. I'm not planning to take many science or math courses.
- I don't use Wildman library. It's further away and doesn't carry books in my interests and I'm unfamiliar with the science buildings and am uncomfortable spending too much time in them.
- congested, stuffy(no proper air-circulation), sometimes just too intense especially when there are a lot of science students doing lab-write ups!!  
sometimes there computers aren't enough if you come in on days where everyone has labs or research to do!!!, more often than not, the printer runs out of paper/toner or is broken!!

### Q14 Other services or facilities not being offered by the libraries or information services that you would like?

(this is an affirmation of ongoing work) one-on-one help with research is much more helpful than group presentations  
a soundproof area

A way to browse the movies. Please. Physical shelves alphabetized...

Access to Bible reference apps, computer graphics manipulation apps, the ability to sign in to my Skype account while there.  
Additional 24 hour labs on campus. More laptops for weekly loan through itam.

Are there plants or fish tanks in the libraries? Fish tanks would be cool.

Be able to check out music and videos. Have a large music library such as the one at Middlebury College  
better 24hr access to Wildman and either 24hr access to mac lab (Dennis 2nd floor lab) or macs in Wildman

Can't think of any

can't think of any.

## STUDENT VERBATIMS

### Q14 Other services or facilities not being offered by the libraries or information services that you would like?

Coffee in the library! I also think that there needs to be a 24/7 area where people can sit and work that isn't a computer lab. I know the 24/7 lab on 1st floor kind of has a space like that but I feel there needs to be a room without computers for people to sit and study.

Coffee!

color photocopying at an affordable price for papers, attachments, etc.

Color printer please!!

color printing capabilities!!!!

color printing that isnt an arm and a leg. and please FIX EARLHAM'S WEBSITE that thing needs needs A FACE LIFT BAADLY

Colored printers would be amazing if we could get them. They're pretty important for certain projects, but you can't always get access to them...

Comfortable spaces to study with friends where you do not feel like you must be silent.

detailed maps, available online too

Extended hours for the Friends' collection, particularly on weekends during the ESR/Bethany intensives. Also librarians other than Tom Hamm that know the Friends' Collection well--i.e. can be helpful doing Quaker research.

face to face help with paper organization, writing, grammar, editing- a writing help center located within the library.

Faster internet

faxing services

Free training for video and audio editing equipment as well as web design. Perhaps with sign-ups or just drop in seminars.

HOURS--libraries should be open at least until 3 a.m. weeknights.

I am usually an online student, who is on campus this year and next. Therefore e-books and any online services are very important to me.

I can't think of anything.

I don't think that there are any other services besides the ones mentioned that the libraries could offer.

I enjoy the library very much. I cannot think of any substantial change I would make.

I just got a Mac computer and the PhotoShop/CreativeSuite programs as an art major I ned to learn how to use these aspects. If info. services ever offered some weekend training sessions on certain topics, that would be helpful. Such as that of digital media, advertising, working with photoshop, adobe illustrator/design etc.

I like text boxes.

I like the idea of some kind of vending machine or coffee place, maybe downstairs.

I like the printing idea - I think it would make people print on both sides of their documents.

I really like the way the library is set up and think they provide a lot of good services to Earlham students that other places might not be able to provide as well.

I think being able to grab a quick snack would be ideal. However, I can foresee problems of keeping food away from the books and computers.

I think it is incredibly crucial to provide enough computers for student use! I am someone without a laptop and there are many moments when I cannot find an open computer to work on. Even though so many people have laptops it is incredibly important to me that we consider strongly the needs of those who don't. Having a personal computer is a big expense and students shouldn't have to feel like if they don't have one, the college will not provide enough computers for them to be able to work.

I think that a larger number of available scanners might be helpful.

I think that more scanners would be a good improvement for the libraries. We only have two in Lilly that I know of.

I think the computing services could be improved, with better hours and more people working there to help with malfunctions, etc.

I think the ideas on the table sound well thought-out, maybe just a bathroom at the 24-hr Wildman computer lab.

I think the later operating hours should start earlier in the semester. The couple weeks before spring break are pretty crazy and longer hours would be useful.

I would like it to be easier to access the 24-hour computer lab in the Wildman Science Library during after hours.

Specifically, it would be nice to have an ID card scanner instead of requiring students to get the door code in order to get in at night.

I would like the online renewal system to warn me before a book cannot be renewed.

## STUDENT VERBATIMS

### Q14 Other services or facilities not being offered by the libraries or information services that you would like?

I would like to see an expansion of the film and music collection, and more comfortable ways of using them in the library. In addition to renting laptops, it might be more convenient/less costly to rent out flash drives, maybe on a daily or weekly basis, as opposed to the hourly basis of laptops. flash drives are easier to lose, but they are harder to break and easier to replace than laptops. Also I think there should be greater instruction on how to access the h(?) i think) drive from home.

I would like to see the PALNI catalog lookup functions integrated with RefWorks or another bibliography management service in a way that would make it easy to get entries for resources one has checked out into an electronic bibliography.

-I would love a better-quality 24 hour lab.

-improvement of shelving. it is frustrating that books are often not returned to their shelves for weeks at a time, so even if a book is listed as being in, it often is not where it's supposed to be.

-more Eth

I would love to have access to a projector.

I would love to see more printers (all?) print double sided, like those on the main floor of Lilly. I think getting more students to use double sided printers and print with two pages on one side of a page when appropriate (like for jstore articles) is ABSOLUTELY critical in helping reduce the amount of paper used at Earlham/helping the environment!

Perhaps a scanning-only computer?

p.s., kudos on the excellent update to ITAM!

I would put money into more books and films rather than furniture etc. I would also like a place to drop off items borrowed from ITAM when ITAM is closed

I would really just like to see more floor based reading spaces, with comfortable pillow like layouts that are arrangeable. See Oberlin library website.

I would very much rather NOT have a Jazzman's style coffee shop in Lilly. I think it would commercialize the atmosphere pretty heavily, and I'd spend enough time enjoying it I'd find it hard to get any work done. A coffee machine wouldn't be half bad, though...

I'd like to know how to use the multi-media equipment to write/transpose music occasionally.

If the cafe is to be implemented, great care should be taken as to its placement. Espresso machines are LOUD.

I'm satisfied already.

I'm surprised a cafe is being considered for Lilly but not for Wildman. There is hardly a walk for students in Lilly to get to Jazzman's, but it's across campus from Wildman (and if you live in a house across 40, Wildman is much closer!)

individual study spaces with PCs would be awesome

It has already been said but printers in dorms would be amazingly useful!!!!

It would be nice if printers were more accessible around campus.

It would be nice if the "quiet" on the second floor were more enforced. I know it's our job as students to do so, but more signs would be nice.

just a allow one of the two librarys to become 24hr. Also add some type of vending machine so we dont have to leave to buy something

Just as a note, I greatly prefer furniture upholstered with cloth as opposed to vinyl.

Let the area downstairs in Lilly across from the Computer Lab (on the left when you are at the bottom of the stairs) also stay 24/7 open so it can be an area that people can keep studying and don't have to go to their rooms after the library closes.

Lilly seems to be doing a reasonable (but improvable) job buying new books to expand the collection, but there are still broad gaps in older books that should be filled first. This 'digital age' nonsense seems to have been taken a bit too seriously, and the library staff, as well as the students, have forgotten that it is still first and foremost a library.

Lilly should stay open later

More 24 hour spaces would be excellent, and if possible water fountains and bathrooms in those spaces.

More academic help services (paper editing, peer review, 24/7 tutoring)

MORE BOOKS

more individual nooks with beanbag chair/desk/lamp/outlet combinations like the one in the basement of Wildman in the stairwell would be very nice

more individual spaces where you don't have to see anyone

more librarians after hours before librarians closes

More printing on campus - promoting Moodle seems likely to suggest many downloadable (ie, PDF files) readings and it can be difficult to get them printed. Also faster and more reliable Internet access in the house (we were promised this, no delivery - the hole in our basement for the fiber line just leaks water (alot)).

More scanners, printers. Oh, how come it costs to make copies but not to print? Could it not cost money to copy? People copy a LOT less then they print, and more then once i've been foiled by a lack of change.

More than one person at the research desk.

## STUDENT VERBATIMS

### Q14 Other services or facilities not being offered by the libraries or information services that you would like?

NOT a coffeeshop

Not really--but printing in other areas of campus would be HUGE. Going from the U to Lily to print something is a little ridiculous, when a small print station could easily be set up in the Wellness Center, Runyan, or EH.

Not sure

One idea is for a special, oversized printing service (for a fee, only for students/faculty/staff) that would allow creation of larger projects.

Online access to electronic books for check out.

OPEN DURING ACESS STUDENT TIMES

Open ports and wires for laptops without wireless.

Please do not put cafes / vending machines in the libraries! There is enough trouble with students using it as primarily a social space alone. I know it is a Computing Services problem, but the printer kiosks are terrible and tie up the line, especially in the rush between classes. Mac OS X computers are better now, but still often are slow and hard to use compared to the Windows computers, and often feel as if they aren't tended to in the same way. Please replace the tatami in the Japanese-styled study area on the second floor, and move the computers out of there! That is one of the few places in Lily Library where I actually have been able to study, because other students rarely use it.

Rudimentary web programming workshops, access to Linux machines, catalog-use computers throughout library

Scanner...?

Spare paper for quick notes would be nice to have.

staff should find books for people because they know how to do it faster and better  
subscribe to more journals, they are the most used resources by all students in all majors I know, especially online journals

The 24 hour computer lab is really hot. Also, I have been to 3 or 4 sessions in different classes to learn how to use the library resources. Maybe there could be a better or more efficient way of presenting that information, once with help as needed.

The few times I have used the library when I'm on campus it has served well.

The more windows the better. Natural light is always better!

the option above of having a cafe-like place is interesting, albeit rather unnecessary.

The wireless internet connection needs to be everywhere in the library.

There is some software, chem draw and spectroscopy programs for example that are not installed on library computers. I would be interested to see those added.

Train the Wildman staff to help the patrons.

Wireless in the dorms

Workshops for individual offices/departments/student groups on how to get access to webspace and how to make a pleasing website. I am a writing center tutor, and I love the idea of moving the writing center to Lilly, as long as the location can be simultaneously visible and private/sound-proof. I'll be graduating this May, but I hope future tutors get to use a new space in Lilly.

Would like to see technology used more appropriately overall. I know this is not a library issue per say, but Earlham's webpage and internet related services are dated at best.

writing center should be in Lilly

### Q15 - What if anything is standing in your way of using the libraries or information services more?

A need for a study space.

A suggestion, if possible for ITAM: when movies are on-reserve for classes, it's very hard to coordinate borrowing them and sharing amongst everyone. Could you make the check-out times shorter than 6 hours, and continue to allow students to keep them overnight if the time expires before ITAM closes for the night? Even better, could ITAM borrow more copies of the DVDs/movies? Thanks for the consideration.

A wall.

As I said before, as an ESR student, I believe that the selection, quality, and quantity of theological books can be improved. I find myself frequently visiting other libraries, including the libraries of other seminaries in order to pursue needed research material.

As I said, distance from my dorm in Mills to the library.

At certain times of day they get a bit loud- I guess that fluctuation makes me prefer other spaces

availability, more especially of lab tops or access to 24hrs computer lab in science building.....should be very important!!  
better lighting

Can we get a list of what services the libraries offer? I don't know what's available.

## STUDENT VERBATIMS

### Q15 - What if anything is standing in your way of using the libraries or information services more?

Climate control in the spring is a huge deterrent from using the library when the weather warms.

Comfort (coolness) in the library itself is the most important thing to me. Lack of knowledge of the online services offered has stood in the way also.

comfort, and at times the noise level is too high, there are also parts of the library that do not have enough lighting  
comfort, noise level

Comfort. The atmosphere in the library is wrong for me but other people need it so I respect it just don't use it. Also, I think the basement area outside of ITAM needs more furniture. Anything to make it more comfortable. 24/7 area without computers!

comfortable furniture, good air conditioning in the summer, and consistent internet throughout Lilly library.

disorganization of online Information Services. I can't find books in the library because I don't know how to locate things with the complicated number & letter system

Distance -- I live in NM.

distance - I'm mostly an on-line student, only there 3 times a year - services are still awkward to use at a distance

Distance.

Far away from my house...

Faster internet

Food...but I wouldn't want to buy food from the vending machines. A cafe would be nice, but I'd still rather eat my own food.

Honestly? The heating/air conditioning in Lilly! I always feel like I have to add an extra layer if I'm going there, and during winter I often found myself leaving my coat on in order to be warm enough. That is not a comfortable atmosphere for studying, so I began studying more and more in my room and going to the library primarily just for printing purposes. But I'm not nearly as productive studying in my room as in the library because of the various distractions. I would like motivation to go back to the library as my primary study spot.

Hours of operation. I routinely work and study until after midnight or one, and it is frustrating to get set up in a space if I'm going to have to move shop in the middle of a work session.

Hours of operation. Their needs to be more late night opportunities for students to work

how hot and stuffy and out-dated the sci-li feels. it REALLY needs better AC, more windows and new furniture

i am not real pleased with setup in basement tech center; the student at counter generally does not know much to help and other staff sometimes are not helpful but seem bothered.

I avoid the 24/7 lab sometimes because of the lighting and lack of comfortable places to sit outside of the lab...I will use the space if I have to, but I prefer to work late at night at home.

I do not live on campus

I do not need them more frequently.

I don't go to Lilly much at night because the route there isn't very well lit. This is likely outside the scope of your planned changes, but I think it's an important factor to consider.

I don't have a huge reason to use the libraries. My course work hasn't required me to need it yet.

I don't need anything from the library but a quiet place to focus/study.

I don't need to go there often so I don't.

I find the lighting in Lilly uncomfortable and harsh. I also don't like how noisy the library can be. The main floor is so open that there isn't much of a possibility to delineate quieter and louder areas (except the 24 hr lab). I really would just like Lilly to be reasonably quiet and food- and cell phone-free everywhere. I think a more solidly walled off foyer or entry area encompassing the circulation desk and the area between the main doors and the stairs would allow people to meet, get help from library workers, and hold cell phone conversations without disturbing the entire floor. I suppose the upper level and the 24-hr lab are already meant to be the quiet areas, but this doesn't always work out, and besides, you're expected to be quiet and respectful and keep phones and food out of public and other libraries, so why not Lilly? Lilly is always open to community members and it's open even when school is not in session, so I think it could and should be more similar to other public community libraries.

I generally don't like the decor - it's hard for me to be comfortable in a place that I don't like looking at, and being comfortable is a major issue in studying.

I go to Lilly a lot less often in the spring because it becomes so hot.

I guess I just prefer to study in my room. I do use the library for printing and research.

I have other areas to study which are more comfortable and more conveniently located.

I haven't had to do much research yet--I'm sure I will in future.

I just don't need to use them much. It is

I know this isn't the college's fault, but sometimes online articles come and go, we lose our subscription and that is very frustrating.

## STUDENT VERBATIMS

### Q15 - What if anything is standing in your way of using the libraries or information services more?

I know too many people and end up not doing my work there because I sit and talk with them. Other than that, I'd get a lot of work done.

I like to study on the second floor, overlooking campus, but I am driven away by how cold it is.

I live 375 miles away.

I live far away

i live far away. I'm not a fan of walking across the campus in freezing temperatures to print out a two page paper.

I live off campus and have to bike to school, so when I need many books to do homework, I have to work at home, as I just can't carry everything I need to campus.

I suppose I usually study individually, and so importance that I won't be distracted (i.e. individual studying space) is the most prominent thing standing in my way. However, I can always count on my room shutting me off from distraction.

I think at one point first floor of Lilly library was made to be a social place which keeps me from studying there. I like to study on the second floor but I wish there were beanbags and other seating like first floor on second.

I think the most important thing is for the libraries' staffs to be well-trained, friendly, and always willing to help students.

I use the library plenty for getting books, ILL books, printing articles / papers, scanning materials in ITAM, etc. It isn't a good place to study. I don't know how to fix that problem, except to find a way to encourage socializing in one smaller section of the library, while leaving the rest of it open for quiet study / perusal.

I was never introduced formally to how to use the library (where things can be found etc.) It's ok now but initially I would have used the library alot more if someone had explained it to me.

I would appreciate it if the Quaker collection had better hours. Wlth my class and work schedule, I find it very difficult to access the resources in the collection. I would like it if the Quaker collection could be open for more hours throughout the week.

I would probably use it more if there were more private study spaces easily accessible (they might be there now, I just don't know of more than one) -- larger than a carrol desk. Private room to spread out projects, etc. Either for the use of one or a small group (2-3).

if I were to use a library it would be Wildman and that space is too small, crowded and distracting as it is right now to promote useful studying for me

If there is bad weather, I have to walk about 7 minutes to get to either library, when I'm already in my room.

I'm just not on that side of campus often - I'm a seminary student.

I'm lazy, so it's usually just the distance from my room to the library (which is literally only several hundred yards).

Inadequate collection.

it can get crowded because not enough space or computers, there should be just overall better facilities

it is not as comfortable as the common areas in the dorms or in my room.

It is really just the atmosphere for me. I would be much more attracted to the space if Earlham and Lilly in particular looked more like it used to look before being remodeled in the 1960's. The pictures of the library before then seemed like such a beautiful space

It's far away from where I live and it's not my scene.

Its not comfortable.

It's not exactly conducive for studying all of the time. The lower level, which is the best area for studying, is usually noisy. Also, there used to be large beanbag chairs in the gallery on the first floor, but I haven't seen them the last few times I went to the library. I remember enjoying studying in those, and if they've been removed, I'd like to see them come back.

its overwhelming how much there is

Just simply having to walk over. Also, if I use the library sparingly, then when I do use it, I tend to focus more when I do come.

Lack of an individual, quiet space with wireless/wired access which is extremely isolated (there are a few candidates, but most have poor wireless or none at all)

Lack of food and drink, not many comfortable couches.

Lack of internet connection in most of the library. Macs don't have that great of a wireless card and it is often hard to get a signal. When a signal is established, the internet is VERY slow. But, the speed is something that is a problem throughout campus

Lack of open computers (Macs especially) in the 24 hour lab.

Lack of quiet space

Lack of social spaces.

## STUDENT VERBATIMS

### Q15 - What if anything is standing in your way of using the libraries or information services more?

lack of space. crowdedness

Lack of windows/fresh air (its really really hot)

larger 24 hour study

Limited hours over breaks.

Living off campus

location on campus. if it was closer to the seminaries i would use it more.

Location. Living in a campus house, I'm farther removed from campus. I understand that's not something that can be changed. However, when I lived in the dorms, I used the libraries a lot more.

Longer hours on weekends.

mainly just experience

Mainly noise. I am also often frustrated by the pace that the computers in the science library operate on. The 24 hour computer labs are slow.

More knowledge of how to best take advantage of what there is.

Most of what I need is in my room, e.g. computer and textbooks. The library is a good place to print off papers and read/check out other books.

Mostly right now my classes have not required me to use many of the services offered in Earlham's libraries.

My kitchen isn't in the next room.

my own crap technology

My personal studying habits make it unlikely that changes to the library would significantly increase the amount of time I would spend studying in the library.

My roommate could use computer programs designed for the visually impaired such as JAWS and Kurzweil. Also, if there were an easier way for him to do text-input scanning of large volumes of books, handouts for class material this would mean much more time devoted to studying rather than fighting with computers.

need for sleep & nutrition. People ask if I live in Lilly, I love it!

noise level, knowledge of availability

noise levels in Lilly and lack of space in Wildman

NOT ENOUGH BOOKS

Not enough quiet space, too far from caffeine.

Not enough useful tools, books, help.

Not good at finding stuff

not living on campus and being able to access the resources easily

Not much, sometimes there are just too many people needing to use a printer at the same time, though.

not on campus at study times (don't live on campus)

Nothing really is, i was really happy that we have a 24/7 computer lab etc because i didnt hvae a computer when i first started college and that really helped out alot! Thanks!

number of computers available for use on the main floor.

only my laziness of leaving home.

parking; building entrance accessibility

Privacy and access to all the materials I need without hauling them all across campus for no reason-- everything I need is in my room, except a printer.

Probably comfort level (more squishy cushions and couches?) and me needing very quiet places to study and work where no distractions occur.

Problems #1, #2 #3 that I mentioned when rating Lilly: many books are misplaced or lost, when the catalog lists them as on the shelf; heat and stuffiness makes Lilly and Wildman unbearable during the time when they could be most important and useful for students; wireless is spotty in Lilly to the point of being useless.

Proximity

Proximity to dorms, specifically the U.

Rain, cold weather etc. also sunny days and nice weather- the first ones make it difficult to leave the house, the second make it way to difficult to it inside a library...

Restrictive hours of the Quaker collection.

Size, heating/air conditioning problems. But I still use them a lot.

sometimes a lack of knowledge of what is available

Sometimes I find that even the quiet spaces of Lilly Library is still noisy. Some students still talk aloud in quiet spaces. This deters me from doing my studying in the library.

## STUDENT VERBATIMS

### Q15 - What if anything is standing in your way of using the libraries or information services more?

Sometimes Lily get so crowded that it is almost impossible to work; there are so many people even if they are trying to be quiet it still seems like it get so loud in work areas.

Sometimes the Wireless in the library is unreliable, and I would use the library more for everything if there were more places to plug in a laptop where the internet was definitely reliable.

spotty wireless internet, not a 'comfortable' place for me to work, I don't feel comfortable there.

that alot of the time, it is really noisy and i feel like i can't study in that atmosphere.

the 24 hour labs are overcrowded, too stuffy, and have very slow printers. the library itself gets too cold during the winter, esp. at night.

The atmosphere--aside from the people you are likely to meet up with there, the overall atmosphere is not inviting. Especially at the Science library, it is not a particularly pleasant space to spend much time in, although everyone does simply because there are no other good common areas for the biological sciences.

The basement computer lab in Wildman is UNBEARABLY hot.

The classes I'm taking don't require me using it very much.

The comfort and atmosphere of the library could be improved

The comfort level of them. I feel like it is very outdated wherever I go. There is a lack of color and shapes. There is also limited printing and often when there is printing it is either jammed, out of paper, or too packed from everyone else trying to print that I just print things from my personal printer to avoid the mess.

The comfort thing. My room is more comfortable because I can move stuff around and pillows rock (I don't think Lilly needs pillows though).

The computers are somewhat unreliable (especially the laptops) and it makes me simply go to LBC computer lab or to my own computer for extremely important projects

The distance between my dorm and those buildings

the distance from my room to the library.

The distraction level of people and books! My own personal problem, though...

The hours on Lily Library are sometimes odd.

The hours. If Lilly or Wildman could be open at 7am instead of 8 that would be great. Currently it is tailored to the late night college student. For those who have early morning classes and want to study before those, that is not an option.

The hours. I would like it if the libraries were open longer.

The information services are for the most part not equipped to help everyone. It usually takes to long or is too difficult to receive help.

the librarians are great, but the tech staff is hardly even approachable...also, sometimes I walk in and there is just no more free computers or general study areas that are open 24/7...people do not study in their rooms cos it's loud, cos they do not want to keep up their roommates, and because they do not want to be tempted by going to bed...a library 24/7 computer lab as well as a study area are essential...!!!

The library's AC is turned on too high in the spring and summer. It's cold!

The lights in Lilly are too bright

The noise level, occasionally

The noise level.

The quiet room is tiny. Often times people go in there are talk but since its so small I always have to be annoying and ask them to stop.

The set up is what bothers me most. I just don't feel that there is enough separation between quiet spaces and social spaces, and there isn't really an area that has a lot of space for studying.

The simple fact that since there aren't that many spaces for group studying, a lot of times there is a lot of noise and I can't concentrate. Also, sometimes even in the quiet study spaces there is a lot of noise...simply enforcing these policies might change my idea more.

the temperature!!!

The vast majority of the tech stuff I need to do I can do myself. What makes libraries special is the physical environment, and physical materials.

The walking distance to get to a quiet space where I can focus.

There are usually too many people talking, and not enough places to sprawl out. The individual study areas are never in use I think because they're uncomfortable and overly isolated. A balance of privacy and public location to nooks would help, along with comfortable furniture, but retaining desks

There isn't a direct path from the heart to Lilly. Its inconvenient in mud season.

## STUDENT VERBATIMS

### Q15 - What if anything is standing in your way of using the libraries or information services more?

they are far away from my residence, which isn't something i expect them to change  
theyre old, outdated, and incomplete,. i have library staff only helpful some of the times most times its just frustrating  
Time

Too much socialization.

Too noisy.

What are the "social areas" the questionnaire asks about? I think we should provide these, because especially in open study spaces the noise level can get very loud. If we could have nice beanbags and chairs in enclosed spaces for socializing, this would be better.

When I'm on campus, I'm always working in the computer lab at ESR

When the libraries are full, it is hard to find a computer to use.

Wildman has a good collection of items, but it does not have the space or the services to make it convenient.

Wildman is hot and uncomfortable so i do not use it.

Wireless, wireless, wireless.

## FACULTY STAFF VERBATIMS

### Faculty Staff - Satisfaction with Lilly

Q4	Q5
10	<ul style="list-style-type: none"> <li>I have not used the library much, but it has met all my needs when I do use it.</li> </ul>
10	<ul style="list-style-type: none"> <li>Honestly, I don't spend much time in the library, but I've never had the least complaint about the arrangement or comfort of the place.</li> </ul>
10	<ul style="list-style-type: none"> <li>When you walk in you get a feeling of spaciousness, the people are very friendly and knowledgeable and I feel it is very useful.</li> </ul>
10	<ul style="list-style-type: none"> <li>Whenever I am over there I am able to find what I need and the environment is calm and conducive to being able to focus on research, reading or just reflective time.</li> </ul>
10	<ul style="list-style-type: none"> <li>It works for me!</li> </ul>
10	<ul style="list-style-type: none"> <li>It fits my purposes as a researcher and teacher.</li> </ul>
10	<ul style="list-style-type: none"> <li>Loads of good reference books, staff is close by to help, reference area is open for good visibility, and books I want are usually on the shelves.</li> </ul>
10	<ul style="list-style-type: none"> <li>Very good collection of the kind of books I need, open spaces, good lighting and windows, comfortable seating, quiet on the bottom and second floors.</li> </ul>
10	<ul style="list-style-type: none"> <li>Becausew the staff is not only supportive, but they work hard to address every question I have and they respond promptly in trying to secure the resources needed to do the work I do.</li> </ul>
10	<ul style="list-style-type: none"> <li>accessability</li> </ul>
9	<ul style="list-style-type: none"> <li>My only complaint: at times it is hard to get on a computer to use the catalogue. My solution is often to do that research before I get to the library. Otherwise I am fully satisfied.</li> </ul>
9	<ul style="list-style-type: none"> <li>I can find what I need and upstairs is quiet.</li> </ul>
9	<ul style="list-style-type: none"> <li>I think the layout on the first floor is nearly perfect with immediate access to all user library services</li> </ul>
9	<ul style="list-style-type: none"> <li>good collection, places available for individual or group study, comfy seating, attentive staff</li> </ul>
9	<ul style="list-style-type: none"> <li>As an admimistrative faculty, I only use the facility for personal use.</li> </ul>
9	<ul style="list-style-type: none"> <li>Overall I find the library to be a comfortable and enjoyable place to work.</li> </ul>
9	<ul style="list-style-type: none"> <li>Comfort and layout is great. Sometimes it's a bit tricky finding a private place to read, but not often.</li> </ul>
8	<ul style="list-style-type: none"> <li>The layout is good. Usefulness: we need better holdings. We've made up for lacks in holdings because of our excellent librarians, and this excellence will undoubtedly continue--but better holdings would be great too. Also: I want the "Card Catalog" stations to return to being a QUIET area. More QUIET, please!</li> </ul>
8	<ul style="list-style-type: none"> <li>I can usually find what I'm looking for.</li> </ul>
8	<ul style="list-style-type: none"> <li>Computer labs are tight as well as archival space. Other than that, I love the layout and space.</li> </ul>
8	<ul style="list-style-type: none"> <li>I have a hard time navigating the library because I don't get over there very often. The layout is confusing to me.</li> </ul>
8	<ul style="list-style-type: none"> <li>Lilly has always suited my needs. It appears a bit dated but that doesn't impact usefulness. There are plenty of different kinds of spaces to work in.</li> </ul>
8	<ul style="list-style-type: none"> <li>Easy to find things, places to hide away and work, very helpful staff.</li> </ul>
8	<ul style="list-style-type: none"> <li>Lilly has aged very well, I think. The only thing that most of our counterpart school's libraries have that Lilly does not is a coffee shop.</li> </ul>
8	<ul style="list-style-type: none"> <li>A library could always use more quiet areas for individual and group study and materials/ books in general.</li> </ul>
8	<ul style="list-style-type: none"> <li>The furniture is not always that comfortable, but the layout and size are good. I like the number of nooks and other spaces that can be utilized for private/quiet space.</li> </ul>
8	<ul style="list-style-type: none"> <li>It could have more study inducing spaces. I wish it had more signs indicating where certain books are located. For example, if I wanted to see books on American history in order to browse, there is no easy-to-see sign telling me where those books are located.</li> </ul>
8	<ul style="list-style-type: none"> <li>I find the layout intuitive and helpful.</li> </ul>
8	<ul style="list-style-type: none"> <li>I pretty well am able to go to the library, get what I need quickly and then leave. Almost every time I go to the library, I encounter students playing around, sleeping, talking, etc. Students who work the circulation desk are either talking with each other or self-absorbed. I tried to work in the building using my laptop and couldn't get wireless access near the stacks I needed to use.</li> </ul>
8	<ul style="list-style-type: none"> <li>A few additions or modifications to the current layout could really make the library an even better place to learn and work.</li> </ul>
8	<ul style="list-style-type: none"> <li>The physical structure could be better and include more spaces for reading and meetings.</li> </ul>

## FACULTY STAFF VERBATIMS

- 8 • Overall plan and atmosphere is good, but some areas are crowded.
- 8 • There are two issues. The conference rooms are just awkwardly sized. There is no circulation space once the room is occupied. Second, the window area, especially on the north side of the building is just a heat/energy radiator.
- 8 • Each time I go to the library, I go up to get books, then go down to the basement to get visual materials. I never use the first floor except the circulation desk. I see why reference and new books are located on the ground floor, but there are dead spaces on the first and basement floors, and overall it just feels inconvenient to go to the 2nd then to the basement each time while there aren't that many books or DVDs like 7-floor libraries in research universities.
- 8 • I think you need more copy machines. Layout, etc. is OK. No major complaints, but I don't have specific ideas for improvement.
- 8 • clean, comfortable, quiet, spacious
- 8 • It's not perfect, especially the hvac system.
- 8 • Layout, size, and comfort are all excellent. The usefulness of the collection for my teaching and research could be improved with more input from me.
- 8 • Being used to a much larger, research library, I appreciate not having to lug heavy books over great distances. However, more quiet study space would be helpful.
- 8 • It is mostly very open and accessible. It is a good environment in which to study with easy access to resources. It is a little crowded though. I'm not sure that the faculty lounge is a good use of space.
- 7 • It's a very nice facility.
- 7 • The library can be somewhat of a maze, particularly when one goes to the basement for AV/Computing Services.
- 7 • I would enjoy better signage for restrooms. Also, the look of the furniture and wall color could be updated.
- 7 • I like the way I feel in the library, but I would like to have a larger number of more comfortable spaces to sit. I can find the books easily, which is great, and I like having new books on display. I can usually find a computer to use when I need one.
- 7 • I use the library for meetings on occasion and interviews. The space fits my needs
- 7 • Lilly needs more space exclusively devoted to bibliographic instruction classes
- 7 • On the whole, I am quite happy with the facility. Some rather minor concerns -- Some evenings it is difficult to find a work space;  
The shelving for the regular collection seems somewhat limited to me. I do think that the librarians have been judicious in their winnowing of the collection, but wonder whether more space could be available for that; The layout of periodicals, and the distance between where microform periodicals are housed and the equipment needed to read them, seems a bit less than ideal
- 7 • layout could flow and function better, could have more space (both size and comfort) and spaces could be more useful
- 7 • Overall, it has a pleasant atmosphere and is easy to navigate and find things. Looks a bit worn at the edges. The collection is useful and reference area helpful for undergrad research. Sometimes you encounter an area where the collection is rather thin and you wonder why there's so much open space - but maybe that's just my old-fashioned taste in tightly packed shelves and shelves of books. Don't see many students in study areas when I visit in daytime - probably more at night - but they generally don't seem very defined, and that may be a good thing.
- 7 • Sometimes the layout is a bit lacking. Having things more centralized would be nice. For example moving the help desk upstairs, I can assume, was to put it near the other areas that assist students, but putting them in one centralized area instead of spread out would be better. Also, I know of several libraries that now have one check-out/check-in area for circulation materials, it works well for them and I liked it better as a patron over having to checkout one item downstairs (which keeps different hours) and another item upstairs.
- 7 • I don't use much, but when I do it seems helpful.
- 7 • I think we need more spaces that lend themselves to small group collaborative work where technology is available.
- 7 • It is a very comfortable setting, but too noisy.
- 7 • Periodicals layout not convenient. Better places to return unused books. Better places for sitting to review books upstairs. Updated multimedia room.
- 7 • I'd like more comfortable seating arrangements. I think it would also be nice if there were more computer terminals spread out in different areas.

## FACULTY STAFF VERBATIMS

- 7 • I think that spaces should be reconfigured slightly to enhance group study and student collaboration.
- 7 • areas appear dingy, awkward to have classes meeting in the northeast computer area, disparate groups lumped together in the basement
- 7 • I believe that there needs to be a better flow to the building, especially towards the entrance, more space in the Reference Section and in Computing Service/Help Desk area.
- 7 • I am fairly satisfied with the size and layout of the library. At times though it does feel crowded and tight.
- 7 • As someone who uses MLAB often, it would be nice to have more access to journals that sometimes are not yet made available in electronic format. All libraries should be bigger!
- 6 • It's comfortable, but I'd like it more if there were public study cubicles.
- 6 • I appreciate where the information is located; the furnishing does need to be updated.
- 6 • It is not an attractive space. The lower level seems cramped, unorganized, dark. The building is dated in appearance.
- 6 • has a faded seventies ambience
- 6 • I take out movies or books. Sometimes I work there with my students. I read the French newspaper. It's a convenient place to work though sometimes, some students speak too loud.
- 5 • Media center is in the basement. This limits its use.
- 5 • The Library is too small for 4 different units to function well; I feel the Library could have more comfortable and appealing furniture and accessories (it looks too outdated).
- 5 • I used interlibrary loan quite a bit last semester. While interlibrary loan did a great job of obtaining books I requested, due date notices for some books arrived in my box after the due date.
- 5 • HVAC noise, students not being quiet and respectful of others trying to study, talking out loud, using cell phones.
- 5 • There is lots of unused space. Sandbox in the basement is little used. Will be converted this summer to learning center. This is a great space if it could be used more. Was seldom used by classes. Computer printer is sometimes crowded. Sometimes a line waiting for a chance to print.
- 5 • The library is fine but I would not say that its layout is great. For example, finding a bathroom is a challenge.
- 4 • It is outdated and drab, which gives the impression that it is not important.
- 3 • Sometimes it is a little confusing
- 3 • I'm very satisfied with my office space as long as I keep my window. It's hard to ask someone to be creative otherwise. As far as student study is concerned, new furniture and carpeting is needed as well as a way to deal with students studying at the main floor lab while help desk activities and instructional labs are taking place.
- 3 • Too many services located too close together without any real definition of brings noise issues causing difficulty concentrating
- I have been able to find almost everything I have looked for, hardcopy or electronic, by myself or with assistance from librarians.
- As an administrative faculty member, my work keeps me in my office and I have resources here that I use to assist students. The one resource that is most useful to me from Lilly I can access online.
- I actually rarely use Lilly library. When I do, it is most often to visit the computer help desk (which unfortunately is usually less useful than I'd like). The space in Lilly seems comfortable and well arranged for student study and use.

### Faculty Staff satisfaction with Wildman

Q6 Q7

- 10 • It meets my needs, which are minimal in this case.
- 9 • It's a little easier to navigate than Lilly but again, if you don't use it a lot, it can be challenging.
- 8 • I don't use Wildman Library, so this question isn't really something I can answer, however when walking by it looks as if it could be spruced up with a few pieces of new furniture.
- 7 • Again, it's a nice facility.

## FACULTY STAFF VERBATIMS

- 7 • Wildman seems less comfortable to me, far fewer places to hang out, and the spaces just feel a little cold, too exposed / too hidden, etc.
- 7 • There are very open, which is nice, but it also means that there are very few nooks or places to create private, quiet work space. There also aren't many spaces for groups to work without disturbing others.
- 7 • Good content, small size.
- 6 • need more classroom space, need better relaxing space, need more aesthetic spaces, need lockers for students to put their books in
- 6 • Hard to get up and down stairs to lab.
- 6 • I use Wildman quite a lot and I really wish it had more in the way of group study space. I also wish it had a less "shabby" feel. Some new carpet and paint would help. I would also love a place that I could work with students in laying out and plotting posters, and maybe an additional small (separate) room that I could use as a meeting/tutoring room with small groups of students.
- 5 • even more forlorn than Lilly
- 5 • I don't go there much. But it's a good place to work and I have some friends working there.
- 5 • it needs new carpet, windows, and something needs to be done about the space downstairs that was freed up when journals were tossed
- 5 • it's small, old (but not pretty) bookshelves
- 4 • computer lab feels dark and confined, in general the library feels very dated and old
- 4 • It is outdated and drab, which gives the impression that it is not important.
- 4 • I'm not a science student or professor? I have attended one training session in the lab and found it arranged awkwardly for group training.
- not my discipline. Sometimes WMNS students make use of it and then it's good.

### Faculty and Staff: Technology training

- \* Distance Education Technologies, including: - Locating resources over the internet, - Accessing resources over the internet, - Accessing resources via mail/loan/etc.
- Administrative assistance need help across the board with Word, Excel, Powerpoint, Banner, Web design and maintenance, Moodle and scanning materials.
- All IS services, many software packages (including antivirus and network security software), use of hardware such as scanners, projectors, etc.
- Basic operating system fundamentals, email, security and backup of data.
- Brio, Banner
- Computers, editing. Learning more about the computers in the media center
- course-assistance software, not necessarily Moodle.
- Excel
- Excel, Adobe PDF - as these are updated.
- How to work in adobe indesign or adobe acrobat
- html
- I am becoming more interested in multimedia presentations for classes
- I don't know - maybe using Dreamweaver (although if that is not needed with the new user interface, maybe that is not important. I don't know what other technologies might be available.
- I feel that our administrative assistants need more training to do their job well. Currently many are using the work harder not smarter model and that is not good for anyone.
- I think we need to offer regular training to faculty and staff in regards to the computer programs required for their jobs.
- I'd like to know how to have students work on computers and me see all of their work at the same time, in the classroom. I'd like to use a blog for a number of activities in the class.
- InDesign, Dreamweaver, Publisher, Banner
- It is next to impossible to state on what technologies one needs trained if one does not know what is available or even how to adequately use what EC currently has.
- macromedia flash

## FACULTY STAFF VERBATIMS

- Moodle, powerpoint, excel,
- Moodle, scanning, searching for resources
- multi-media
- Powerpoint, WebSite construction, Using YouTube, Setting up interactive student forums outside Moodle
- Really there should be more training offered for many of the applications offered computing services such as mailmain and barracuda (anti-spam). It would be nice if there was other general training as well...such as best practices for all computing use (how to avoid getting viruses, spyware, or your identity stolen).
- social networking
- taking advantage of Firefox add-ons
- Spam filtering
- Statistical Packages
- Video editing with Final Cut Pro
- video editing, music composition
- We need basic computer training for administrative faculty and staff. The only training we get is what the person in the next office can teach us. It's not a question of "new" technologies, but basics such as Excel, Word, PC and printer hardware essentials, e-mail, internet, etc. Then, we need significant Banner training. People don't know how to use the tools they have already been given.
- Web page & moodle
- Web page design
- Web page design; Web 2.0 applications such as wikis, podcasts; intermediate and advanced word processing, spreadsheet and database features to increase office efficiency.
- web page developmentBrio
- web related software
- We've never really been trained on Word! I am frequently frustrated by problems with both Word and Eudora.
- With a decentralized Web site, Earlham needs to provide web and photo editing instruction. The complexity of the technology and specific needs require individual training.

### **Q13 - What, if anything is standing in the way of you using the libraries or information services more?**

- Being an administrator, I just simply don't know my way around so I get a little intimidated.
- Being at ESR, one question is how these services relate to ESR and Bethany. For example, would "centralized scanning service for course materials" (#13) be available to ESR and Bethany faculty who also use Moodle?
- Busyness.
- Can't think of anything
- Computing services to support administrative function is dysfunctional. This may be due to no leadership or concern from the President's staff. Each off does what they want, with the software they have, to the extent that they want. Some offices try to excel, others lag.
- Ease of navigation of user interface with online resources
- For the library itself I don't feel like its the most inviting building...I think refurnishing to make it look a little more modern (tables, chairs, shelving) would go a long way.  
For IS in general I think more staffing would help to give people better service. I'd say lack of staffing is probably the reason there isn't much in the way of training. Everyone is constantly busy just trying to keep up with their work load.
- I am an admin faculty user of ECS. I feel that we are the step-child of IS. ECS does not get adequate staffing or financial support, so they cannot meet our needs no matter how much they want to. Their resource limitations stand in the way of me using IS more.
- I feel uncomfortable asking IS staff for help, and some of the staff I just don't want to work with. Sometimes it takes a very long time to get an answer. I'd like there to be more trainers. Some of the staff I admire and appreciate a lot. Everyone there has talents, but some aren't in training.
- I just don't have a lot of need with the work I do here.
- I need more time

## FACULTY STAFF VERBATIMS

- I want to eat there and have a comfortable sitting space
- If the scope of my current position I do not use the libraries, I do use IS and know that there needs to be improvements and more staff.
- Improved furniture area for use of computers in a comfortable, beautiful setting.
- Internet-mediated access... the more this opens up, the better for our distance students. (This is not Lilly's difficulty per se... other than staying abreast and investing in this access.)
- Just a note that there also were issues with off-campus access for me last semester, but they were resolved.
- Lack of knowledge regarding software mentioned above
- Lack of time.
- Library hours are too limited during the seminaries' January intensive session.
- Library--I am admin faculty. IS--lack of help, lack of support for PC, Eudora, Microsoft. When I hear over and over again "None of us here use that program" I stop calling for assistance and figure it out myself. Further, I start problem solving for my own office.
- Maybe a centralized list on the Web site of what trainings are available on what technologies during a given term? If I look at a list of options, I may realize there's something useful there I didn't know about and make a point to catch that training, if not this term, then next. If I have to schedule an individual training, I feel as though I'm putting someone out - would be more comfortable if it were a regularly scheduled workshop, even if there are only two or three of us in the training. If this already exists, I'm sorry I haven't found it. I know you can go to Web Management Services and find Web training info there and Moodle and find Moodle training there, but it would be simpler if faculty could see when any kind of IS training is offered all in one place.
- More training.
- my busy schedule
- my understanding of how to effectively use the tools I already have - Banner, SQL's, report writing etc.
- My work doesn't require library use and I don't have time to do my own research.
- No time to get over there
- Recognizing that not all of my courses need to use the library or even information services.
- server down time
- The computer lab in Wildman is way too slow and the arrangement is immovable; I like teaching my lectures in this room to save paper and have ready access to the web in class but we ALWAYS have issues with speed, computers not working, temperature of the room, etc.
- The libraries and IS are heavily focused on the academic needs of the community, which makes good sense and I applaud these efforts. However, I am unaware of how the libraries/IS can truly support my work as an administrative faculty member (beyond the occasional renting of ITAM equipment). When/if I hear how these offices can be helpful to me, I will be more than happy to use the services offered.
- The on-line data bases are very confusing to navigate through.
- Time
- time
- time
- time
- Time and training
- Timing on my part, since I'm new to the College.
- Would like to set up my own web page, can't get the help to do it.

### **Q16 - Are there any other services or facilities that are not being offered by the libraries or information services that you would like to have offered?**

- A book drop on the northeast corner of campus, including interlibrary loan books.
- Banner development & training, Banner development & training, and Banner development and training. Also, better support for brio.
- Broader computer support, for peripherals, non-standard software packages, etc, would be much appreciated.
- Can't think of any.

## FACULTY STAFF VERBATIMS

- Coffee Shop/Borders atmosphere--days of no food with books is over!
- Help desk should be peopled longer hours by a live person, even perhaps a student.  
We need more training! (Banner and basic computing)  
It would be great if we could rely on IS folks to find and test new software for us, but we have to do all that on our own (ex. Glacier software for international student taxation.)  
We need access to ECS people earlier than 9:00 a.m. Often we come in and something is down and there's nobody over there to talk with.  
ECS people working from home and working short hours really hampers us when we need help.  
When Denise is on vacation or at training, we are not adequately supported. About a month ago we had a Banner work-stoppage issue (checks wouldn't print) that took almost a week to solve, and it only got fixed because Betsy worked on it even though she was home sick with the flu. There isn't adequate coverage with cross-trained staff. Nobody should have to work when they are home sick with the flu! Yet, if she hadn't, we would have been in an even worse crisis.
- I experience shortages only around computer related issues. The traditional library staff are great, though I'm sure they could use some help.
- I wish the library carried subscriptions for a major newspaper or magazine in each of the languages taught at Earlham.
- I would appreciate a central office that does webpage work. I understand the reasons for the current decentralized approach, but I don't think it is working out the way folks hope, especially as more and more prospective students and their parents do more deep searching on our page. I could easily devote a 1/4 person to just maintaining our public face on the web.
- I would like to see an introduction for new staff to the libraries, maybe a walk through introduction program of half an hour, can't use if don't know available
- I would like to see cultural events offered/sponsored by the library in the Ronald Gallery. I also would like the library to offer annotated lists to the faculty of some of its outstanding new fiction/non-fiction/media, with the annotations contributed by librarians and faculty.
- I'd really appreciate it if ILL could let us know if requested books were coming or not. What happens sometimes is that I wait for weeks, and vaguely conclude that the requested book is not coming, guessing the libraries that own it refused to lend out, or something. I don't know after all if the request didn't come through or there was another issue. This is critical for me, but also for students who are assigned research in class, especially seniors preparing for their senior theses.
- It would be really really wonderful to have access to the Elsevir set of science journals.
- Make DVDs and videos more available.
- My main concern is lack of web training for faculty and staff.
- Reference guides for each subject.
- the library staff in Wildman are excellent --  
I can drop off materials for reserve and they are put on reserve immediately, Mary is proactive about what new books are in, helping out with organization of materials, booking the computer lab spaces, etc. AND SARA is invaluable!
- wireless network guest access

### Q17: Additional Comments

- Although I wouldn't be a direct participant in #14, it sounds like a good move from structural and pedagogy standpoints
- During my student days, I used both libraries heavily as well as I worked for Lilly. I always found the staff to be knowledgeable and creative, and still do!
- Earlham's libraries/resources seem extraordinary. Earlham's non-academic IS seems woefully inadequate and painfully out of date.
- Good luck. Oh, let Amy buy more comic books.
- Gosh, this survey really DID only take 10 minutes! Thanks for keeping it short.
- I always encourage students to spend as much time as possible in the library. I think this is better for their academic development than doing their research in isolation, from their home computers. I'm glad the library is considering adding a cafe. DePauw's library has a cafe, and it seems to work out beautifully. I think it would encourage students to spend more time in the library. I also think it would be another gathering space for faculty.

## FACULTY STAFF VERBATIMS

- I am Admin Faculty. IS and Library are grouped together in the current hierarchy. When surveys like this are done, Admin faculty seem like an afterthought, but are expected to participate. You can't even select Not Applicable in the questions about, instead I must taint the survey by responding at all.
- I am delighted with the service that Christine Larson has provided to Bethany and Earlham School of Religion. Her successor will have a very hard act to follow. Finding the right person to fill that job is very important.
- I am sorry I am not very helpful. I haven't used the libraries at all in my eight years of employment.
- I have had occasions where requests for access took over long in my opinion, especially for new hires
- I quickly realized upon opening this survey that, as an off-site faculty person, my feedback would not really contribute to an informed decision since neither I nor my students use either library. That's not because libraries aren't important but because we are all in Indianapolis. I just wanted to be part of that 75% of faculty that completes the survey. If I do win one of the random drawings, please also donate the \$25.
- I really appreciate the on-line journals and data bases and the responsiveness of Lilly to enhancing collections in support of teaching needs.
- I think it is important for the help desk to have a more structured presence. One that provides a clear place for clients to sit, techs to work, and more secure place for equipment storage. In addition to those elements I think it would help with reducing the amount of noise coming from the help desk area.
- I think the libraries are serving the community very well.
- I think this survey is biased towards classroom faculty. Once again, I believe that the needs of admin faculty are being overlooked, even here when you are trying to get feedback. The questions about library facilities are extremely detailed and numerous. The questions about admin computing needs are few and general. I sat in a focus group where classroom faculty raved over the excellent service they get from the libraries. Library staff spare no expense and work as hard as it takes to find the most obscure reference material for classroom faculty. The contrast with the "make do with what you get" approach to admin faculty is extremely disheartening. I have tried in numerous ways and at numerous times to express my deep concerns along these lines, but nobody is listening. I fully expect to be ignored here once again, but I must go on record nonetheless.  
Cathy Habschmidt
- I think we have a great library system and students who make full use of them seem to do better than those who go only when they have to. I often recommend the libraries as good places to focus on work and get help when students are stuck.
- I want to add that I think the electronic resources the library makes available are fantastic. I make use of those resources quite regularly. I can live with the library as it is because I get what I need and don't really need to sit around in the library to do it.
- If Academic Enrichment is to move to Lilly Library, it would be important that it be in a location accessible to students with disabilities (including students using wheelchairs and students who are blind or visually impaired). I believe that Earlham should either provide far more software training opportunities to faculty and staff or should recommend (and the college should support participation in) classes that can be taken by faculty and staff. Online tutorials are not helpful to everyone and do not always cover more advanced features or help people see how they can use software to increase their on-the-job productivity. It would be most helpful if someone with extensive knowledge of all software packages supported by the school were available to answer questions that arise on a day-to-day basis. I do not find the Help Desk currently provides this type of support.
- It seems like information services takes an awfully long time to get projects completed. For example, we have been hearing about the "coming of the portal" for as long as I have worked here!
- Just great thanks to Neal, Wes, Mark, and Barbara, who have been great help for me in different areas. They are always so readily available and so willing to give me individual help. I've never experienced such a great degree of help from library at other places.
- Moving the writing center and the Center for Academic Enrichment to the library is one of the most important things that can be done at Earlham!!!
- My only area of concern when we are talking about the services provided by the library/ies is that ITAM is included, but is not be addressed individually. ITAM provides classroom support and support for all the events that are held on campus, every single day of the week and weekends. That

## FACULTY STAFF VERBATIMS

department is sorely understaffed and is not keeping up with the demands of today's ITAM world in the area that I am most familiar, technical support for a diverse range of events. I would be available to speak further on this if anyone would be interested.

- My reason for going with "Very important" on moving the center for academic enrichment was partly because I don't like how they are stuffed away in solitary place in runyan. It probably wasn't intentional that we are "hiding" them away but in my experience it only serves to reinforce the feeling that your inferior (I took learning disabled classes in elementary school in a classroom far away from the regular classrooms).
- On question #10 you needed a "Do not use" or "I don't know" option. If I didn't use that service I just left it blank because I could not respond either satisfied or dissatisfied.
- Our librarians are wonderful! Thank you
- Printing is difficult on the first floor. Sometimes there is a line for printing material. It is a bottleneck in the library.
- Thanks! I've tried to represent my point of view, yet I am quite aware that others will have differing priorities. I'm just one voice.... :-)
- The library continues to be the gem in the crown of Earlham College. Thank you, Tom and staff!
- There are portions of this survey which were hard to fill out, as I do not use certain areas or services. I would suggest in the future adding a 'not applicable' option would be helpful.
- without additional space (i.e.) bigger footprint, cramming more stuff in Lilly doesn't make sense. The move to laptops by students lessens the demand for computer labs but increases the importance of keeping the servers up and running. Too often, after the departure of Rowan, access to the servers has been limited.
- Wonderful librarians. I love them all; they are such excellent support and help whenever I need it. Bless 'em.