



# 2017 Parrish Library Project

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Shan Lin, Mrithula Suresh Babu, Alex Batta, Sairam Venkat  
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# Agenda

- Methodology
- About the Survey
- Survey results
- Conclusions
- Recommendations
- Next steps

# Methodology

- Bi-weekly meetings with the librarians
- Interviews with student assistants and student co-ordinators of the Parrish library
- Online survey (10/25-11/22)
- On-site survey(10/25-10/31)

# About the Survey

Problem definition - To understand the students' perceptions and usage of the Parrish library

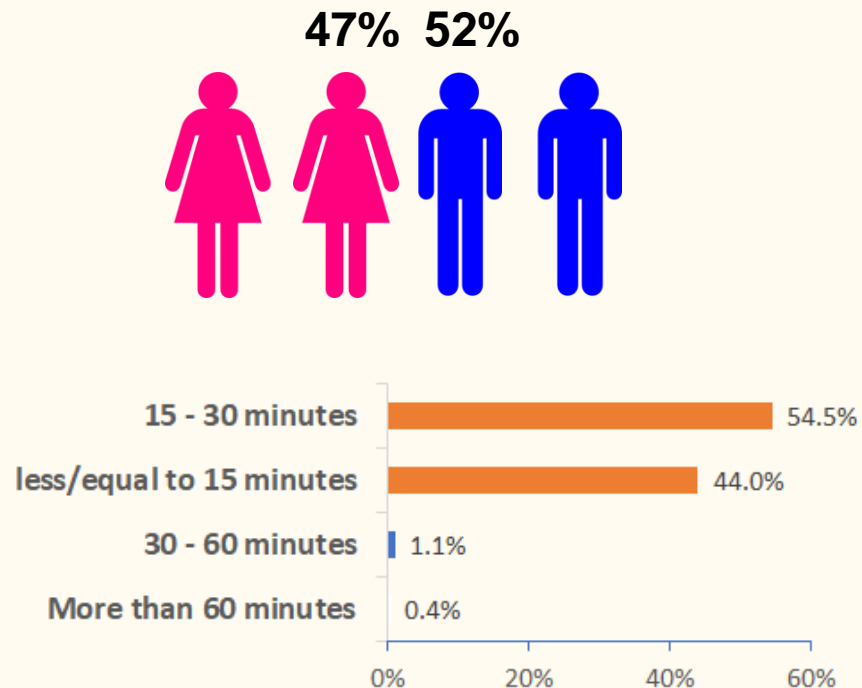
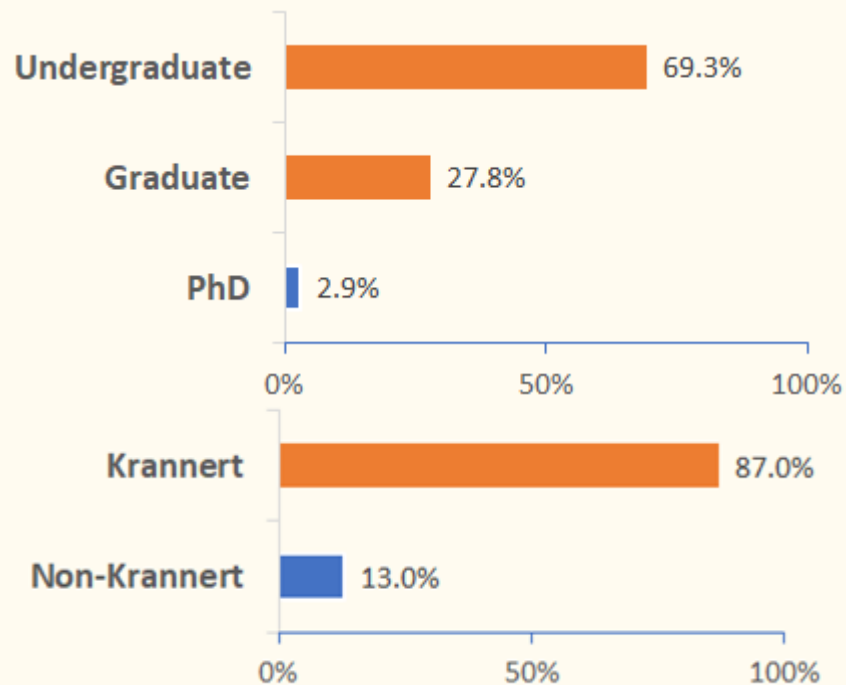
Questions -

- Study spots
- Service and facilities
- Demographics
- Proximity to the library
- Satisfaction/Dissatisfaction ratings

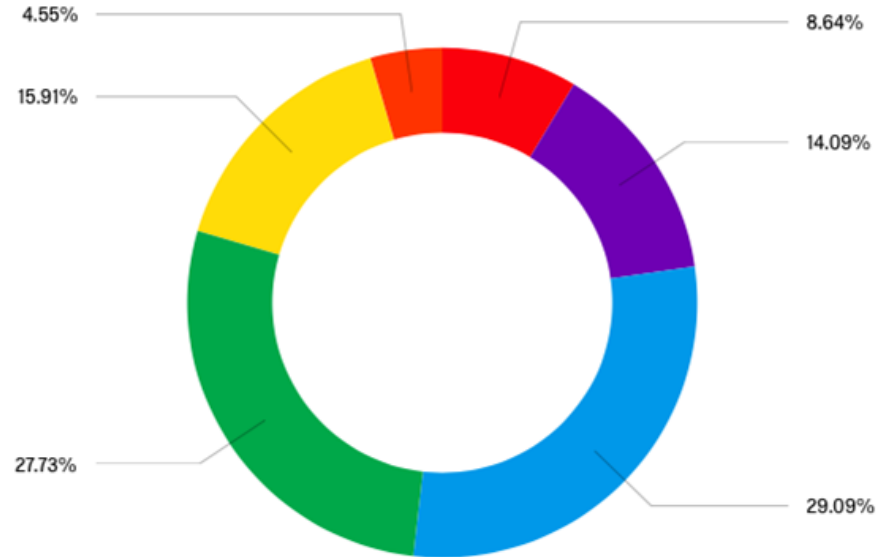
# Survey results

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277 responses | target 250



# Frequency of study



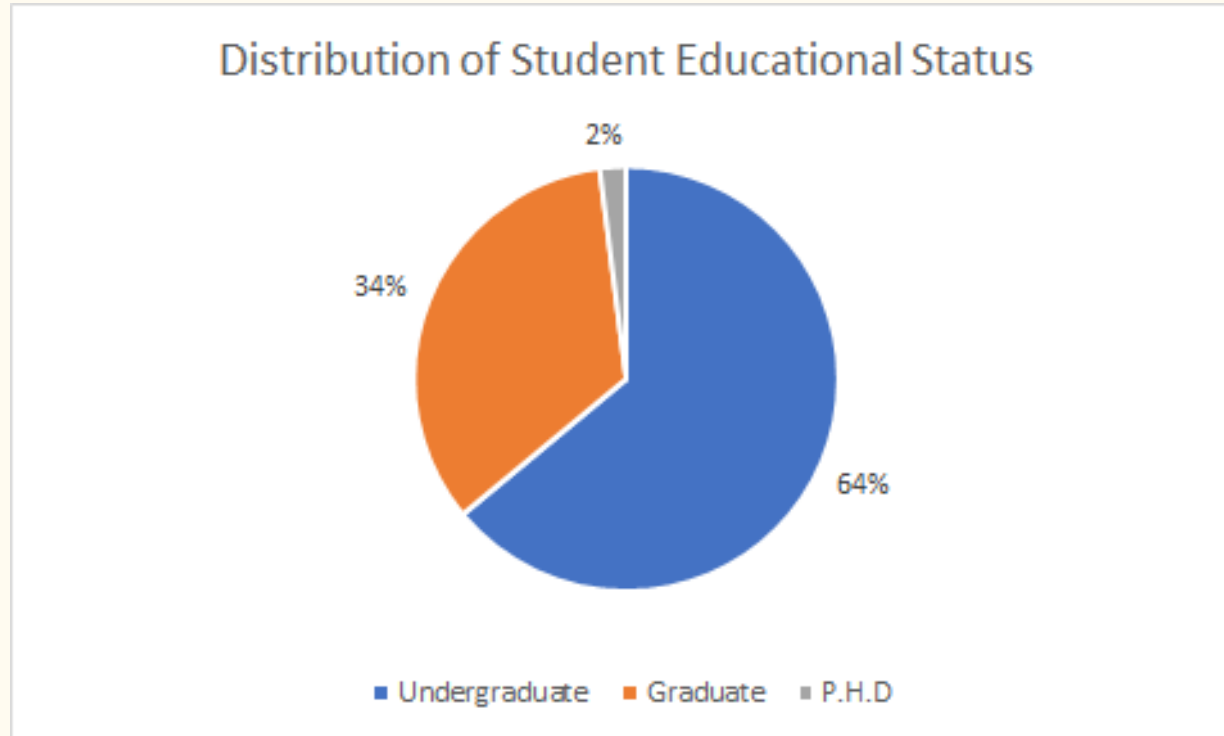
Everyday 3-5 times in a week 1-2 times in a week 1-2 times a month Once in 1-3 months Once in 6 months

# Demographics of Students who Visit the Library at least 3-5 times a week

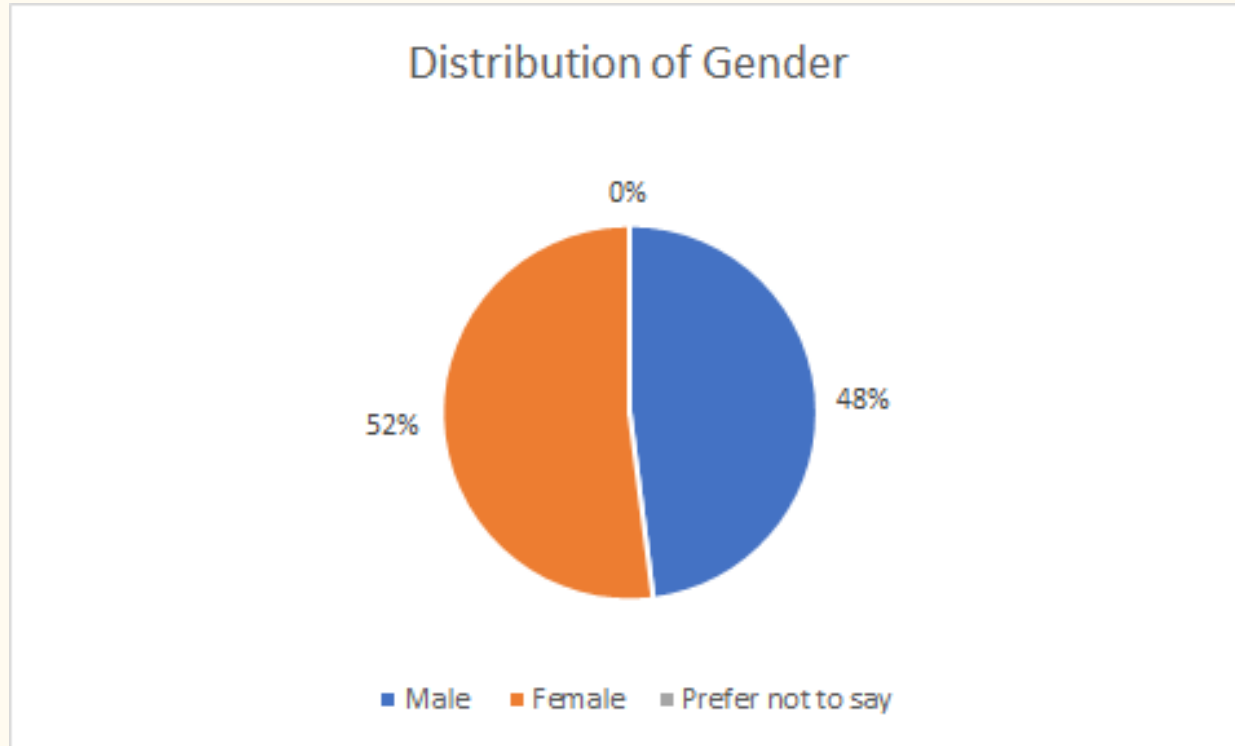
- Among the 220 students who visited the library this year, 50 of them visit the library at least three times a week
- In the next few slides, we analyzed the demographic makeup of these students
- We recorded their student education status, gender, whether or not they're Krannert students, and their distance from the library



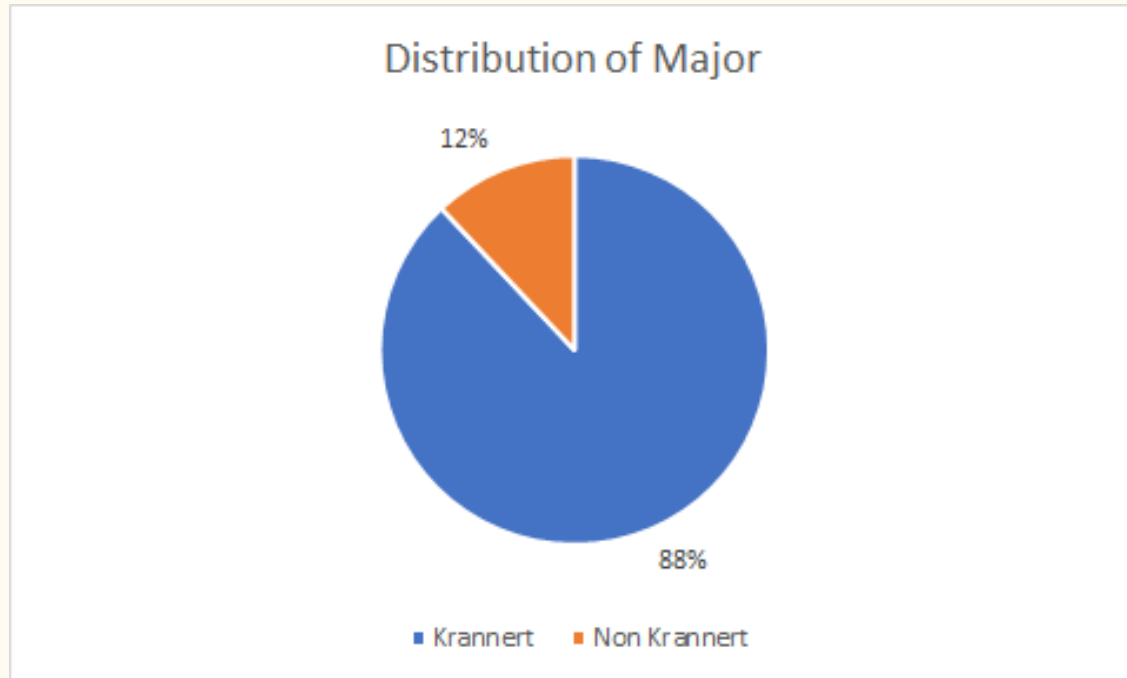
# Educational Status of Students who Utilize the Library at Least 3 Times a Week



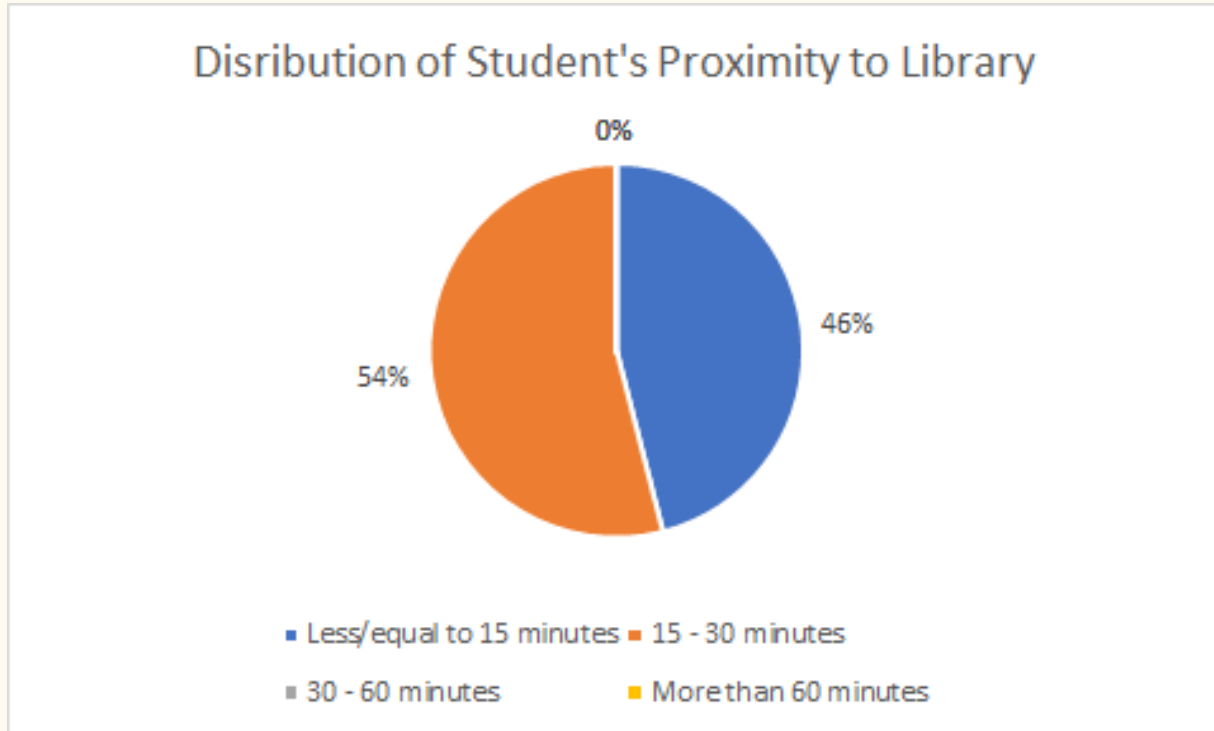
# Gender of Students who Utilize the Library at Least 3 Times a Week



# Major of Students who Utilize the Library at Least 3 Times a Week



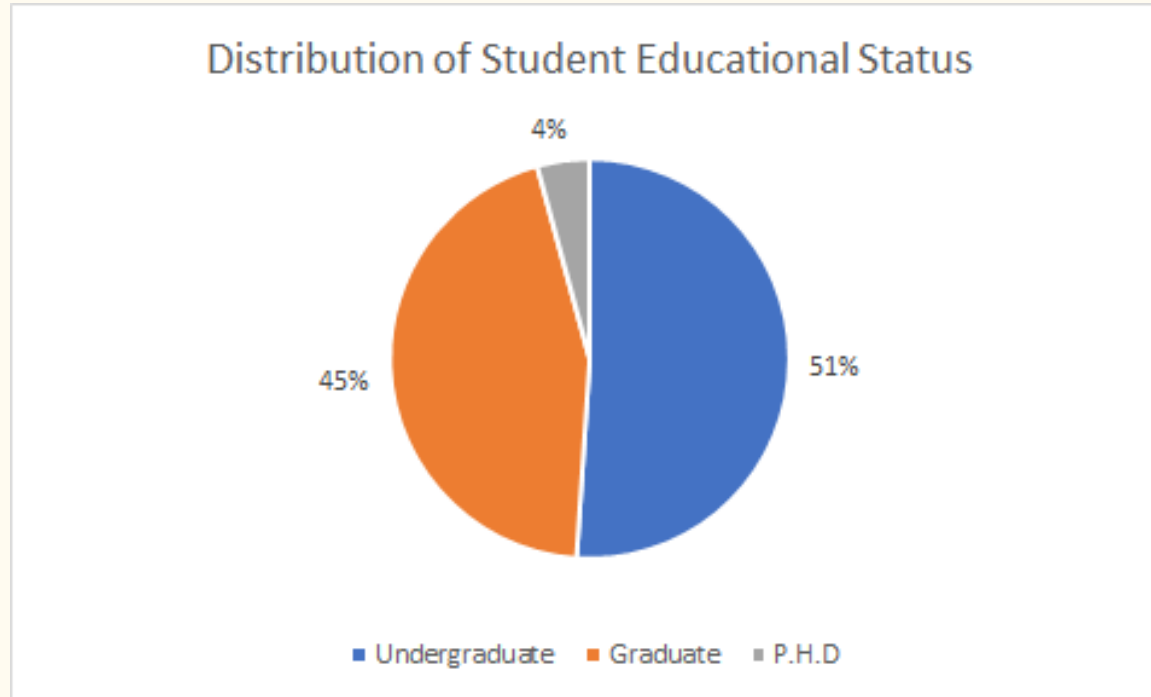
# Proximity to Library of Students who Utilize the Library at Least 3 Times a Week



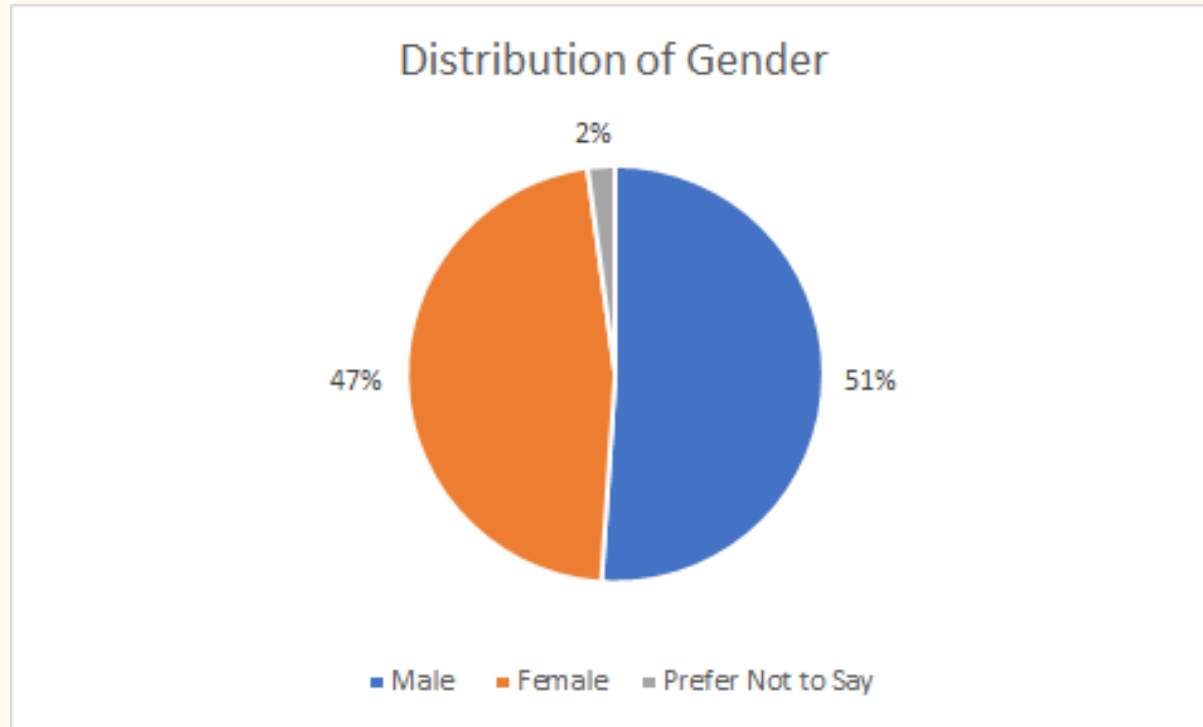
# Demographics of Students who Spend at least 3 hours at the Library

- Among the 220 students who visited the library this year, 47 of them spend at least 3 hours when they come to the Parrish Library
- In the next few slides, we analyzed the same demographics of these students as we did for the students who visited the library at least three times a week

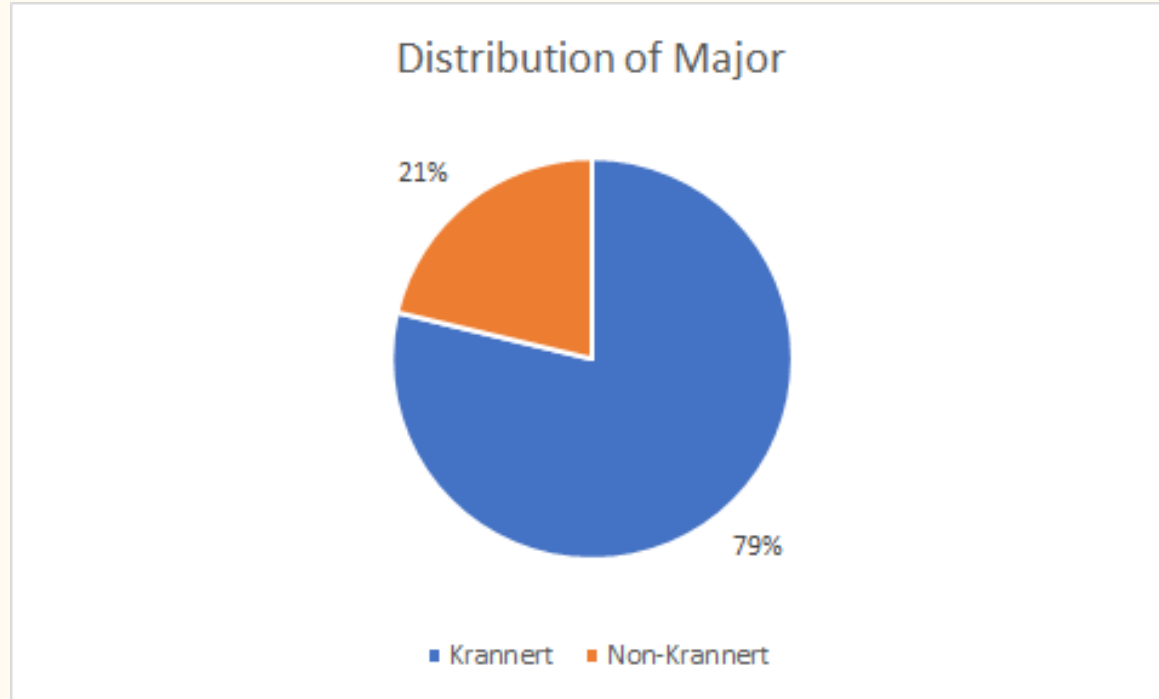
# Educational Status of Students who Stay at the Library for at Least 3 Hours



# Gender of Students who Stay at the Library for at Least 3 Hours

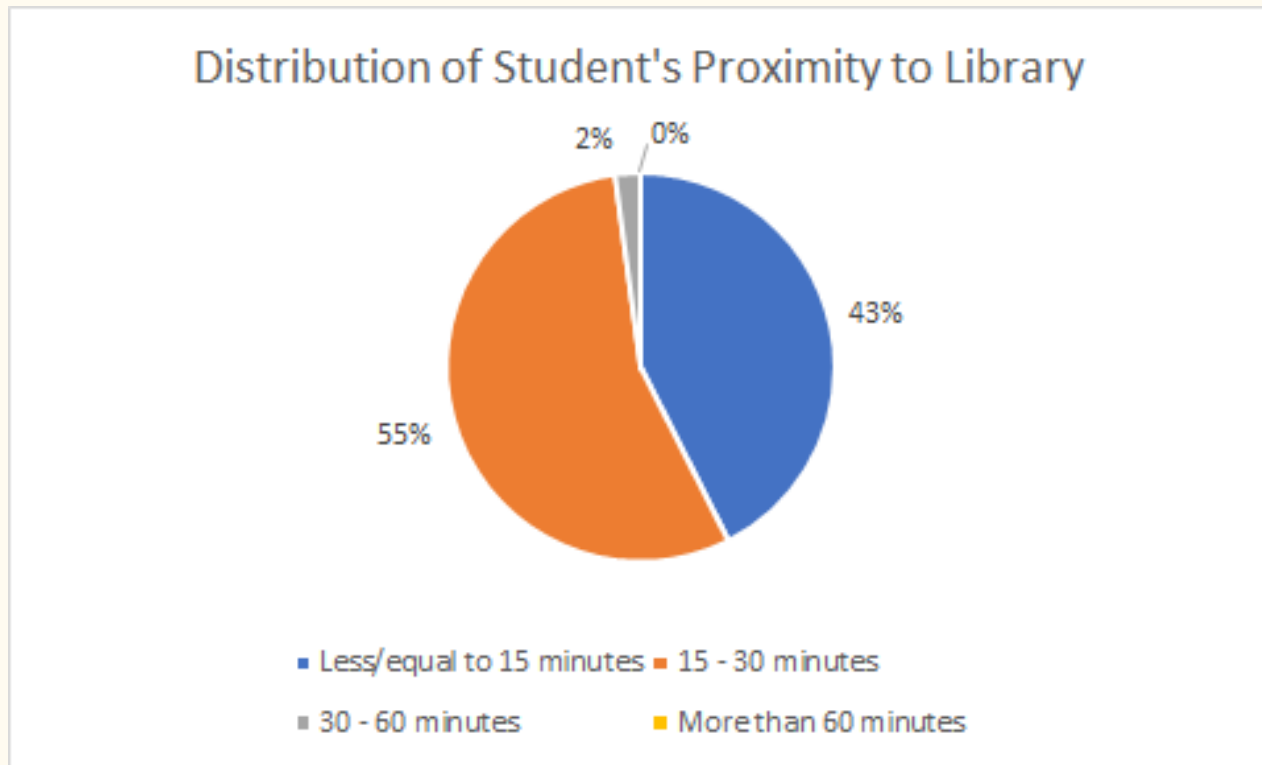


# Major of Students who Stay at the Library for at Least 3 Hours





# Proximity to Library of Students who Stay at the Library for at Least 3 Hours



# Conclusions

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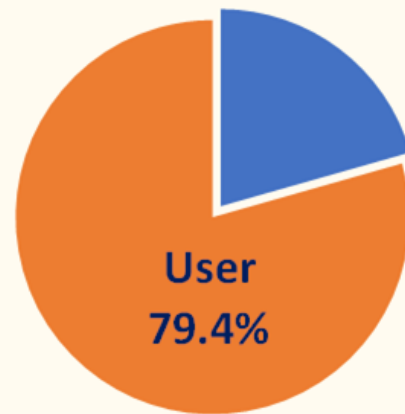
# Here are the library users...

Have you been to the Parrish library within this year?

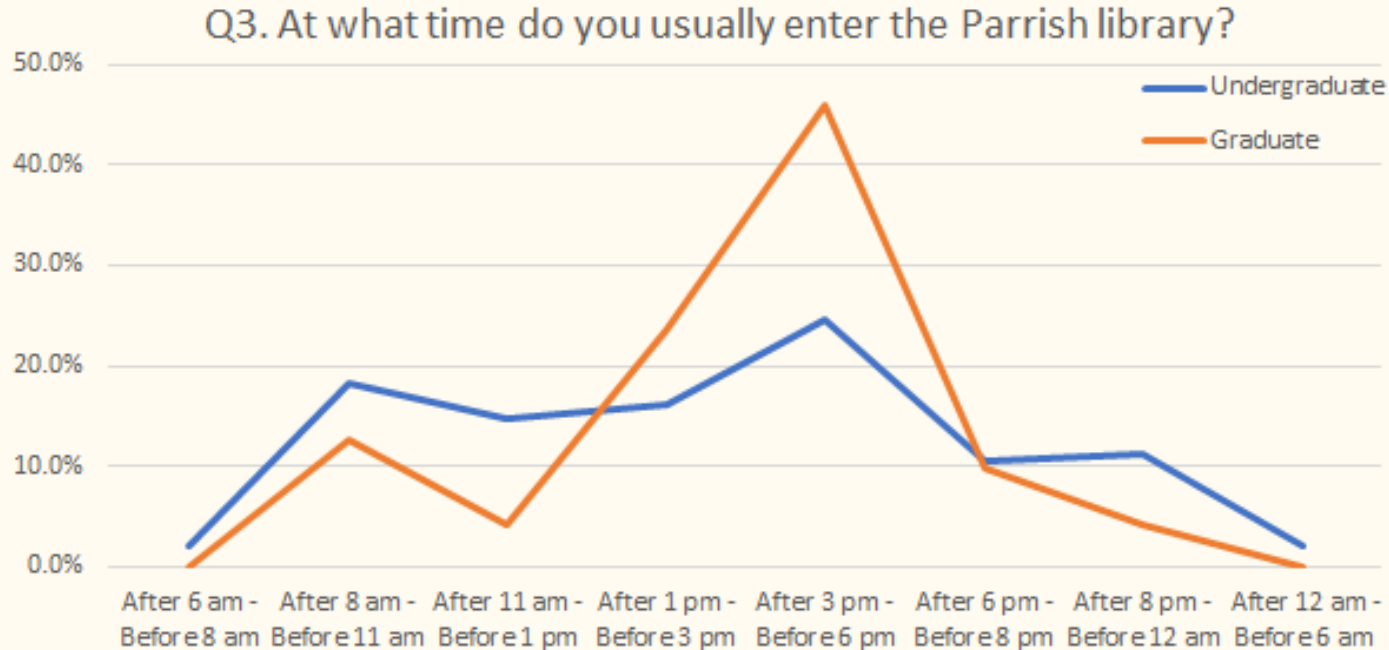
- More **graduate** students (93.5%) have visited the library than undergraduate students (74.0%).
- **Graduate student** (1-3 hours) stay longer than undergraduate students (less than 1 to 2 hours).

How often do you go to the Parrish library?

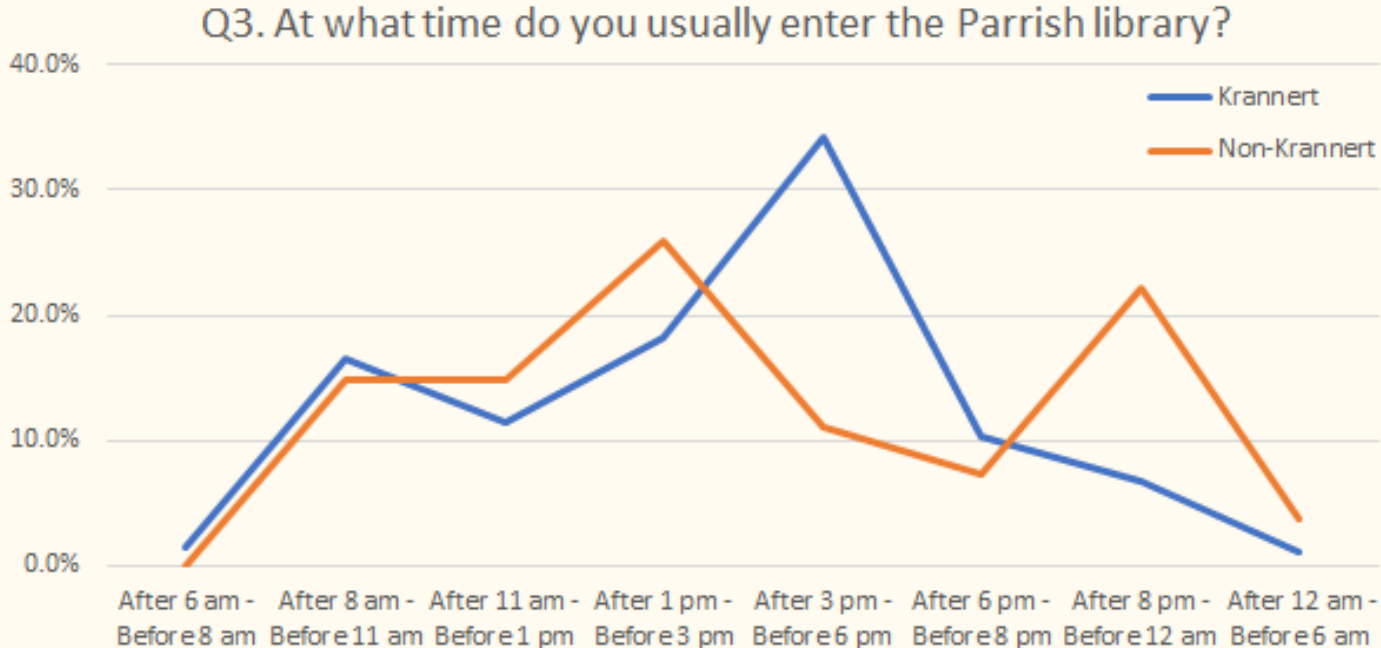
- **Heavy users: at least once a week** (51.8%)
- Light users: by monthly or yearly (48.2%)



# Parrish Library is a buffer for overflow from Rawls.



# Some non-Krannert students come for lunch break



**71.4%**



>

**42.7%**



>

**29.5%**



- Undergraduate
- Living 15-30 mins away

- Graduate



# Gender plays a role in self-study satisfaction



Overall satisfaction rate : **88.2%**

- Lighting(84.4%) > Environment > Furniture > Wifi > **Finding a seat (56.1%)**

More **males** are satisfied than females in "Finding a seat," "Lighting," and "Furniture."



# Dissatisfied Reasons for Self-study

## Finding a seat

**Limited seats are available (264)**

The furniture does not meet my need

## Lighting

Lamps should be added to each table

It is too dark for studying

## Furniture

Some of the sofas are a little low for the desks

## Environment

It is too noisy for studying



# Gender and education level influence group meeting experience



Overall satisfaction rate : **82.0%**

- Lighting (83.5%) = Environment (83.5%) > Wifi > Furniture > **Finding a seat (54.7%)**

More **graduate** students are dissatisfied in “Environment,” “Lighting” and “Overall.”

More **males** (65.8%) are satisfied than females (41.3%) in “Finding a seat.”

# Dissatisfied Reasons for Group Meeting

## Dissatisfied Reasons for Environment

It is **too noisy** for group meetings

Group meetings **need more privacy**

The restrooms are untidy

## Dissatisfied Reasons Furniture

**The table is not large enough** for group meetings

There are not enough chairs

I need more tables with **plug-ins**



# Computer/Printer

Overall satisfaction rate : **82.0%**

- Printer (86.2%) > Computer (80.9%)
- **Male** (94.1%) > Female (81.4%)



# Dissatisfied Reasons for Computer/Printer

## Computer

Some software versions are **not up to date**

They are **not equipped** with the software I need for assignments

The system deletes all files everytime log out

## Printer

The **connect** between printers and computers is unstable

There are times that they **run out of paper** when I need to print

Sometimes they do not print neatly and properly

I do not know how to get **color-printing**

I hope there are **color printers**



# Collaborative screens

Users profile:

- **Graduate** > Undergraduate
- **Male** > Female
- **Non-Krannert** (40.7%) > Krannert (18.1%)

Overall satisfaction rate: **82.6%**

- Male > Female
- Some students suggested they need **HDMI connectors for laptops**.





# Services and Facilities

**Information desk** received a high satisfaction rate. (**72.2%**)

More **males** are satisfied in services and facilities



# Krannert Non-users

“I do not know enough information about the Parrish library and how its resources would benefit me.”

“I don't study in libraries.”

“It's far away from my dorm.”

	Undergraduate	Graduate
<15 minutes	14	1
16-30 minutes	<b>33</b>	0
Totall	47	1

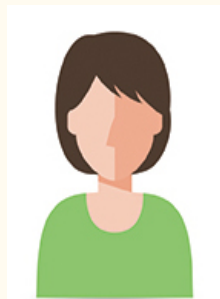


# Personas



Jason Reed

- Undergraduate
- Visit the library between 8 am to 11 am and 1 pm to 6 pm
- Rarely use the Parrish library for group meetings
- Mostly opt for the individual table
- Don't use the collaborative screens due to lack of instructions
- Higher usage of printing and computer facilities



Maya Smith

- Graduate
- Visit the library between 3 and 6 pm
- Prefer to use the brown sofa and red couch
- Feel that there are limited self-study spots
- Don't use the collaborative screens due to lack of privacy
- Rarely use the printing and computer facilities

# Recommendations

- Create awareness about the library facilities and hours
- Conduct library tours during student orientation week
- Cater to students who live off-campus as students who live in the dorms are more likely to use the libraries closer to them
- Educate students on the usage of collaborative screens
- Consider the addition of color printers in the common area
- Create more self-study spots with plug-ins in the quiet rooms

# Next steps

- Conduct focus groups based on the findings
- Hold separate groups for
  - Business majors
  - Non-business majors
  - Undergraduate students
  - Graduate students
  - Non-users

# Potential focus group questions

1. What kinds of objects do you need when you study?
2. How would you educate other people about the library?
3. How do you find a good study space on campus?
4. Do you prefer a study space or a study lounge? Why?
5. Should spaces on campus cater to specific majors?
6. What makes a space good for studying?
7. Do libraries need to be quiet?
8. What kind of lighting do you like?

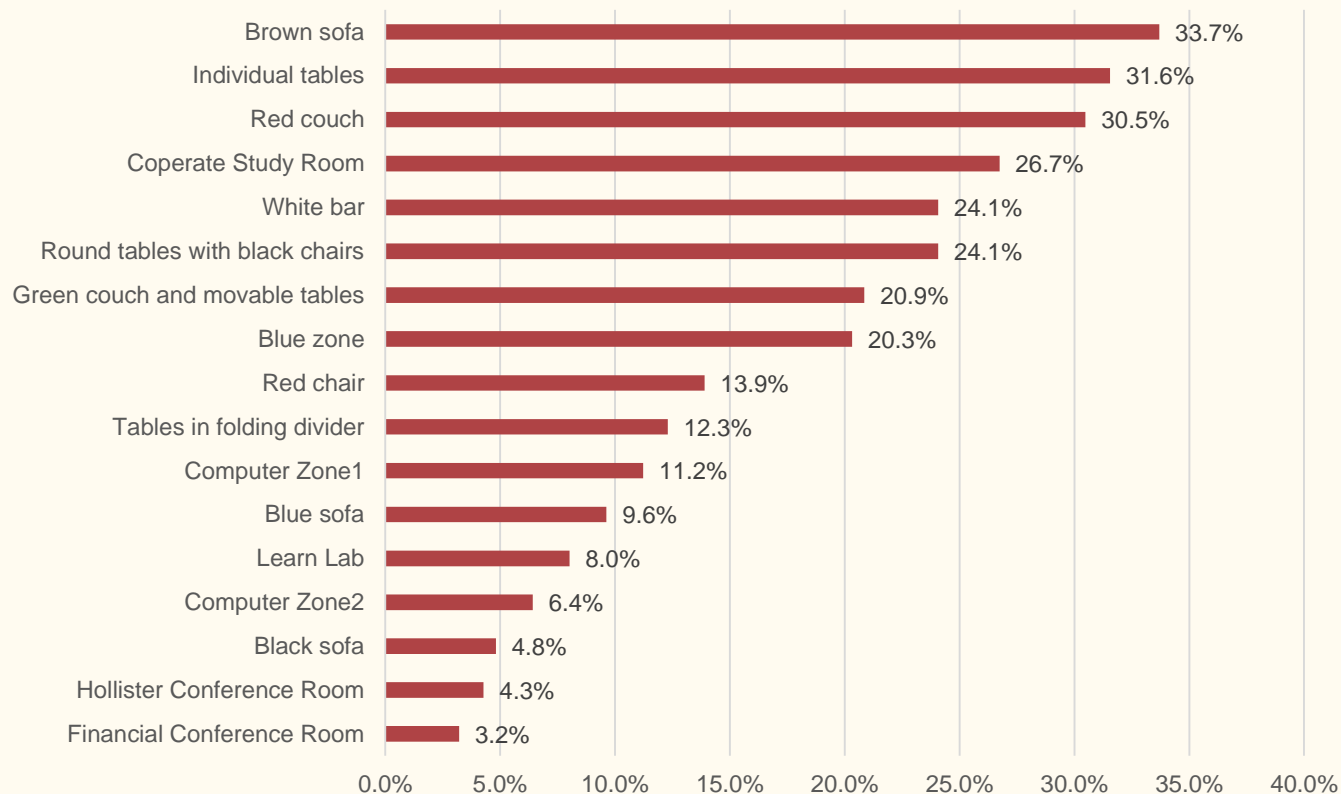
# Questions?

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# AppendixI. Krannert Student Profile

		Count	%
Total		<b>241</b>	100.0%
Student Identity	Undergraduate	175	<b>72.6%</b>
	Graduate	65	<b>27.0%</b>
	PhD	1	0.4%
Gender	Male	124	51.5%
	Female	117	48.5%
Travel distance from residence#	less/equal to 15 minutes	103	42.7%
	15 - 30 minutes	136	56.4%
	30 - 60 minutes	1	0.4%
	more than 60 minutes	1	0.4%

# AppendixII. Self-study spots

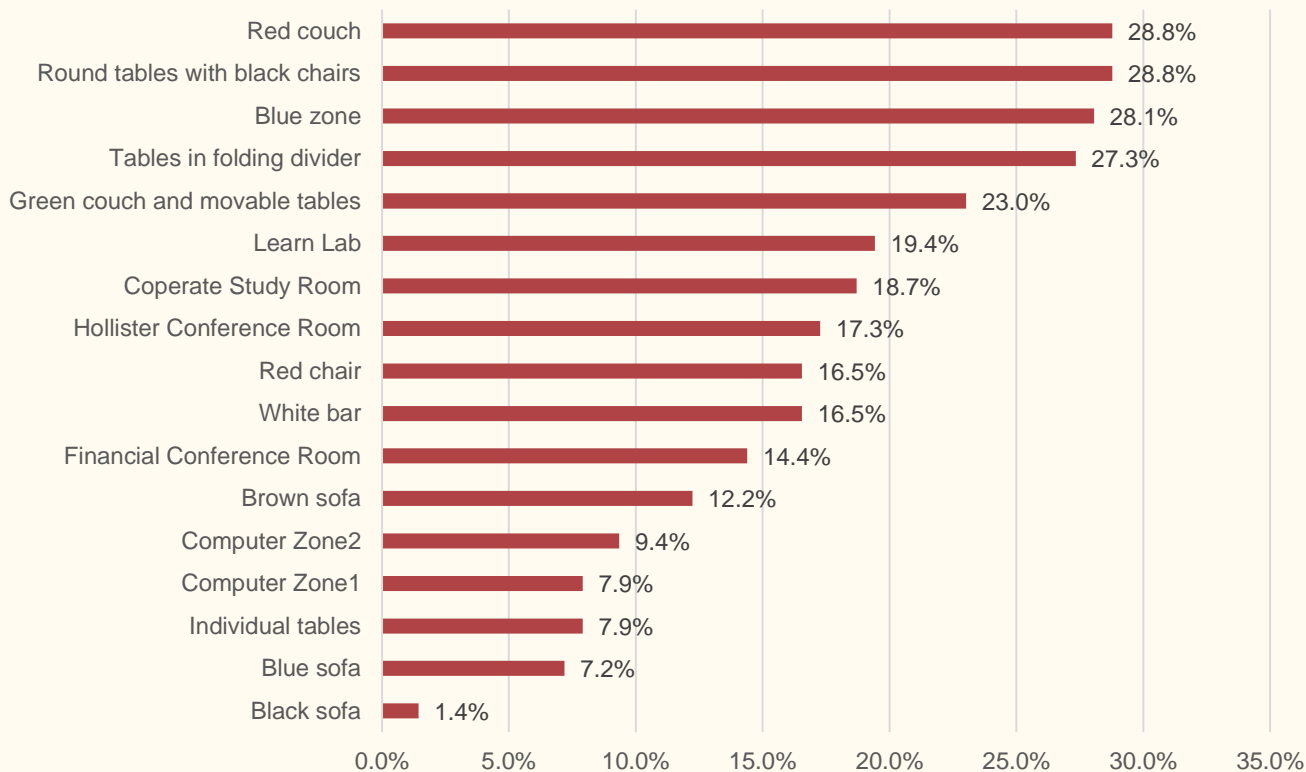


# Appendix III. Self-study

Dissatisfied Reasons for Finding a seat	Count
Limited seats are available (264)	264
The furniture does not meet my need	7
Available seats are messy	6
Dissatisfied Reasons for Lighting	Count
Lamps should be added to each table	5
It is too dark for studying	3
Dissatisfied Reasons Furniture	Count
I don't like the brown couches that move. I sit down and it slides around	1
Some of the sofas are a little low for the desks	1
Dissatisfied Reasons Environment	Count
It is too noisy for studying	4



# Appendix IV: Group meeting spots



# Appedix V. Collaborative Screen

Reasons for not using collaborative screens	Count
I do not need to display anything on the screens	118
I do not know how to use it.	49
I do not like to display my screen while other people are around	20

# Appendix VI. Services and Facilities

	Response	Satisfaction Rate	Observation
Information desk	162	72.2%	Male > Female Krannert > Non-Krannert
Cafeteria	145	53.1%	Male > Female
Accessing course reserve	119	60.5%	Male > Female Krannert > Non-Krannert
Leadership Communication Studio	112	59.8%	Krannert < Non-Krannert
Checking out book	107	52.3%	Male > Female

# Appendix VII. Service and Facility

## **Dissatisfied reasons for Cafeteria**

- “I would appreciate it if there was an option to pay with dining dollars.”
- “There was no options for water bottles in the vending machine.”

## **Dissatisfied reasons for Checking out book**

- I could not find the book I needed. (3)

## **Dissatisfied reasons for Leadership Communication Studio**

- It is difficult to book the room (2)