

To: Senior Staff

From: The Ad Hoc Lilly Building Committee convened by Tom Kirk

Date: July 17, 2008

Information Services contracted with The Planning Edge, and specifically Alan Cox, to direct a two stage process for surveying the community about library facilities and the services of Information Services. This work was done in preparation for the planning for renovation of Lilly and Wildman Libraries and to provide input for ongoing planning of library services.

The first stage of the process was a series of focus groups done with faculty, staff and students on March 23-24, 2008. Based on the results of the focus group interviews Alan Cox constructed a custom survey. The second stage --the survey-- occurred over three weeks in April 2008.

Alan Cox produced a lengthy summary of the results and these results were discussed with the Ad Hoc Building Committee on June 2. The full report is available on the library's Web site at <http://www.earlham.edu/library/content/about/mission.html>.

What follows are statements of the significant findings relevant to our facilities planning and services development.

There are other findings in the data which we will be reviewing during the fall semester.

Students

Uses of Lilly Library

- I. The Lilly Library functions most often as a place
 - o To use printers (78% of respondents)
 - o For individual study (67%)
 - o For group project work (56%)
 - o To find materials to check out (55%)
 - o To work in computer lab (48%)
 - o To study with friends (32%)
 - o To socialize with other students (32%)

- II. Overall levels of satisfaction

Among all students on a scale from 10 down to 1:

10% give a satisfaction level of 10

21% give a satisfaction level of 9

32% give a satisfaction level of 8

24% give a satisfaction level of 7

87% give a satisfaction level of 7 or above.

These figures are consistent across all class standings of undergraduates and the graduate students.

Uses of Wildman Library

- I. The Wildman Library functions most often as a place
 - o To use printers (95% of respondents)

- For individual study (90%)
- For group project work (78%)
- To work in computer lab (75%)
- To study with friends (68%)
- To find materials to check out (46%)
- To socialize with other students (45%)

II. Overall levels of satisfaction

Among all students on a scale from 10 down to 1:

- 7% give a satisfaction level of 10
- 19% give a satisfaction level of 9
- 18% give a satisfaction level of 8
- 18% give a satisfaction level of 7
- 62% give a satisfaction level of 7 or above.

First year students are more satisfied (71% at 7 -10) than fourth year students (51% at 7-10)

III. Overall levels of satisfaction among heavy users:

- 6% give a satisfaction of 10
- 32% give a satisfaction level of 9
- 26% give a satisfaction level of 8
- 14% give a satisfaction level of 7
- 78% give a satisfaction level of 7 or above

The difference between all students and the heavy users is significant. Interestingly that difference does not exist for Lilly. The overall satisfaction level for Lilly is 87% and for heavy users 89%.

Facilities

I. The principal deficiencies of Lilly Library that need to be addressed and the most important possible changes are:

- Replace uncomfortable furniture
- Provide more quiet spaces
- Provide better HVAC control
- Increase number of computers
- Individual study spaces need to be upgraded and number of spaces should not be reduced.
- The number of group study spaces needs to be increased.
- The quantity of 24/7 lab spaces should be increased.
- Addition of a café similar to Jazzman's (Installation of vending machine while seen as important is distinctly less important than a more inclusive café.)

II. The principal deficiencies of Wildman Library that need to be addressed are:

- Replace uncomfortable furniture
- Provide more quiet spaces
- Provide better HVAC control
- Individual study spaces need to be upgraded and number of spaces should not be reduced.
- More public access computers on upper level
- More windows on upper level.

III. Whatever is done to improve ambience, furniture and study spaces it must be remembered that there are a diversity of needs to be met. One set of characteristics should not be a template for all study spaces.

Services – The following services are seen as one of the most important or important to improve/add/change:

Percentage of all undergraduates

Number	One of most important	Important (on 4 pt scale)	Total	Heaviest Lilly undergraduate users
Wireless internet service through out the libraries.	77%	16%	92%	92%
Printing in Runyan and residence halls	59%	17%	77%	80%
More substantial assistance with technology	24%	32%	56%	62%
More substantial training on how to best use library resources	17%	27%	45%	44%
More help with research projects	14%	36%	51%	55%
More substantial help with multimedia	6%	29%	36%	41%
Improve HVAC	28%	24%	52%	57%

Faculty and staff

General attitudes

- Among faculty and staff 56% believe it very important that “students use the library on a regular basis for their academic work.” Among the heavy users 73% believe it is very important.
- Among faculty and staff 40% believe it very important that librarians provide instruction in library and information use in their course work. Among heavy users 74% believe it is very important.

Use of Lilly Library

- Among faculty and staff 33% use the library most days.

Use of Wildman Library

- Among faculty and staff 6% use the library “most days”.

Services – The following services are seen as one of the most important or important to improve/add/change:

Number	One of the most important	Important but not most important	In top 2 categories of important
1. More support for Web page development	36%	31%	66%
2. Provide more workshops / information sessions on new technology	33%	37%	69%
3. Increase staff for administrative computing	29%	33%	63%
4. More high performance computing capacity managed by IS	27%	26%	53%
5. Increased staff for academic computing needs	22%	45%	67%
6. Provide more individual training on the use of specific technology.	24%	24%	48%
7. Increase library professional staff support for students	19%	29%	48%
8. More proactive identification by IS of promising technology	17%	39%	55%
9. Improved Lilly Computer Lab	16%	39%	55%
10. Provide centralized scanning service for course materials.	15%	34%	49%

Moving Center for Academic Enrichment to Lilly

	<u>Students</u>	<u>Faculty and staff</u>
Very Important	29%	46%
Somewhat Important	34%	29%
Slightly	14%	15%
Not at all	8%	2%
I don't know	15%	8%