

# Library Building Improvement Survey Results

## *Overall*

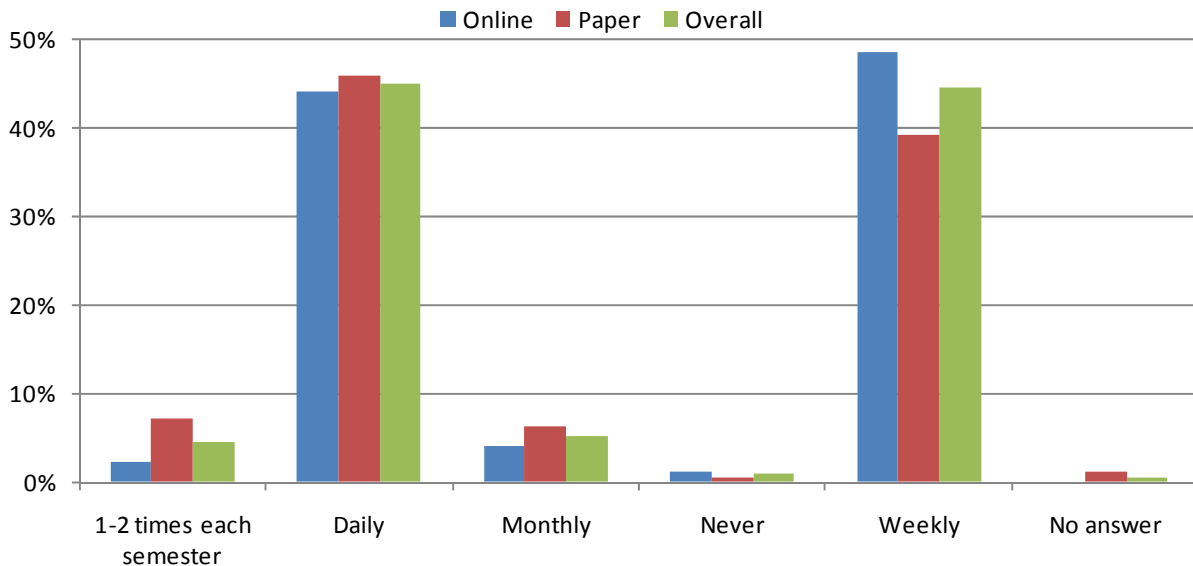
There were 253 responses to the paper-based survey and 343 responses to the online survey.

### *Question 1: How often do you come to the Library?*

The majority of the responses were “Daily” and “Weekly,” with small differences between the online and paper-based response distributions. Only five respondents said that they “Never” visited and three left the question blank.

Response	Online	Paper	Overall
1-2 times each semester	2%	7%	4%
Daily	44%	46%	45%
Monthly	4%	6%	5%
Never	1%	0%	1%
Weekly	48%	39%	44%
No answer	0%	1%	1%

## How often do you come to the Library?



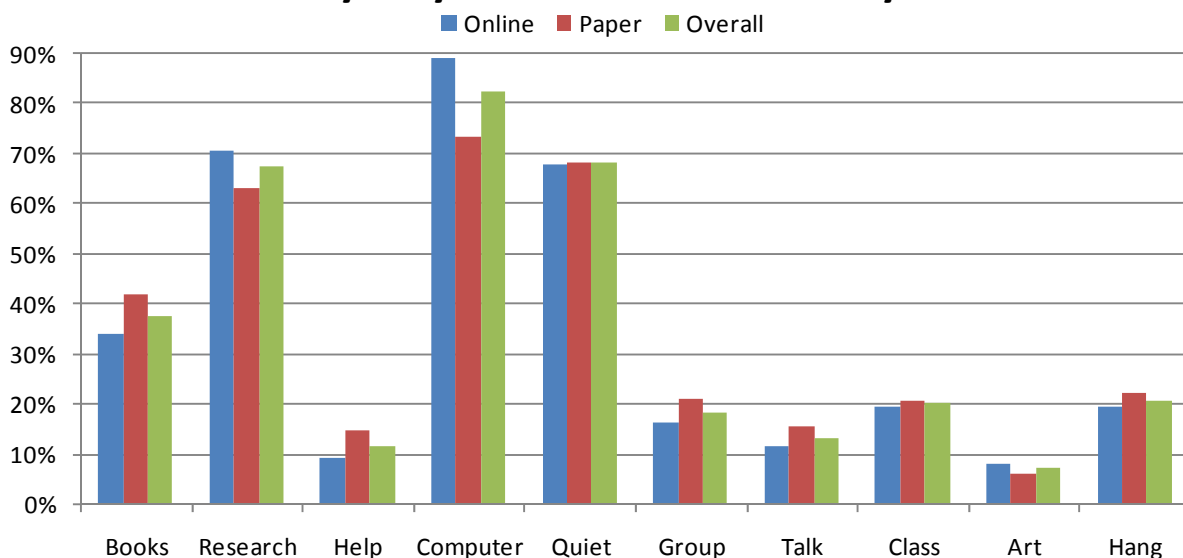
### *Question 2: Why do you come to the Library?*

The three reasons most often given were, “To use a computer” (83% overall), “To do research,” (68% overall), and “To study in a quiet place” (68% overall). Again, the online response

distribution was very similar to that for the paper form. Specific reasons given under, “Other reasons (please specify)” are attached.

Reason	Online	Paper	Overall
To check out or use books, DVDs, etc.	34%	42%	37%
To do research	71%	63%	68%
To get help from a Librarian	9%	15%	11%
To use a computer	89%	74%	83%
To study in a quiet place	68%	68%	68%
To use a group study room	16%	21%	18%
To study where students can talk	11%	15%	13%
To attend a class in the Library	20%	21%	20%
To look at art work/exhibits	8%	6%	7%
To hang out	19%	22%	20%

### Why do you come to the Library?



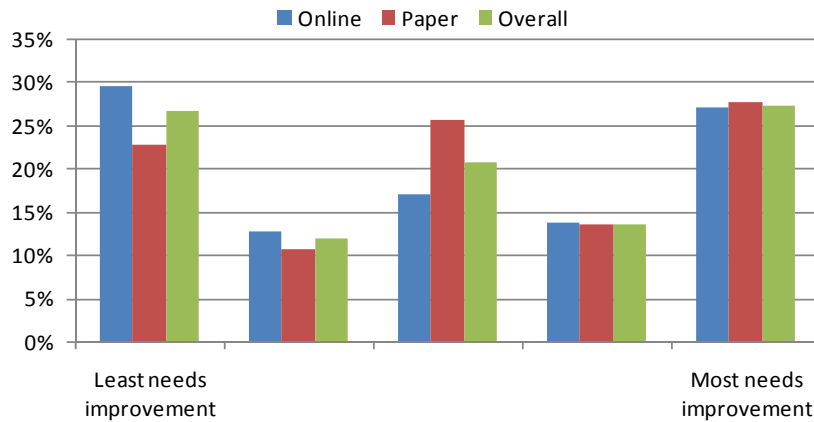
### Question 3: Please rank each item on a scale from 1-5.

For the paper version, there were two forms, one with 1 = least needs improvement and 5 = most needs improvement, and the other with 1 = most needs improvement and 5 = least needs improvement. The online version used the 1 = least format. The paper responses using the 5 = least format were adjusted (subtracted from 6 if not blank) to reflect the 1 = least ordering.

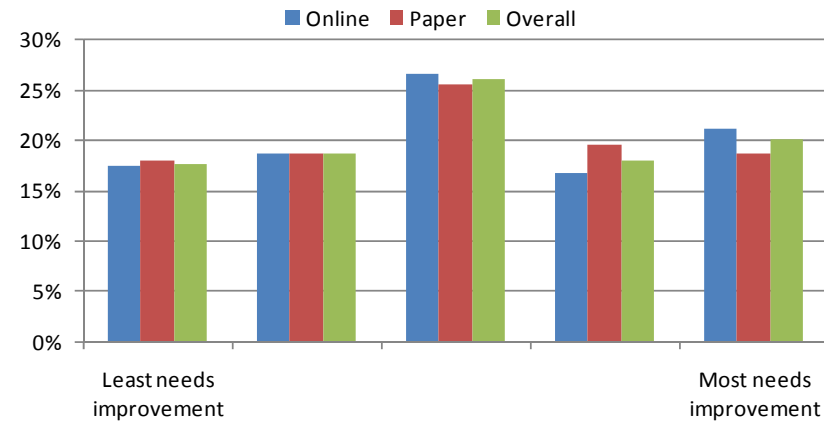
The mean response (1 = least needs improvement, 5 = most needs improvement) are given in the table below. The distributions of responses are shown in the figures.

Item	Online	Paper	Overall
Designated area for food and drink	3.0	3.1	3.0
Number of computers	3.1	3.0	3.0
Number of outlets to plug in a laptop	2.6	2.6	2.6
Amount of quiet study area	2.5	2.3	2.4
Amount of group and individual study rooms	2.6	2.6	2.6
Designated open space to study where groups can talk	2.7	2.6	2.6
Better signs to tell you where things are	2.5	2.5	2.5
Lounge-type furniture	3.0	2.7	2.9

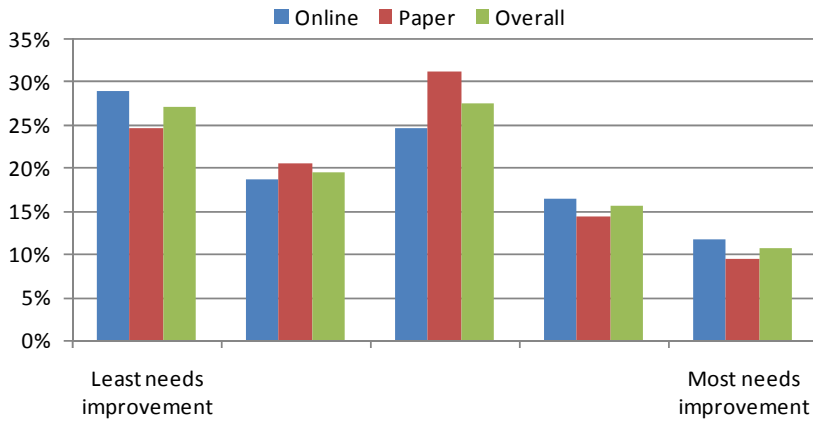
### Designated area for food and drink



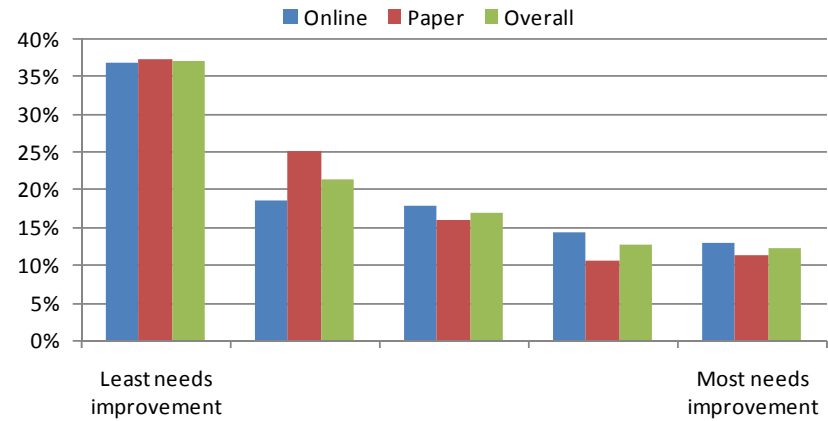
### Number of Computers



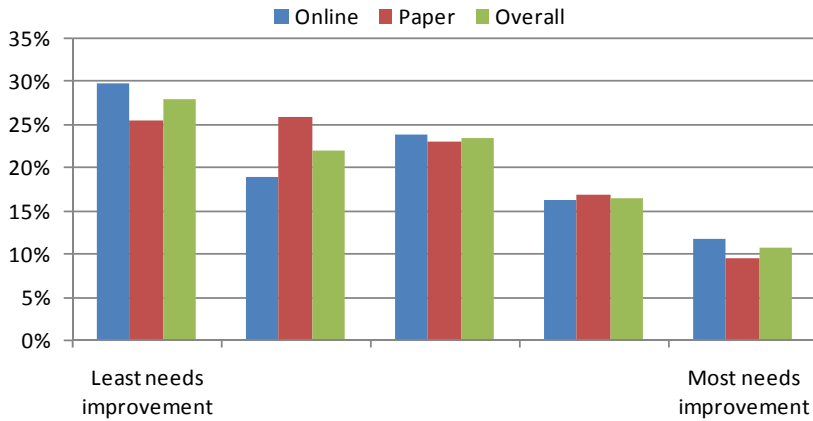
### Number of outlets to plug in a laptop



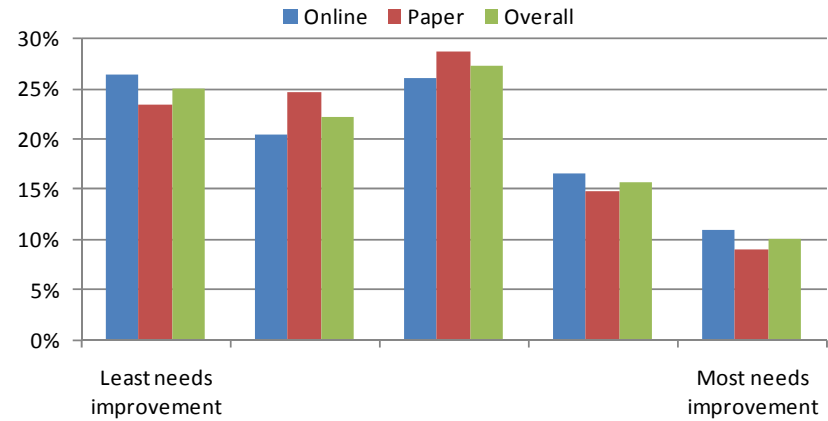
### Amount of quiet study area



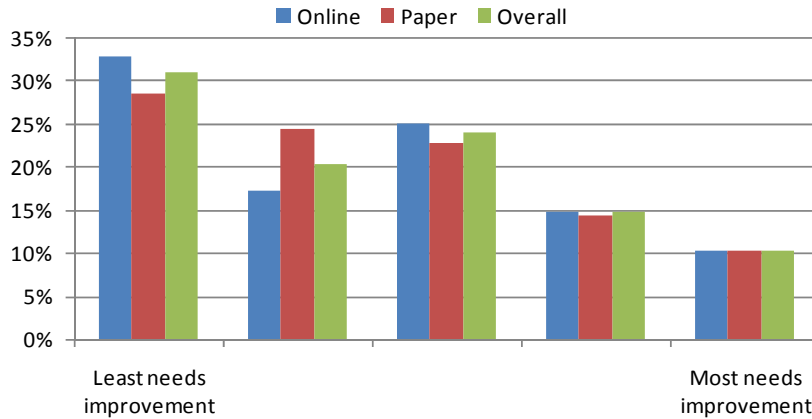
### Amount of group and individual study rooms



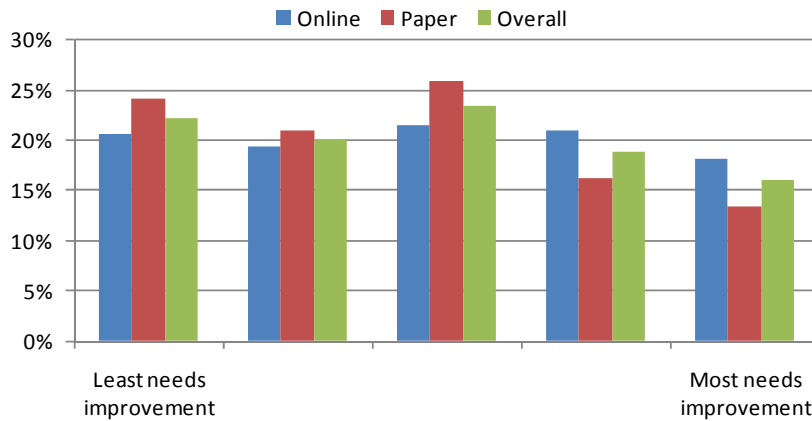
### Designated open space to study where groups can talk



## Better signs to tell where things are



## Lounge-type furniture



### *Question 4: Other comments*

A listing of all of the added comments is attached.

## Library Building Improvement Survey Question 2, Other

### *Paper-based Survey*

- to make copies
- testing -> Nursing
- to print work that's due
- on-line courses
- To print things
- Use my laptop
- Use laptop on free time before class
- [Instructor] said so.
- wireless
- work-study
- (Study Tables) for basketball
- get organized
- Do home work
- [Instructor] makes us
- News - Financial aid
- Its a comfy environment :-) and safe.
- Wireless net and station to plug into while I wait for next class
- Flirting
- make copies
- use text book on file.
- "Love" the (like) the employees
- hang out!
- work
- check-out-movies

### *Online Survey*

- To do homework
- dollar buys
- To read
- To use the bathroom
- wait for a class to start
- Bulding my business one day at a time...
- copy my work for class
- Homework
- Dollar rack is great!!!
- meet tutors
- use the bathroom
- future college plans
- do homework
- stay away from the heat
- check e-mail, use the internet
- To study
- work on a group project
- I am taking online class
- online class
- study human behavior
- Working with MS Office 2007
- to do my assigments online
- NA
- Use the bathroom.
- do homeworkl

## Library Building Improvement Survey Question 4, Any Comments

### *Paper-based Survey*

- CAT5 ethernet ports to network
- More computers would be nice but there are still quite a few. The library is a great place to study and do homework.
- Have the window blinds open more often.
- I feel great when I come to Library.
- facilities are in need of maintance and housekeeping, less noise around the computers; especially when people are listening to music.
- Put the science and Math center back here so I don't have to keep walking back and forth :)
- not Library space related; but is it possible to have a moview screening on campus~an evening event, in a drive-in setting but outdoors where students can sit in a courtyard with concessions available
- Just more computers or telling people to get off the computer when not doing school activities
- More placed to sit and study w/o computers around
- None
- More directions for first timers
- More comfortable chairs
- Need headphones speakers 4 computers.
- cellphone in quiet study area
- Maybe homework helper because the school has on weekdays but is has not on Saturday and some students need it.
- I think that "our" Library is a wonderful place for students to come
- Everything is perfect. Better help from librarians.
- Somewhere else to keep drinks
- We need less noise area and the Library doesn't have enough computers for the students
- More lounge type seating would be nice.
- ASU Noble main floor allow food and drink why don't PC try
- I think Library fits all the requirements, I like it the way it is.
- More TV's
- None
- Ability to talk more
- N/A
- Alot of people are just on the computer to be on myspace and the people who need to do work can't get a computer.
- I think the library is a good place already great librarians
- More places to sit, splitting quiet and talk study areas.
- More comfy places to sit, more places to put food/drink
- I enjoy the library and I do not think there is a need for anything else.

- I think you need more sit and need more place were student can study in a quiet area.
- I think it would be great if the library got more computers
- More space
- More Space
- I find it really rude when i go in to use a computer for school & all the computers are use mostly by kids who are doing non-school related stuff.
- The library already meets my needs thanks!
- I like the library and always feel comfortable asking questions to any of the librarians!
- N/A
- I am always looking for a quiet place to study during the week & on the weekends. The public library is too loud & doesn't have enough space.
- I love the library it's a fun place to study but need to be a little qutter in main floor
- More computers
- no cell phone rule while in the main computer areas.
- less noise in quite area
- More computers
- Phoenix College rocks
- Great job-no improvement needed.
- i love studying here, needs minor improvement
- A larger class room setting size room would help out with large groups more than 6
- none
- on the 1st floor it has been getting louder & they should be more strict on not using cell phones in there
- Having more places to sit would make the library better.
- More lounge type furniture would help.
- More places for study group were noise is not a factor.
- Its a really cool place. Thanks :)
- More open study areas
- Like more chairs to sit with your friends at the computers when there full.
- Better selection of recreational reading
- The Library is good already no changes are needed
- As it gets later the computers fill up to fast
- I think the library is a fine place. It doesn't need much improvement. That's why I come here.
- Free scanning, copying, and printing
- I like the library at Pheonix College and it give me a great place to study.
- Less noise
- More ability to be able to hang out outside of the heat hang out and pass the time between class
- cleaner bathrooms
- i appreciate the library and would like it if the were more study rooms
- Better places to do work when you bring your own computer.
- Eliminate cell phone usage throughout



- Friday night hours (area for children and computers) need toys and computer for them & books/love kids library
- I enjoy the seats by the open window, it's a great place to get reading done.
- Everything is fine to me the way it is.
- On my opinion. we can start by having a place were we can hangout, and have ability to talk and work, it's just to quite, At times I hear a cricket louder then someone talking low.
- More private booths for study (one person) Note. People walking through library noisy- no respect
- Maybe some more larger chairs with arms more comfortable reading
- More fiction, better quality of paperbacks (more genres), AC in the carrels! 1 more ADA room, Larger Gender/Transgender studies collection same for Gay/Lesbian studies.
- how about some paint on the walls?! greens! blues! :)
- I appreciate all the help I get from the customer service.
- N/A
- Subscribe to Curve Mag
- None at all
- Provide schedules for available student work groups (ie: Algebra student group meets Mon at 1:00, etc).
- I love working here. My studying is most focused when I'm here
- Don't allow use of cell phones ANYWHERE in the library
- Need more assistance to clean bathrooms Like the variety of subjects on display table. Library staff is very helpful.
- Can I eat and drink somewhere. Better pay for the librarians.
- -plants-
- help desk very convenient
- N/A
- Complementary Breakfast
- This is a good place that makes me want to study.
- Longer hours
- More space to talk and work in a group.
- Another less noticeable place for students to place food and drink. Like a cabinet w/ a door
- great place for peace and quiet
- I think having more printers for individual student use.
- I would like to see more whiteboards in the study group rooms. I only found one room with a whiteboard.
- rooms w/ white boards or electronic equipment to prep for presentations
- you need more desks in the legal books section
- place to simply lounge and rest for a minute or two
- Everything ok
- more places to sit downstairs
- N/A
- All the librarians are very nice and friendly :)
- People are very helpful

- more p
- this is a very loud library
- N/A
- The library can use more furniture, and study rooms. Study rooms are very limited
- N/A
- Less noise and where aircond. can reach you. This is why I like coming here. If your here to study then study. If your here to talk then go outside.
- I really enjoy coming to the PC library, some of the things I don't like is allowing students to use their phones (or not saying anything)/loud music while on the computers (very disruptive to stds. actually doing work.) Also, implementing the "when comps. at premium, no playing games" sign esp. at end in finals time.
- less noise on main floor, late study rooms w/ more air circulation
- none
- More space for drinks and food.
- The bathrooms upstairs are usually pretty gross. Toilets clogged or very dirty.
- Less noise so nobody plays loud music while you study and more computers for research because most students are on myspace or searching the internet for unrelated topics.
- More space.
- more places to sit and area where food and drink can be allowed
- Free coffee
- More place to talk to and computers
- There should be designated talking areas
- That there need to be more books for classes like math books to check out for an hour.
- None
- Forensic science books :) (Forensic chemistry)
- A place to eat in the library would benifit students.
- Less noise in the computer center. There are tables to study & the noise disturbs people who are studying
- I really enjoy using the Library alot more than public libraries. better resources
- I like the media selection
- Some students have no courtesy to others because they use their cell phone in the library, and places that they're not suppose to use them like in the computer commons.
- The smell that sometime comes up downstairs
- A place to eat and use a computer would be handy
- Liet as is.
- I like it.
- more places to sit and study

### *Online Survey*

- I think that we should carry more DVD's!
- Privacy is key, and i think there needs to be more individual chairs/lounge chairs separated from many chairs clumped together for when the carrals are all taken.

- Less noise, let know students when they're talking too loud. to lower their voice. I haven't seen anybody telling them
- Just wanted to add from a previous survey....I love that you currently offer free printing. As a student with a small budget this can be taxing. Thank YOU
- Many of your computer's are "out of order" regularly. this is a problem. please rectify it. thank you.
- The area around the Quiet Study Area can get a little noisy when people talk while looking for books. Sometimes students do not respect the quiet signs on the wall. Perhaps more ominous-looking signs might help or a warning that individuals will be reported to staff if they do not observe the "quiet rule."
- More books that one could just read for fun. Not just books for research.
- N/A
- less talk
- N/A
- good place to study and the computer help lot with home work
- clean & stock women's room
- employees need to enforce the "no talking" , no cell phone
- less noise for the people that come to use the computers for personal use and also use it as their social time. Also, being more dilligent about cell phone use.
- N?a/
- N?a/
- more places to do study quiet times, more comfortable places to sit, lounge like to read
- you need to have more computers,and more rooms for students.
- a library is for studying and quietness. I believe that if students want to talk and hang out they can find a nice shaded area on campus or maybe a designated area in library where it is cool inside and away from those who need quietness. Too much noise going on upstairs in the study area now.
- i did not even know that we have a group study group.
- less noise, comfortable chairs and tables;
- More Computers This is 2008, we are in a age where computers are more needed then books. Block Myspace to increase academic usage of computers/ reduce demand for computers.
- The library does get noisy at times, but not necessarily with people discussing class work, so I don't know that more group study areas are the answer regarding that situation.
- Minimize the sometimes loud and foul language in the computer commins area.
- More places to sit and study would be nice so that you could also eat a snack or your own lunch.
- don't make us pay for the copy... or put credit on the student id card at the beginig of the semester maybe?
- Less noise in the computer areas. Controlling people sitting together and not working on school work on computers.
- It is too loud
- more book selection, particularly philosophy and law.
- I LIKE HELPERS HERE VERY NICE. THANK YOU ALL

- I think that the library should be open on Saturday until 600pm. It should also be open on Sunday from 1000 to 200pm.
- it would be nice if the librarian ladies would know how to use word, excel, and any other word programs 2007. thank you.
- I think it would be nice an area where noise can be permitted in order to have like group discussions
- less noise, the printers should be "re-inked" more often.
- less noise from ipod and cell phone
- i love this computer lab because u can do so much in ur own time.
- NOTHING TO ADD.
- the library needs some kind of renovation so to increase space specially in the computer rooms because it gets really crowded most of the time.
- It can be very noisy in the computer area. Some students keep talking and talking or even talking on the phones. Can't anyone stop them? I have seen librarians who pretend don't see anything although they see some students are talking. Well, the librarians even busy talking to each other; as a result, they don't care students are talking loudly or not. Here is Library not a grocery store! Students should be quiet, right?
- The automatic door buttons for the restrooms do not work well. The elevator could run a little faster.
- We need more computers like Glendale Community College has! It has hundreds of computers for students to use, but I wonder why PC doesn't have that many!
- no comments for now
- Less noise during the day. Too many people talking loud for extended amounts of time
- n/a
- Ability to hang out, especially during the hot summers and cold winters in the library where it won't disturb others
- Less people talking on the third floor. It's not a makeout area!
- The library on the second floor is duty
- quiet around computer area, limit use of cell phones only to answer phone
- I think there should be more places where one can use the computer and talk. It's understandable that it is a library but many time assignments require some group work and it's really not fair to be shhh-ed by others who are not concerned with this situation
- I think that the library is wonderful but I do come in at times to just sit and wait for my next class to start so just more lounge furniture. I would turn the old math and science center into something more relaxing!
- More talk and learn areas...
- I request that in areas like the computer lab and quiet study areas, that they remain quiet! Staff in charge of these areas please enforce less noise, such as cell phones ringing and people talking on their cell phones. Please enforce less noise from music being played loud, from a computer, ipods, or mp3s! It is very disruptive when I am trying to work on a paper or at study for a test.
- definitely less noise
- Enforcing music listening rules, even from headphones, so not to disturb others
- I really can not stand it when I want to study, and some idiot is on my space the whole time. Also I hate when someone else is playing their earphones so loud that I get

distracted. One more thing is when people talk on their phone, when I need to I go outside.

- WiFi Printer access from laptops.
- more computers
- MAKE PEOPLE USE COMPUTER FOR SCHOOL PURPOSE ONLY, NOT INTERNET CHAT PAGES, SUCH AS MYSPACE.COM, OR OTHER CHAT ROOMS.
- more employees in the commons telling noisy people to shut up
- n/a
- Whenever I am in the library the machines to pay for printing are out of order. What are students supposed to do to print?
- Restrooms cleaned more often during the day.
- less noise, no talking on their cell phones when i am trying to concentrate
- We really need less noise. Yesterday I was at a computer doing homework and a couple of students next to me were making all kinds of noise, none of which was regarding their academics. It was very annoying and caused my assignment to take a lot longer than it should have.
- The only thing I think would be more beneficial, would be a few more computers, due to the vast growing campus. It seems as though PC is running out of room. Other than that the library is a wonderful peaceful place, and the staff are always very helpful. Library is not clean.
- Less noise at computer commons... specially at lower level.
- I still can see A LOT OF students talking on the cell phones. I think the librarians have responsibility to stop them keep doing that, it seems NO ONE cares. Some students talk very loud around the computer area also. HELLO!!! Does anyone can stop them. Here is the library, ok? If students really want to talk, they should go out to continue their conversation; however, the librarian make me so dissapointed AGAIN! There has NO ONE to stop them! HELLO~~~ I need a quiet place to use a computer and do my homework!!
- I think they should have cd's i mean its a library then they should be more open like a public library where you can find alot of stuff and they need to update their book with the latest one!
- I actually think its fine the way it is
- Ability to talk and places to at least drink would be nice. More workshops could be cool. Also, PhotoShop should be installed on every computer. I need it.
- the main lobby gets a little loud at times and they should work on that...
- places where students can rest
- Sometimes i feel lost but have never been without help.
- THERE SHOULD BE M
- more lounge-type furniture to study....
- designated cell phone area
- There has been a couple of times that I can hear my neighbor's music on headsets. Also I have seen students watching movies and music and no computer is available. The last I was in I went down stairs... I had to get an employee to tell the young boys in my row to keep the noise down. I almost called security. Next time I will.
- Open Sunday for a few hours!

- an area designed for students to study in groups where they are able to talk but in a distracting way.
- Sometimes the supply of computers is too high.
- need the quiet study area with computer. Sometimes, people talk by phone during using the computer. I think that many people are disturbed by them.
- more art exhibits, switch them around on a tri-month basis, more peer to peer internet video thingies.
- n/a
- Library seems sufficient for my needs. Extended hours would benefit my selfish needs.
- more places to sit for group studies
- One thing i have always thought this library lacked was the amount of sitting space. More lounge chairs defenitely would make it more inviting especially after 6 classes back to back
- I think we should add more computers because students are tired of waiting just to get on computer while others are still on.
- Detacting system near the main front door is sometimes very annoying because it rings when nothing is wrong. Librarians' unappropriate behaviors in this case make students very embarrassed in front of other people.
- The availability of VHS players is minimal. (Most of the ASL videos int eh library are on VHS) The players in the study carrels are fine, but you need the remote controls to set the tv's up to play. And the DVD functions are unavailable as well (to toggle through menu's) without a remote. Give it a try....
- More places to talk and sit
- Less noise, more quiet places to sit and study
- Less noise
- More Places to sit in cumputers areas
- Plugs for laptops upstairs. It's the quietest up there and would be nice if there were outlets at those desks. A place to have a laptop and a drink - Somewhere we can lounge. Sanitary wipes like they have in the gyms would be nice. There's a lot of dust and dirt all over the table and sometimes the keyboards are sticky.
- To have a monitored area for people researching and another area for those just surfing the web.
- It would be cool to have a quiet place to sit at and be comfortable at and eat while studying or munch on stuff.
- more computers would be nice cause alot of times the computers especially on the main floor are always taken. and a food area would be great to eat something and study would be good.
- Too many people doing things that have nothing to do with studying...watching movies...my space...playing games...and making a lot of noise...visiting...hanging out...being obnoxious...
- a cafe of some sort would be cool
- theres a high pitched noise in some of the class rooms down in the computer area bottem floor
- More places to sit down. Computers are usually always taken when you come in to the library.

- have more comfortable seats like the chairs upstairs.
- the library meets my basic needs i dont need anything to be greatly improved
- More places to sit not necessarily at a computer
- It would be helpful if there were more private study rooms.

## **Library Building Improvement Survey Online Survey Focus Group Contact Information**

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- Hecks yeah! Food and Drink? Count me in. Sarah Albinda Home: (623)-478-1776 No cell.
- Imelda Rosario 602-403-4583 i.j.r@live.com
- Eunice Valadez e.valadez.82@gmail.com
- Melony Mathews melonymathews@ymail.com or 602-373-3414. I would suggest putting a notice on all computers to keep quiet. The notice can be flipped up over the computers and flipped back down for the next person to use the computer.
- Julie Cell # 602-358-1275
- 602-271-4610 Damian Aranda
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