



**Use of Library space at Loughborough University:  
results from a 2005/ 2006 user survey**

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## Executive summary

In April and May 2006 the Library conducted a survey exploring how users perceived different Library spaces. Effective management of Library space is important because of students' changing learning styles and the increasing availability of electronic information. The Library also needed to establish the impact of the Open3 group study space (created in 2005). The survey was intended to establish what use was made of the different Library spaces, to explore why people use the various areas and examine the what factors were important in their choice of space. A two page questionnaire was distributed to Library users resulting in 482 completed returns.

The questionnaires were analysed using SPSS and a thematic evaluation was completed of the written comments. There are three main reasons why people use Library space: to access varied paper and electronic resources, to use a range of learning spaces and to benefit from different learning environments. Deterrents to using the Library spaces include noise levels, preferring to study at home, availability of electronic access from home/ office and the Library seen as being physically remote.

The survey showed that the majority of Library users (55%) are in the building for over 2 hours when they visit. The most popular spaces are those provided on Level 3. When people choose particular spaces the most important factors are the physical environment (selected by 69%) followed by low noise levels (selected by 62%). In terms of availability of space, Levels 1 and 2 were identified as being where they were most likely to find space. The pc clusters were where space was seen as being least available. The same pc cluster areas are also where more personal space would be appreciated. There would appear to be broad agreement that the current position of Levels 1 and 2 being quiet spaces with no refreshments (with Level 3 allowing noise and refreshments) was satisfactory.

The importance of providing different Library spaces has been reinforced by the survey. Balance between the different spaces has to be monitored and adapted accordingly. Ensuring an environment conducive to quiet study clearly emerged. The Library environment also has to support users who are physically in the building for a significant length of time. Library space is important for people wishing to access pcs/ laptops. A range of strategic recommendations were made resulting from the survey. Several practical recommendations transpired ranging from reviewing the type of study tables, to enforcing the policy of not allowing mobile phones on Levels 1 and 2. Further areas for investigation were established including gathering more detail on the different ways Open3 is used for learning.

## **Executive summary**

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**Acknowledgements:** thanks are expressed to Library staff who handed out the questionnaires and also to Kelly Friend who entered the data from 482 completed forms into SPSS

## **1.Introduction**

**1.1 Context and purpose of research:** A major resource for learning and research in any University Library is its public space. This is a resource that has to be managed, developed and altered to reflect the changes happening in higher education. These changes include increases in the use of group learning, move from print to electronic information, heightened role of pcs in learning and acknowledgment that people have different learning styles. At the same time, the Library has to show to the University that it is making best use of the space it has available. Two commentators (Engel and Antell, 2004) observed back in 2004 that ‘the next great library debate may be over space’.

This debate has already started with individual libraries undertaking fundamental evaluations of their space use (Houlihan, 2005; Curran, 2005). At the same time, reviews of academic library space have occurred at regional and national level (Council on Library and Information Resources;2005). The national organisation for UK academic libraries has a working group looking at library space (SCONUL, 2006). Within this context, Loughborough University Library therefore deemed it appropriate to undertake a user survey on Library space in the 2005/2006 academic year. This focus was especially relevant as the Library needed to evaluate the impact and nature of use of the newly created Open3 area on Level 3.

**1.2 Focus of research:** The survey set out to gather relevant data that would inform how Library space is allocated in the future. Specific areas of interest

were the frequency of personal visits, why people choose or did not choose to use the Library, and the variances in the use of different space types. There was also an interest in exploring users' views on noise, mobile phone use and eating/drinking in the Library.

**1.3 Different Library spaces:** There are 8 different space categories in the Library which are described in Table 1:

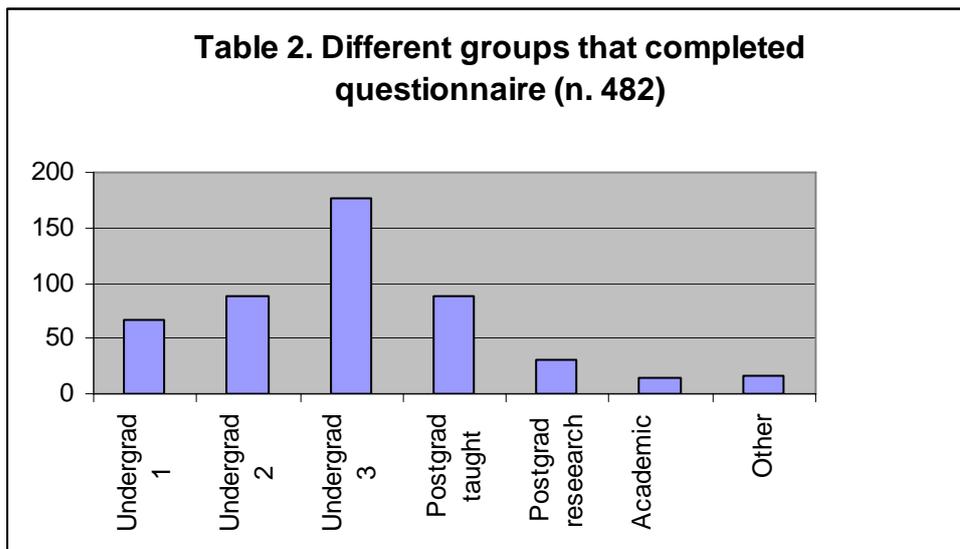
**Table 1 Different study spaces in Library**

Area	Description	No .of study spaces	No. of study spaces with pc
<b>Open3</b>	Open3 is a large space where students can work in groups with limited noise restrictions and also have refreshments. Includes pcs on tables and pc cluster	72	75
<b>Rest of Level3</b>	Area around current serials section	42	-
<b>Level 2 (where there are no pcs)</b>	Quiet floor and no eating or drinking	209	-
<b>Level 2 (pc area)</b>	Quiet floor and no eating or drinking	-	32
<b>Level 1 (where there are no pcs):</b>	Quiet floor and no eating or drinking	82	-
<b>Level 1 (pc area)</b>	Quiet floor and no eating or drinking	-	11
<b>Group study rooms (6 in total)</b>	Bookable rooms available on all 3 Levels	40	7
<b>Individual study carrels</b>	Bookable and available on all 3 Levels	21	-

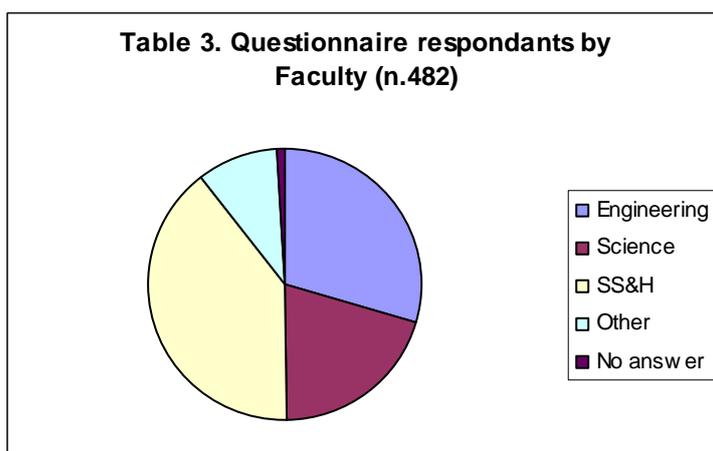
## 2. Methodology

The survey consisted of a two page questionnaire (Appendix 1, page 21 - 22) which was handed out personally on all three levels in the Library to users for completion. This personal approach had a positive impact on the response rate. It also meant that it did not gather many non-users' views. The survey was conducted between April and May 2006. It was piloted and this resulted

in some changes, removing aspects open to misinterpretation. Some forms were also forwarded to individual academic departments for completion by academic staff and students. This resulted in 482 returned forms and this is seen as a valid sample for the survey. Table 2 shows that the majority of people who completed the questionnaire were undergraduates (69%). Postgraduates represented 24% and academic staff 3%.



The distribution across Faculties is illustrated in Table 3 where 29% were in Engineering, 20% in Science and 40% in Social Science and Humanities.



SPSS was used to analyse the quantitative data with a thematic analysis undertaken of the qualitative statements. This completed analysis is included in Appendix 2 (pages 23 - 47).

### **3. Discussion**

**3.1 Reasons for using the Library:** A thematic analysis was undertaken of the qualitative data generated in response to the question 'Why do you choose (or not choose) to use the Library for study and/or research?'. There are three broad emerging reasons for people to use the Library: to access resources, to use learning space and to benefit from the environment.

**3.1.1 Accessing resources:** Having a wide range of resources to hand was seen as being valuable: *I study in the library as I have all resources to hand regardless of what I am doing (revising, coursework, research)*. Specific mention was made by 24 users of the benefits of using paper and electronic information simultaneously. Access to specific information sources was also highlighted as being important. For 48 people, the **book** collection was a significant factor for using the Library : *I choose the library for study because I can have access to the books I need for my research*. By using them within the building it was pointed out that it *avoids borrowing and carrying heavy books by using them in the Library* . The Library provision of the **paper journal** collection was identified by 12 users as being important.

Other important factors in Library use were around being able to access different **technologies** and **electronic information**. Some felt being able to use a pc in the Library was important for reasons such as *because I have no computer in my room*. This was in conjunction with the pcs being connected to the Internet. A further 10 statements were made about the value in being able to access the *good, high speed internet connection compared to my house*. Other users established appreciated being near photocopiers and printers and to Library staff: *I choose the library because when I encounter any difficulties during my research, I can always get assistance from the staff on duty*.

For some, the geographic location of the Library meant that they were close to resources: *I choose it because it's convenient (near to my department)*. For students not living on campus, the Library had further significance: *Not living in Loughborough, therefore I need somewhere between lectures*. The Library was also seen by some as providing a useful place to meet: *I choose to use it as it is a convenient place to revise with a group of friends and hold group meetings*.

**3.1.2 Learning space provision:** The Library provides a range of different spaces with varying purposes and functions. This spread of learning spaces was appreciated by users *as there is a good variety of atmospheres i.e. level 3 is noisy and busy, levels 1 & 2 are good for serious work*. Some valued the environment provided by the carrels *because I can use the individual study carrels that prove to be relatively sound proof*. Others found Open3 more to their liking *:It is now an ideal area for group work where we can meet to*

*complete projects with computers nearby for email etc.* The group study rooms were valued by some users; *study rooms good with computers and projectors to practice presentations, fewer distractions.* For a significant number of students, Levels 1 and 2 were appreciated because they are quiet floors: *however personally I prefer to study on level 1 because it is quieter comparatively.*

**3.1.3 Learning environment:** Over 40 students established that the atmosphere for learning provided by the Library was important: *It is really a good place to study because of the good study atmosphere.* Providing different types of atmosphere was appreciated, for some the Library *has a working ethos about it.* The Library was identified by 55 users as being more effective for study than the home environment. There were seen to be too many distractions at home for the person wishing to study; *I choose to use the library both for study and research because I have personally discovered that I use my time more effectively and efficiently in the library in contrast to working from the office.* The Library was seen to be peaceful: *It provides minimal distractions, when I need to concentrate and get a piece of work read/written.* and also less distracting: *I use the library regularly because it is easier to concentrate here.* Being able to work alongside other students was also appreciated as *when I see other students studying it encourages me to study.* For others, the Library is especially important at exam times : *during exam time, find that using the library helps concentration (as it is quiet).*

The provision of quiet learning space in the Library was valued by 109 respondents: *the library allows me to study in silence, I can concentrate on my studying better*. It is significant that large numbers of Library *choose to use the library or study because it is a quiet place*. In contrast, others were more attracted to the noisier areas within the Library as it was seen to provide a *central location for group work, a form of motivation and interactive area*.

### **3.2. Reasons for not using the Library:**

**3.2.1 Noise levels:** For 20 users, the Library is too noisy when they wish to use it for study purposes: *The Library is more of a social place rather than a library – too much noise*. And one person found *sometimes it is just too noisy to think straight*.

**3.2.2 Prefer to study at home:** At an individual choice level, 15 respondents would rather study at home. *Don't study here because I have more things I need at home. I use the books there because they have all I need. I have space at home to work and prefer solitude*

**3.2.3 Electronic access:** For some users, remote access to electronic information removes the need to physically visit the Library. Users can access e-books and e-journals from their homes, offices etc. One user stated that *It is now easier to get more information electronically*. People can also undertake tasks that would previously have necessitated a visit to the Library: *since I have internet access, I renew my loans from home, so I don't need to actually spend time in the Library*.

**3.2.4 Library seen as being remote:** For 18 users, the Library was seen as being too far away. On such a large campus, the Library cannot be close to

all. For some, *it's too far to go from the business school frequently... the distance is a problem for me to use the library facilities* whilst some would *like to use the library more often if I lived closer to it.*

**3.2.5 Difficulties in accessing pcs:** For 7 people, the high levels of pc use were a deterrent to Library use: *I generally don't use the PCs in the library as they are always busy and although I do feel more computers are needed as it is very hard to acquire one throughout the day.*

**3.2.6 Exam times:** The period which was identified as being the most pressured for Library use was during exam periods. 9 people said they were deterred from Library use because of the heightened noise levels and also the lack of space

**3.3 General observations on Library space:** People were also given the opportunity in question 8 for other comments on space in the Library. For some (15), this was an opportunity to comment on the high level of Library service they received: *I have no problems with the library and find its staff to be informative and helpful as needs be. The library is a good one and I like reading here, Library staff and resources are generally very good.* For the majority who completed the questionnaire, this section was used to identify how services could be improved:

- **Noise levels:** 12 people felt that Levels 1 and 2 were too noisy: *people are often very noisy on levels 1 and 2 which is annoying. A lot of students seem to perceive the library as an extension of the refectory and can be found laughing, joking and talking into mobile phones. It*

was also felt that *there should be more done to keep study areas silent and stop people from chatting and talking on mobile phones.*

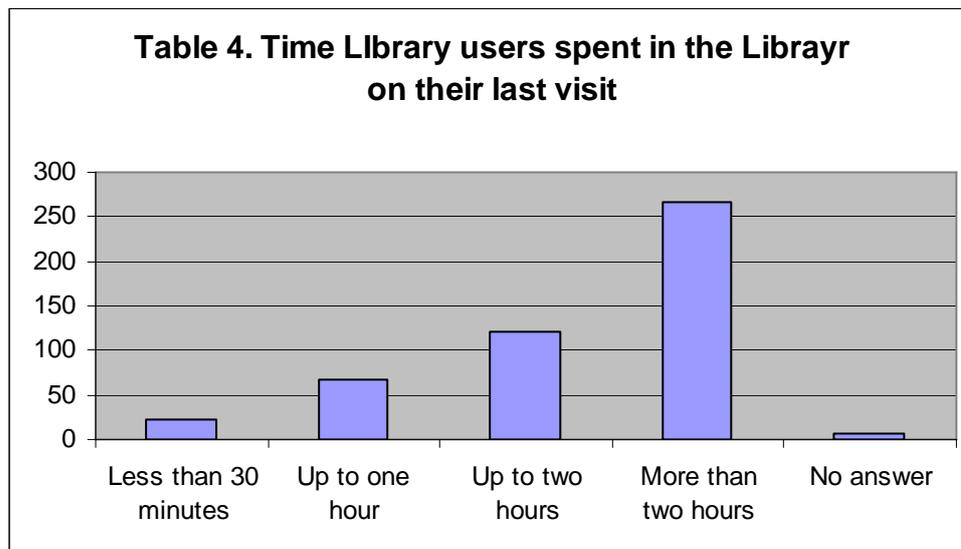
- **ICT provision:** 53 individual comments were made about ICT provision in the Library with 35 relating specifically to the need for more pcs in the Library: *I don't think there are enough computers, during busy times you sometimes have to wait for half an hour to get on a computer.*
- **Refreshments:** 20 comments in total were received about the refreshment provision in the Library. Only 2 called for greater restrictions on the refreshment availability (*You appear to view the library more as a MacDonalds than a place of study!*). The remainder asked for increase liberalisation to allow food and drink throughout the Library as well as increased café space and café provision. One person did not like *that you can't eat and drink on levels 1 & 2 as it's not practical to keep going up to the 3<sup>rd</sup> level to have a drink or snack.*
- **Mobile phones:** 13 people expressed strong views that mobile phones should be restricted in their use in the Library . This ranged from *I don't think mobiles should be allowed anywhere to requesting an area to make calls on lower levels would be handy.*
- **Books:** The main focus on comments on books (9 in total) was the need for more copies of textbooks.
- **Group study rooms:** 8 comments were made on group study room provision and the need for more.

- **Tables:** The provision of study tables generated 15 comments and observations. Some of them are contradictory but the consensus was that the desks on Levels 1 with the low dividers were not satisfactory.
- **Temperature:** 9 comments on the Library temperature were made with the majority saying that the Library was too warm but some saying that (when next to a window) the Library is too cold.
- **Exam periods:** There did appear some concerns about Library provision during exam time (24 comments made). Two main issues were identified. The first one relates to the intense pressure on space; *Need more study space during exam period as library is packed and nowhere for all who want to come into the library to study.* The other issue revolved around the perceived increased noise levels.
- **Opening hours:** 3 comments were received about the need for increased opening hours and/or 24/7.
- **Décor and lighting:** 3 comments were made on the aesthetic qualities of breeze blocks and concrete. A range of aspects of Library lighting were commented on by 6 people. These included lack of natural lighting, sun glare and low lighting levels.

### **3.4 Time spent in the Library and frequency of use of different spaces:**

The survey has provided data to indicate the length of time that people spend in the Library (Table 4). 55% (266) of Library users were in the building for

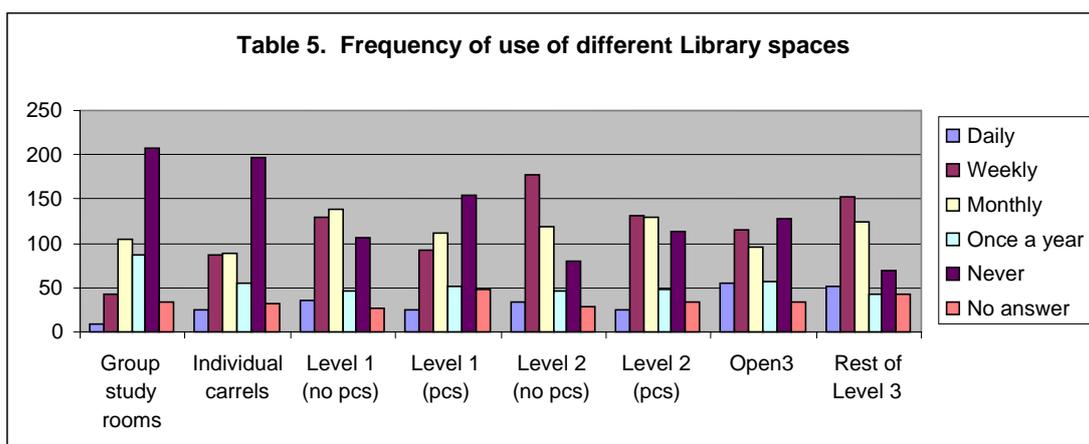
over 2 hours on their last visit.



This length of visit has implications for providing catering services and also for ensuring there are good comfort levels to support work.

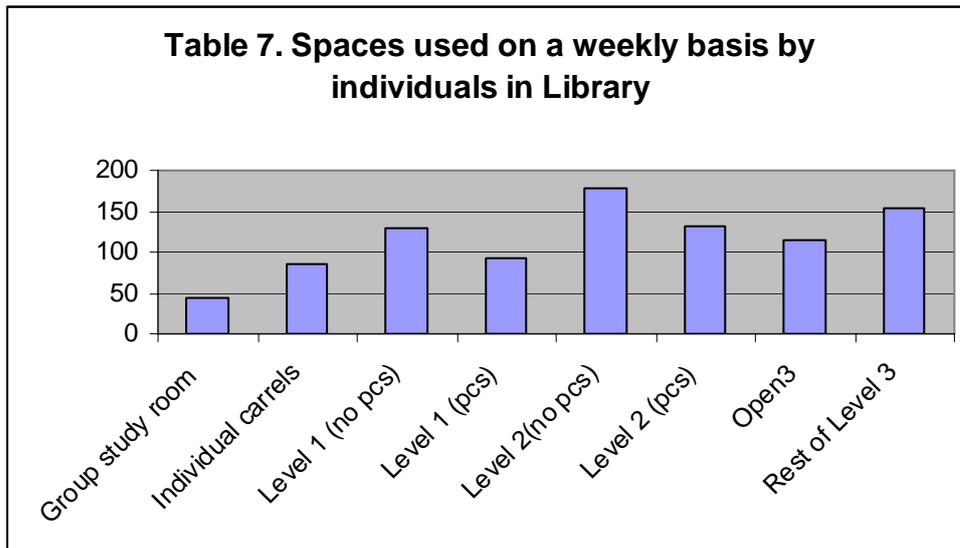
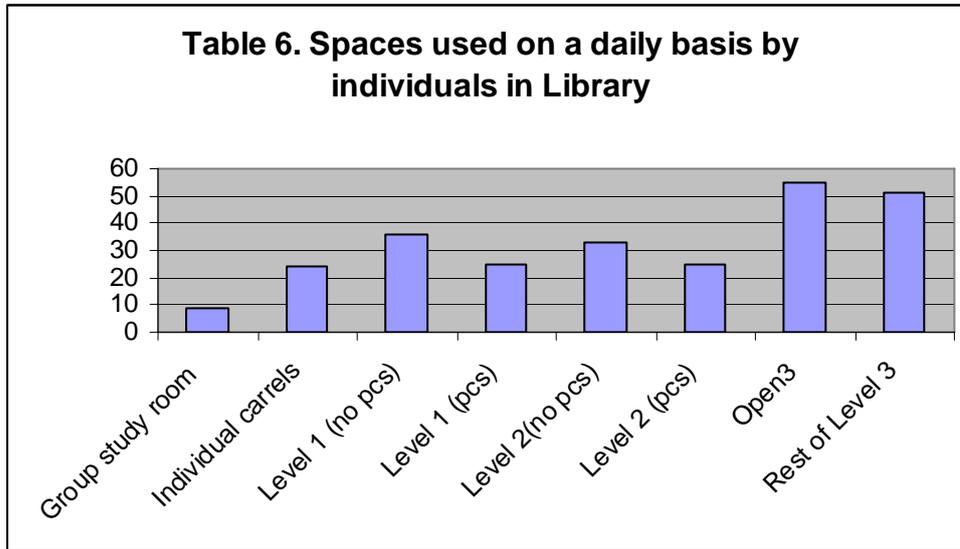
Table 5 details the patterns of use of specific Library spaces as listed in 1.3.

Tables 6 – 9 outline numbers of users who access the different spaces on a daily, weekly, monthly and yearly basis. Some users never access specific spaces and these are detailed in Table 10.

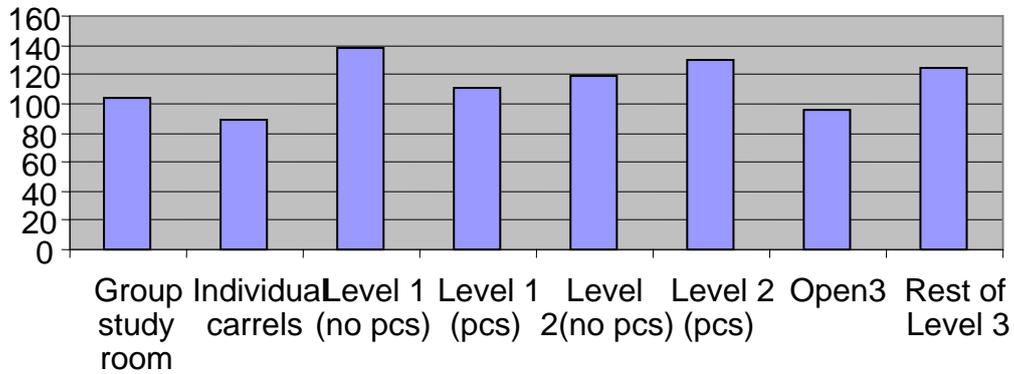


11% of Library users come into both Open3 and rest of Level 3 on a daily basis. This high level of use justifies the investment into the changes that

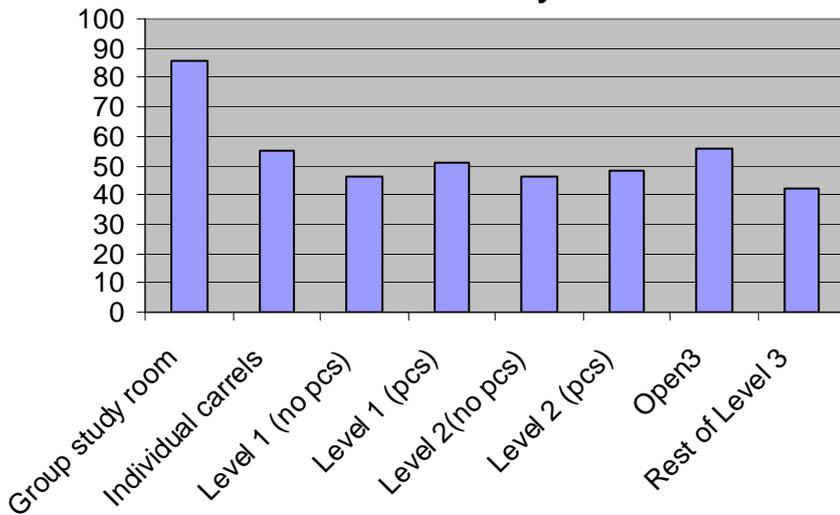
have recently taken place with Level 3. All spaces are visited by at least 9% of users on a weekly basis. A surprising finding was that 43% (207) of people never access the Group Study Rooms and 196 (41%) never use study carrels.

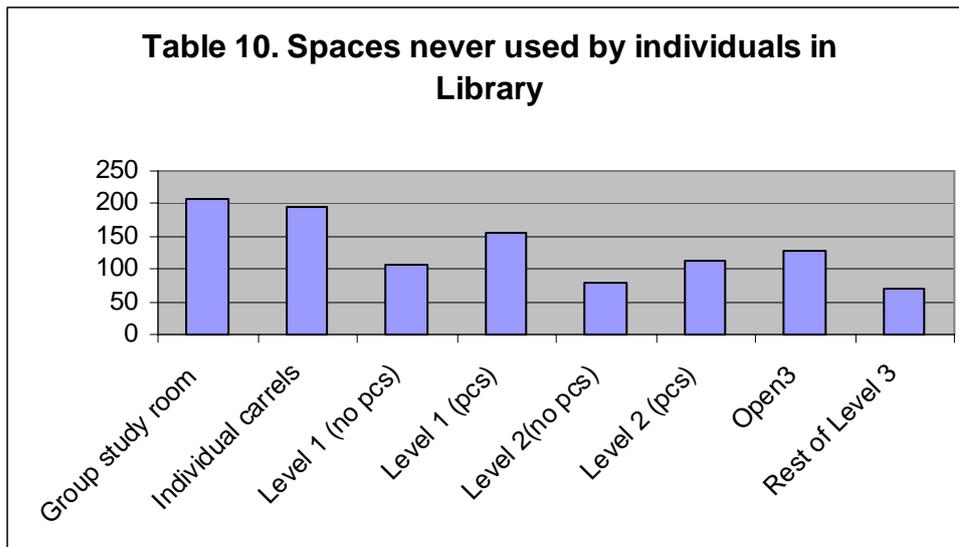


**Table 8. Spaces used on a monthly basis by individuals in Library**

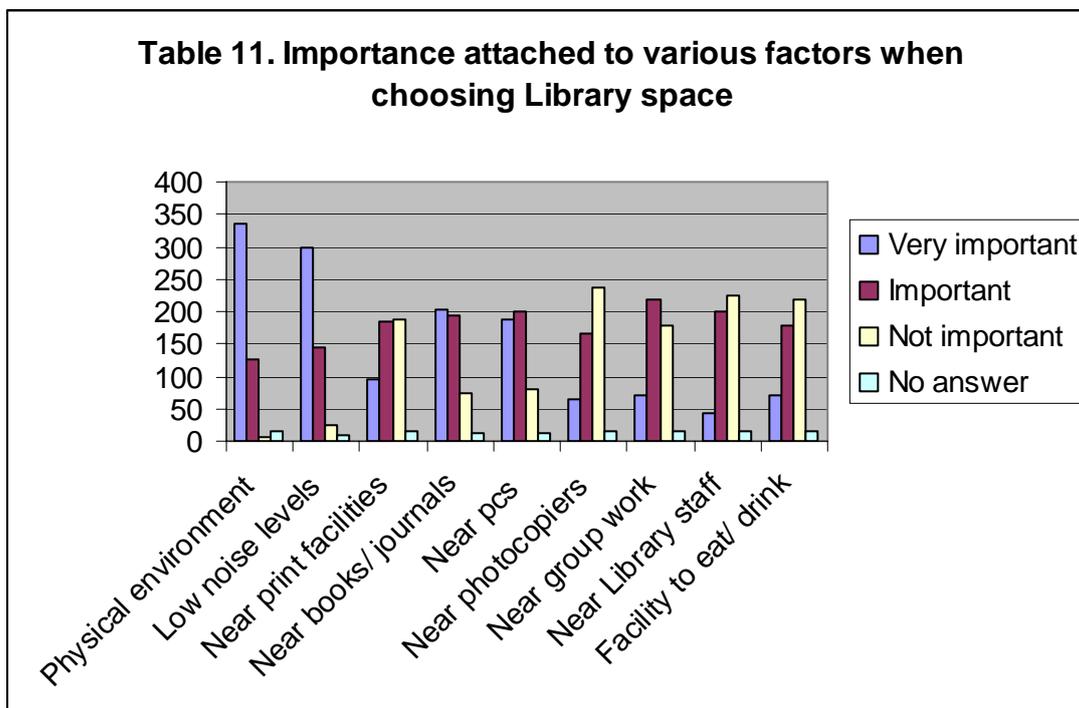


**Table 9. Spaces used on a yearly basis by individuals in Library**





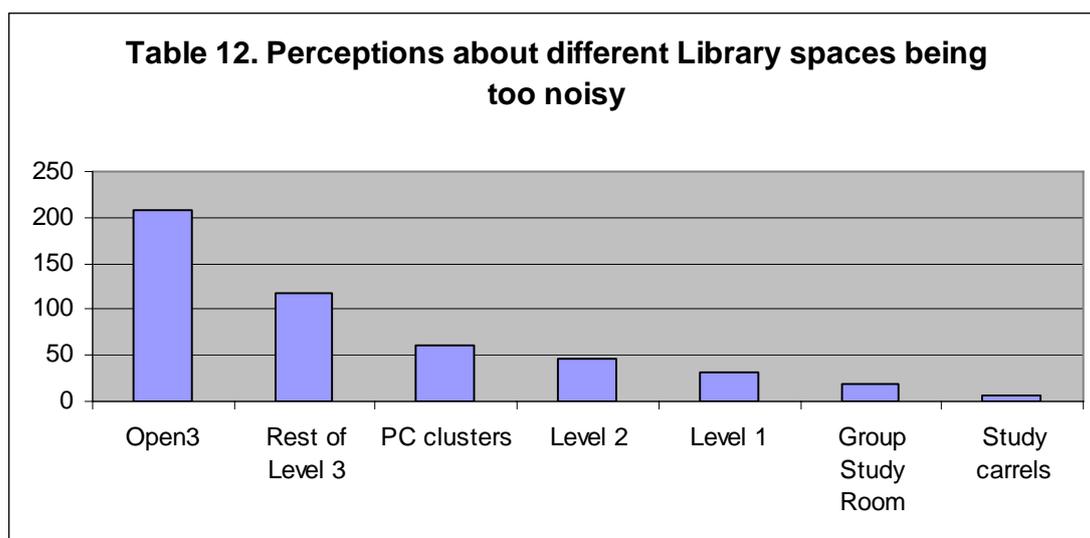
**3.5 Important factors in Library when selecting space:** Table 11 shows importance levels of various factors when selecting library space. Physical environment clearly comes across as fundamental with 69% (334 out of 482) seeing it as very important.



Not far behind physical environment is low noise levels identified by 62%. This indicates to the Library the importance of providing an environment that

is both attractive/comfortable as well as one where low levels of noise can be guaranteed.

**3.6 Perceived noise levels in the Library:** Table 12 illustrates the findings about how Library users perceive the noise levels of different spaces. It is reassuring that study carrels are meeting their purpose with only 1% of users feeling that they are too noisy. The results highlight a tension that does exist as the areas which are intended to allow users to make noise are also seen as being too noisy (43% feel this way about Open3 and 38% about Group Study Rooms).



**3.7 Availability of specific spaces and need for more space:** The survey did explore levels of availability of specific spaces (Table 13). The area identified where space was the least available were the pc cluster areas. The spaces on Level 1 and Level 2 were established as being the most available by respondents (46% and 49%).

respectively.

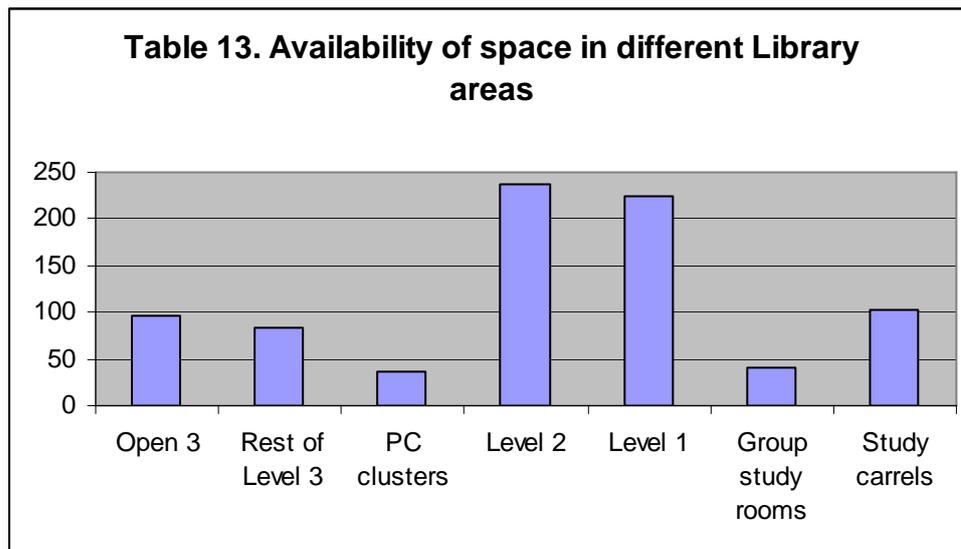
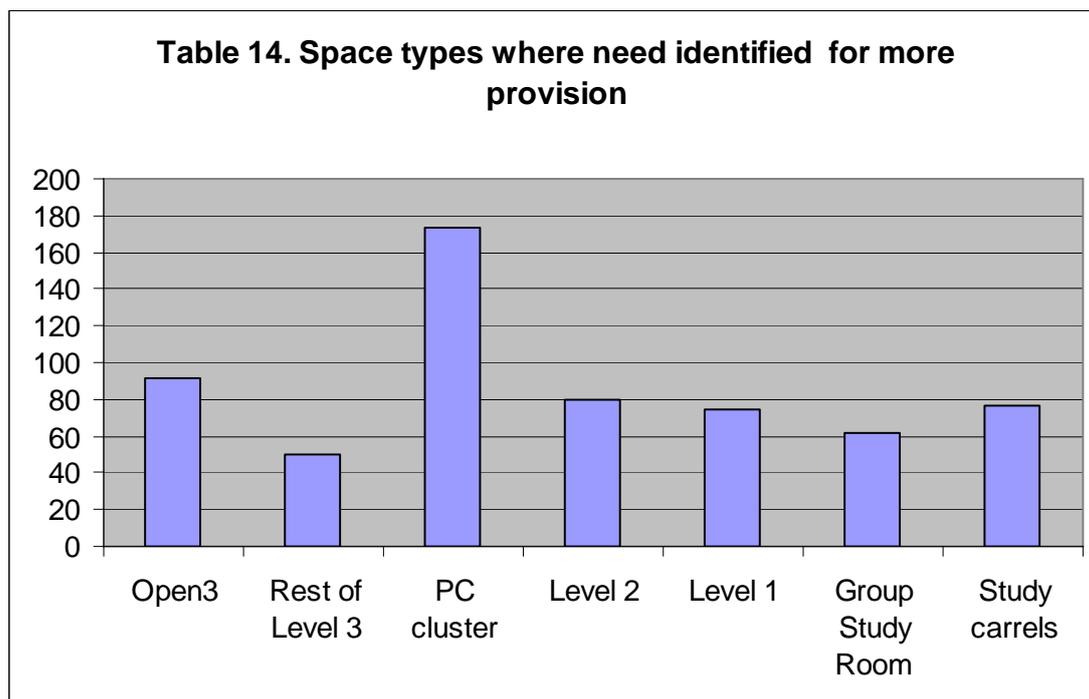
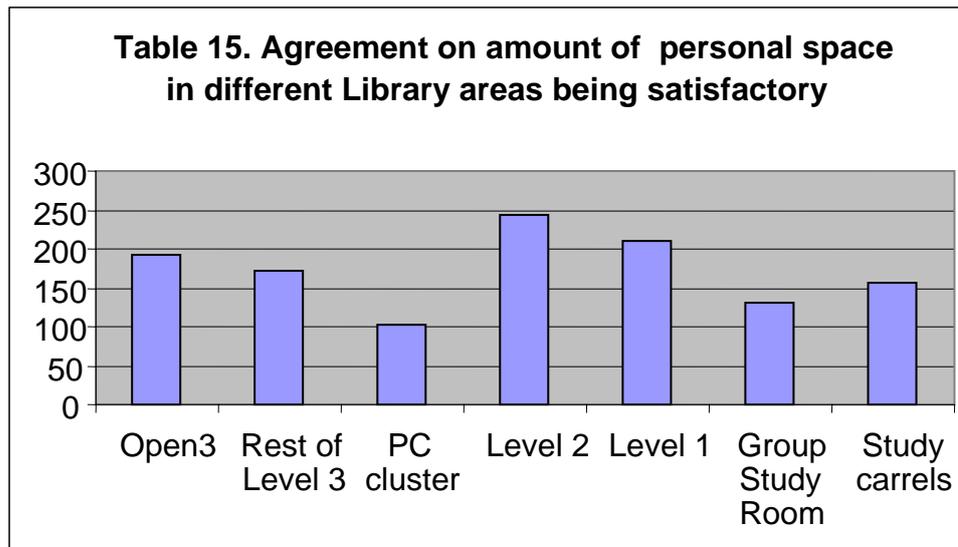


Table 14 outlines the spaces identified by users where increases in provision would be appreciated.



Only 19% (91) would like more space like Open3, whereas 36% (173) would prefer to see more pc cluster provision. The survey also generated data on how satisfied people are with the amount of personal learning space in the different areas (Table 15).



In terms of learning spaces for individuals within these areas, only 21% (102) agreed there was enough space in the pc cluster areas (Table 15). This compares with 50% (243) who felt there was enough space on Level 2.

**3.8 Access to phones and refreshments:** The Library policy is only to allow refreshments and mobile phone use on Level 3. This arrangement on Level 3 was broadly welcomed. 270 (56%) like having access to refreshments and phone on Open3 and 226 (47%) liked having access on the rest of Level 3.

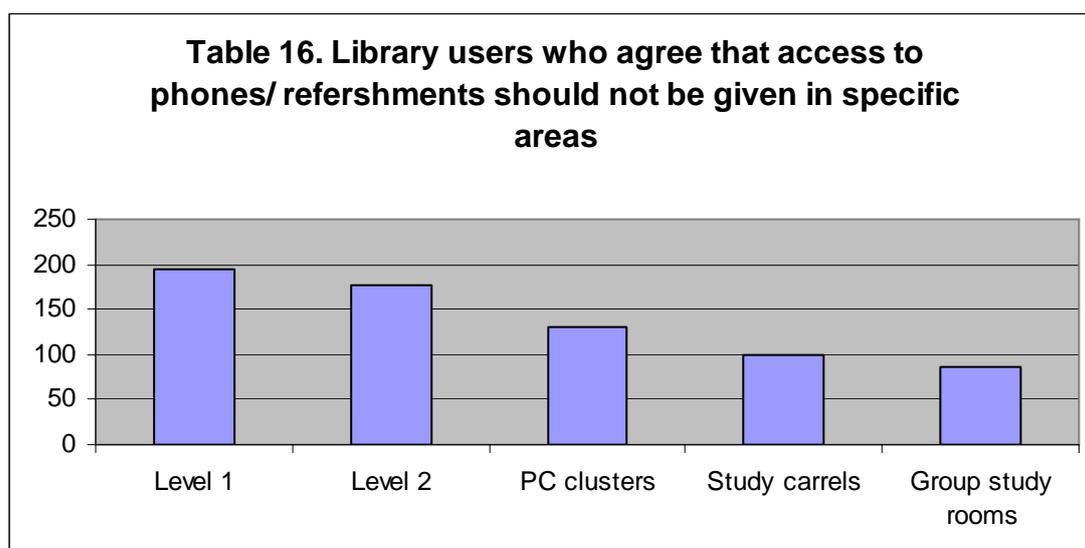


Table 16 shows that 195 (40%) on Level 1 and 176 (36%) on Level 2 approve

of phones and refreshments not being allowed there. This compares with the Group Study Rooms where only 87 (18%) like not having this facility.

**4. Conclusion and recommendations:** This survey has provided the Library with pertinent data on use of space and how people view the space. It shows some broad trends and issues that the Library needs to address as well as establishing some specific information that can be used to improve services. The Library has to make available different learning spaces that actually are in conflict with each other (quiet vs. noisy; able to use mobile phone vs. not able to use phone). The survey indicates that the Library needs to maintain this variance in space. The current balance between the different spaces would appear to be appropriate. Providing an atmosphere conducive to study is a major facet of Library services. The survey established that when users visit the Library, they spend a significant amount of time there.

Being able to provide simultaneous access to a wide range of paper and electronic information is valued by users . The Library is also seen as an important place to access a pc. In terms of further study. it would be useful to explore the following:

- more detail regarding why non users do not physically access the building and what can be done to change this behaviour
- identify precisely how Open3 is being used and capture the different types of learning that occurs there
- use patterns of people who electronically access Library services

#### **4.1 Strategic level recommendations on use of space:**

1. Ensure that the Library continues to provide different types of learning space.
2. Establish how wider access can be given to pcs in Library. This could be done by the provision of a laptop loan service.
3. The physical environment is the most important factor when learning space is chosen. The Library needs to take necessary action to make sure space reflects the needs of users in 2006.
4. Develop effective marketing and publicity approach to inform new and current students about different Library spaces.
5. Explore how the wider student group can be informed of the advantages they can acquire from Library space (e.g. working with others/limited distractions/quiet environment/simultaneous access to wide range of resources)
6. Consideration needs to be given as to how availability of pcs in quiet areas can be increased.
7. Students have established that the pc cluster areas are the spaces where more personal space is needed. The feasibility of this should be explored.
8. A deeper understanding should be developed on how space in the Short Loan area is utilized.

## 4.2 Practical recommendations on use of space

1. Review the provision and nature of study tables on Levels 1 and 2 to ensure they are fit for purpose.
2. Establish the costing of fitting blinds to reduce glare on Levels 1 and 2.
3. Do not extend the Open3 provision to other areas of the Library.
4. Enforce policy of non use of mobile phones on Levels 1 and 2.
5. Focus on increasing students awareness of the Group Study Room provision.
6. Monitor and maintain Levels 1 and 2 as quiet floors.
7. Establish if guiding can be introduced to make it clearer to new users that entrance level is Level 3.

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### Appendix 1 Survey form

Please help us to evaluate and improve the space in the Library by taking a few minutes to complete this questionnaire.

**1. Which group do you belong to? (tick one box only):**

Undergraduate Year 1       Undergraduate Year 2       Undergraduate Year 3/4       Postgraduate (Taught)

Postgraduate (Research)       Academic staff       Other       Please specify .....

**2. Faculty:**

Engineering       Science       Social Science & Humanities       Other

**3. How long were you in the Library on your last study visit?**

Less than 30 mins       Up to one hour

Up to two hours       More than two hours

4. How often do you use the following types of study space in the Library?	Daily	Weekly	Monthly	Once a year	Never
A. Open3 (large group study area on Level 3)					
B. Rest of Level 3					
C. Level 2 (where there are no PCs)					
D. Level 2 PC area					
E. Level 1 (where there are no PCs)					
F. Level 1 PC area					
G. Group study rooms					
H. Individual study carrels					

**5. Why do you choose (or not choose) to use the Library for study and/or research?**

.....

6. Please tick the importance level for each of the following criteria, when deciding which space to use in the Library:	Very important	Important	Not important
A. Physical environment conducive to study			
B. Low level of noise			

<i>C. Near to print facilities</i>			
<i>D. Close to books or journals</i>			
<i>E. Immediate availability of PC</i>			
<i>F. Near photocopiers</i>			
<i>G. Supports group work</i>			
<i>H. Near support from Library staff</i>			
<i>I. Able to eat and drink and use mobile phones</i>			
<i>J. Other (please specify) .....</i>			

<b>7. Do you agree with the following statements regarding Library space: (please tick the boxes you agree with)</b>							
	Open 3	Rest of Level	Level 2	Level 1	PC cluste rs	Group study rooms	Study carrel s
<i>A. This space is too noisy for me to study effectively</i>							
<i>B. I can always find space in this area when I want it</i>							
<i>C. I like the fact that people can have refreshments or use their phone here</i>							
<i>D. I like the fact that people cannot have refreshments or use their phone here</i>							
<i>E. More of this space should be available in the Library</i>							
<i>F. I always have enough personal room here for the paper, books etc. I need to use</i>							

**8. Please indicate below any other comments you may have on space in the University Library:**

.....

## Appendix 2

### ***\_Q5. Why do you choose (or not choose) to use the Library for study and/or research?***

#### **1. Reasons for using the Library**

##### **1.1 Resources (209 in total)**

###### **1.1.1 Range (39)**

1. Good range of resources,
2. and the books and resources available are extraordinary.
3. with all the necessary resources at arms reach.
4. I only tend to use the library for the catalogue or the computer, or to get books, and if I need a journal article. I would rather read at home.
5. background material available to hand, good facilities for group study or research, and easy access to computers and internet
6. and because it's near all the needed books, references and magazines and newspapers
7. There is such a range of sources
8. access to all information
9. Access to books so everything is here that I need.
10. All the research I require at hand,
11. All the resources are available at hand for my course,
12. and a plethora of research materials.
13. Library is a good base to conduct research and by working in here too there is no need to take books out (and incur fines if I forget to bring them back on time!). Also, the library is so far away from where I live, it is more convenient to stay and work once I am here.
14. and the availability of different resources.
15. Easy access to information, text books and all other study material for my course. It allows for quiet study time too, away from halls it's a different atmosphere.
16. and the resources I need are around me.
17. and the resources I need are generally here and is therefore logical to work here where I can use these resources.
18. are able to obtain any books needed throughout study time.
19. Because there is an endless source of information and inspiration.
20. Choose to use the library for the facilities, A Close to books or journals.
21. Enough materials
22. I always use the library for my research/study because it has a wide range of books
23. I can easily obtain a lot of information resources there.
24. I do only research in the library because it has resources I look for.
25. If I have a certain amount of work to do, the library has the resources
26. In addition, I use the library for research because I can't think of anywhere else in Loughborough that can match the range of books, newspapers and journals.
27. It has a lot of the books I require,
28. It has a very wide selection of research books/papers/journals etc.
29. It's a fountain of knowledge.
30. It's resourceful f and a quiet place to study
31. more resources,
32. Offers me good access to the resources I need
33. Resources
34. Easy access to books, especially journals/serials which could not be borrowed.
35. resources, literature online.
36. The library gets all the resources and data I need,
37. The vast volumes of information available provides good resources for research.
38. Use of resources.
39. whilst having a world of information

###### **1. 1. 2 Books (48)**

1. Books, resources
2. It is a brilliant resource for secondary reading,
3. and occasionally books which Blackwell's have sold out of.
4. For research for essays – the books are usually available

5. It has a large variety of books for resources and is moderately easy to use.
6. and I know that it has the books I need for my course.
7. and there are a lot of books to consult.
8. books and theses, Y environment, comfortable, enough space.
9. books available.
10. books available.
11. But I do use the library if I need to gain a book or resource.
12. There are a lot of useful books I need to use.
13. access to books and papers.
14. Access to books,
15. and books.
16. and for access to books and serials.
17. And I like to read the excellent books here.
18. and it has all the necessary books.
19. and the availability of textbooks.
20. and to get books and journals and work from those here.
21. Because I can get to relevant books regarding my course and also information.
22. Because there are books and resources which are useful for my study.
23. Because they have relevant books, though a few more contemporary ones wouldn't go amiss.
24. Best available collective source of information. As internet sources are not accepted for research purposes by many projects, the library is the only logical solution.
25. Books are stored in the Library, especially those on the reading list recommended by lecturers.
26. books available if needed.
27. books available mean I don't have to go far to find an answer.
28. books,
29. Course heavily dependent on text books,
30. Enough resources of academic books are available
31. For the books and information it provides.
32. Good book resources for my specific subject (chemistry),
33. I choose the library for study because I can have access to the books I need for my research,
34. I make use of the library when I need some books and when I need to do some research, study etc.
35. It has books
36. It has the books I need (generally).
37. It is useful to be near books relevant to the subject. Research is a big part of my course modules.
38. Prefer books to internet.
39. Searching books
40. The availability of course textbooks, the ability to speak to module tutors in information science, the area is usually quiet and free of distractions.
41. The collection of books available for research is really useful,
42. There are a lot of useful books related to my research area.
43. There are books which I need.
44. To access references I could not get online.
45. Usually go to the library to get a book (not journals as lots are available online – very much appreciated).
46. check out books.
47. all secondary sources are kept here
48. Also, there are lots of books that you would have to carry home!

### **1.1.3 Journals (12)**

1. and access to hard copy journals is very useful.
2. and also to get journals and photocopy articles.
3. and the papers/journal resources.
4. access to journals and other relevant materials.
5. Because of the excellent archives of the scientific primary journals.
6. journals,
7. Can access journals easier/quicker,

8. I use it especially when I use journals
9. I'm only ever in the library to photocopy journal articles. If I'm searching for articles I'm usually wandering around the shelves rather than study areas.
10. Much of my work uses journals which are only available in the library
11. The library is an invaluable resource. Sunday is the best day for study, there aren't enough books for my course. E-journals are awesome. It can get a little loud but is quiet with no distractions.
12. Usually prefer to study at home but sometimes need to come in to read journal articles

#### **1.1. 4 'Research' (15)**

1. The library is very helpful for research of course.
2. and has the books I need for research.
3. but come to the library when finding books and research for dissertation and projects.
4. But it's helpful to find information for my projects and assignments, so I try to use it.
5. For research, lots of information available.
6. I research at the library because the resources are in general very good.
7. A good amount of research possibilities,
8. Because it is the only place where I can find hard copies for my research.
9. Dissertation references.
10. Essential to research my course.
11. I choose to use the library because I can search for the relevant research topics immediately. I don't have to wait for the books or journals I like to see.
12. It's ideal for research and study.
13. It's quiet and there are a lot of books to help study and research.
14. Since I can find all references that I need in my research area.
15. To gain references for essays etc.

#### **1.1. 5 General reasons (3)**

1. As I am doing research on a particular topic, the Library offers the necessary information that I need (books, journals etc.).
2. Also because of the extensive catalogue the library has which is essential to me finding information to help with the work on my course.
3. access to information during revision.

#### **1.1.6 Easy access to variety of resources (47)**

1. all the resources I need are close by.
2. and close availability of resources,
3. and easy access to resources.
4. and easy to access the books and journals needed.
5. and I can have easy access to books.
6. and texts required for work are obviously closer to hand if needed.
7. and useful for resources e.g. easy access
8. has resources available when needed
9. Most of the books/journals I need are easy to find.
10. resources at hand,
11. to find out some study materials more conveniently,
12. well laid out and easy to access material required.
13. access study materials, consult books & journals,
14. all the books are at hand so it is convenient and useful to be in the library.
15. All the resources are near by
16. and access books conveniently.
17. and access to resources.
18. and all the information is near by.
19. and all the necessary books are available.
20. and all the resources are around somewhere.
21. and all the resources I require are readily available.
22. and have access to resources.
23. and near to books to use when I study.
24. and resources are close to hand.
25. and the key issue is that for references and other books you can always access anytime when I am in the library.

26. and we can easily access books if we need information when we work. I use the library for research because I always find relevant information in books to help me for my work.
27. because all the relevant research material is nearby
28. convenient for book reference.
29. ease of access to books & other research materials.
30. Easy access to a vast amount of information.
31. Easy access to books
32. Easy access to information and electronic resources.
33. Easy access to resources,
34. Easy to get books I need.
35. Easy to get relative information
36. Easy to get text books W and it's quiet in individual study carrels.
37. Everything is accessible and easy to find.
38. Everything is easily accessible, particularly for project work.
39. I am able to get hold of books when needed,
40. I choose the library as a place to study as it has easy access to books and journals
41. I do research here because everything is in one place.
42. It's easy to find useful information related,
43. Need resources to hand.
44. Readily available sources,
45. The library provides all the books we are looking for, and the serials can only be consulted in one place.
46. Useful resources, easily accessible,
47. Wealth of information under one roof,

#### **1.1.7 Access to electronic and paper information at same time (24)**

1. Also access to resources and computers.
2. Also, all the facilities are here for use if you need them, such as books and the internet.
3. and a lot of information is available from books or using the internet.
4. and information & resources are available at all times.
5. another is that the resources you need to study are all in the one building.
6. Availability of all types of study and research materials,
7. Because it contains the majority of the resources that I need for my course. I can easily print off documents from the computers. Books and other reading texts relevant to my course are easy to find and use,
8. Because it has all the materials and equipment for my study and research.
9. Because of the book facilities (rather than taking books out) and use of PhD theses (that cannot be taken out of the library). Use of computers & work space, as well as the environment that helps to study.
10. Books and computer resources available, a
11. Books and online resources,
12. Books, photocopiers, staff assistance is readily available which is convenient and saves time.
13. Convenient to have all resources close by when doing final year project.
14. For the convenience of reading references and making notes on the computer at the same time.
15. Good place for study and research, good stuff you can find, reference available, and computers.
16. having all the resources that I need anytime. Also I don't need to carry books with me.
17. I can study by reading resources but also take breaks to look for resources and use PCs.
18. I study in the library as I have all resources to hand regardless of what I am doing (revising, coursework, research).
19. In less time you access more, you can find books and online material side by side, so I prefer to study in the library.
20. It is convenient to borrow books for reading and use the PCs to search for the materials.

21. It is practical, you can use books and write your essays at once, you don't need to carry books.
22. Resources (books and computers) are available if needed,
23. The library has the books I need for my research and project, so it's easier being in the library where there are several sources of information and computers are also available.
24. To have easy access to both electronic resources and books to complete items of coursework set

#### **1.1.8 Reference books (9)**

1. A good range of reference books for information.
2. and convenient reference resources.
3. and easy to get reference books.
4. and it's also because there are reference books which I need.
5. Huge use of resources –
6. Looking for reference books.
7. No choice on my last visit as I was reading a theses. I choose to use it when I want to refer to articles and books but am unlikely to want to take them out.
8. Reference books.
9. Reference material, change of study environment,

#### **1.1.9 Quality (9)**

1. provides good information resources,
2. Good range of books,
3. Good range of texts to look at.
4. Good resources
5. Good resources
6. Good resources and material to aid study.
7. Good source for the books I need,
8. I choose to use the library because it has a good selection of art and design books suitable for my course.
9. Resource of valuable information

#### **1.1.10 Short loan books (3)**

1. or short loan books,
2. use the books in the short loan area in the library so they remain available for other users the rest of the time.
3. Some of the books cannot be loaned out as well.

### **1.2. Study environment (154 in total)**

#### **1.2.1 More effective for study than at home (55)**

1. I find working in my room can be enclosed and sometimes noisy (from other rooms etc.), the library is a large open environment making it a relaxing place to work.
2. Easier to concentrate in the library as you can get distracted at home Good work space / study atmosphere
3. Good environment, as I have no initiative to study in the flat
4. I find I cannot work at home, but the Library provides the atmosphere and no distractions for working hard.
5. As I have two small children who are cared for in my home, the Library is the only place I can work.
6. There are fewer distractions here than at home, and I feel my work is much more productive in the library than in the department etc.
7. Also fewer distractions in the library,
8. and get away from distractions at home.
9. and limits distraction from housemates, tv etc.
10. and study atmosphere is better than at home.
11. and there are far less distractions here than working at home.
12. Somewhere different to study with no distractions.
13. also get less distracted as could do at home and it is quiet.
14. and I find that the library provides an effective space for quiet working, which is an assurance when needing to get away from noisy halls from time to time.
15. and is free of distraction.

16. and it allows me to switch off at home, instead of working.
17. and it is easier to make good progress on project work, without distractions.
18. Because I have a baby son I don't get full concentration in the house. When I'm home I give 00% concentration to him and his daddy and the housework.
19. Because it's quiet and I can get my work done without too many distractions.
20. Because the atmosphere is more suited to work. Housemates at home may have music on and therefore the environment at my house isn't as suited to work.
21. Because there are few distractions.
22. Because there are less distractions, and I find it easier to concentrate here.
23. Because you have nothing else to do but work here,
24. Better than working in room, good environment to study.
25. Fewer distractions and less noise than at home,
26. fewer distractions etc.
27. Fewer distractions than at home,
28. Fewer distractions than at home,
29. Fewer distractions than at home,.
30. Fewer distractions than being at home,
31. Fewer distractions than working from home.
32. Generally quiet and less distractions than at home, meaning I tend to get more done in the library.
33. I choose the library to study because the library environment and facilities are very good for me and I can spend more time on studying than having a rest or whatever. It is of course better than my room because I can't study in a small place with low facilities.
34. I choose to use the library both for study and research because I have personally discovered that I use my time more effectively and efficiently in the library in contrast to working from the office. Furthermore, hard materials are handy.
35. I choose to use the library for research and in particular studying as it has a nice working environment, has less distractions than at home,
36. I choose to use the library to catch up with my work because it's peace and quiet which is easier for me to work. I always work in current serials area where the work area is more private and less distractions.
37. I do more productive work here with less distractions.
38. I feel I can concentrate better on my work in the library, compared to home.
39. I find it much easier to work in the library, particularly on level , as there are fewer distractions than at home.
40. I get distracted by my friends at home,
41. I like to separate my work and home/
42. Enables better focus and no distractions. hour in the Library, for example, could easily amount to a whole afternoon working at home because of the number of distractions there.
43. sleeping space. There are too many distractions at home.
44. I like to study at the library because there is a really great atmosphere and I study more than at home.
45. and not too many distractions like in my room
46. I use the library because I find I work much better than I do at home,
47. If I study at home I get distracted by domestic issues.
48. It offers an environment that is somewhat more conducive to an effective learning experience than trying to study at home,
49. It offers less distractions than studying at home
50. Provides a change of scenery and this sometimes enables me to work better than in my room.
51. Quieter than at home, find that I can concentrate more
52. So as not to be distracted from work by television at home, and to separate study from relaxing time.
53. there are fewer distractions than at home, encourages me to use my time productively
54. To set up a good study environment... and studying in the library is more efficient than at home.
55. Too noisy in my house.

### 1.2.2 Good atmosphere (42)

1. Nice ambient atmosphere
2. Relaxed, quiet environment in close proximity to study resources.
3. and provides a better environment for study.
4. Quiet, a good atmosphere for studying,
5. a feeling of being at work, providing focus.
6. and a conducive study environment.
7. choose to use it for change of atmosphere
8. The ability to eat and drink on floor 3 gives a highly relaxed and welcoming atmosphere
9. and a good environment.
10. and I can concentrate better in the working environment.
11. and then environment helps me work.
12. It also has a relaxing atmosphere to learn in.
13. Privacy and study environment is also provided.
14. The atmosphere in the library makes it easier for me to get work done,
15. The environment is obviously studious so this is a reason I choose to study here. Gets you in the right frame of mind, also there are places that are nice and quiet and private.
16. and am encouraged to study in the environment.
17. and better place to study in terms of motivation and concentration.
18. and easy to concentrate on reading.
19. Because of the atmosphere.
20. Better environment to study,
21. For the atmosphere – it's quiet, no distractions and easy access to all materials.
22. good atmosphere and
23. Good working atmosphere – A everything you need in one place. B Good working atmosphere, no distractions, A good selection of textbooks and reference books,
24. I choose the library for my study as it provides a good environment
25. I find the environment conducive to study
26. I like it because it's quiet and has a working ethos about it.
27. I use the Library to study in as I find I do more work there than at home.
28. I'm more able to concentrate studying at home.
29. It has a good working environment
30. It is really a good place to study because of the good study atmosphere.
31. It's calm and cool to study here.
32. I find it generally conducive to study.
33. particularly as an area conducive to study.
34. Right environment to study.
35. Study environment and atmosphere are better than other places.
36. Study, to condense my notes and write up my lab reports,
37. The library is great in terms of studying/research.
38. The library is the only place I can study in without any disturbance or noise, and due to the continuous reacting requirements my course demands, and a quiet place. However it also offers an educational environment that can put you in the mood.
39. There is a study environment and good quiet atmosphere.
40. This year I have found working on the ground floor of the library better than working at home,
41. Use the facilities, and take advantage of the atmosphere to be more productive with time.
42. Using the facilities, the study atmosphere is quite good

### 1.2.3 Good for studying (15)

1. a good study vibe.
2. Library (levels 1 & ) provide a more conducive environment.
3. and overall a focussed place to engage with material for studying.
4. and some levels provide a very good environment for reading.

5. atmosphere conducive to study.
6. I choose the study areas on levels 1 & and they are quiet and have the books I most need.
7. It has got various places to study silently for longer durations undisturbed,
8. quiet, productive and work-orientated atmosphere.
9. Calm... good atmosphere for effective studying.
10. Choose to use it because it's easy to concentrate and get work done.
11. I can sit down alone and focus on what needs to be done,
12. I choose to use the library for study because of its environment. I can just study in the library
13. Is easy to concentrate on studying,
14. It is a constructive environment where I can focus on the work required.
15. The free and undisturbed environment encourages me to use the library

#### **1.2.4 Preference for others studying around them (10)**

1. Plus it gives me the 'serious' feeling as people around get busy, thus I can't do less.
2. Also, seeing fellow students working encourages me.
3. and it is quieter and easier to concentrate when everyone around is doing work.
4. Easier to work when there are people around you working as well. C The facilities are close by if needed,
5. I use it because when I need to do work for a deadline, there are limited distractions in comparison to at home. Also, the sight of others working is motivation to continue even when it is heavy going. When I have a problem there may be people around from my course.
6. It encourages me to study when I am surrounded by others doing the same – there are no distractions.
7. It is easy to get books when needed, and working together with peers is much better in the library. It's also easy to concentrate when all the others study together,
8. It's easier to concentrate and I'm more motivated to work in a study environment, particularly in the run-up to exams, and I use the computers to do coursework at the library rather than at home for the same reason, it's much easier to work when others are too.
9. Moreover, when I see other students studying it encourages me to study.
10. The environment where students all gather to study motivates me to study compared to studying alone in my room.

#### **1.2.5 Less distractions (20)**

1. Also there are less distractions in the library.
2. It provides minimal distractions, when I need to concentrate and get a piece of work read/written
3. It is a good environment to be able to work in with no distractions.
4. It is a very restful and calming place with few distractions. It provides a good working environment with good light.
5. It's a good place to study because it is quiet and there are less distractions. The individual study desks are useful.
6. It's easier to concentrate and avoid distractions,
7. Less distractions and no option but to do work.
8. Less distractions than at home, easy to concentrate and a peaceful environment.
9. Less distractions,
10. Less distractions.
11. No distractions,
12. No distractions,
13. No distractions, large range of sources for info on topics unsure about – good working environment.
14. No other distractions so it's good to do long periods of study, and it's quiet.
15. Quiet, no distractions.
16. somewhere that I can get more work done because of no distractions.
17. There are less distractions here than there are at home.

18. There are less distractions in the library,
19. There are no distractions in the library.
20. Use library as can work better – less distractions

#### **1.2.6 Support concentration (12)**

1. Easy to concentrate.
2. Forces me to be more concentrated
3. High efficiency working in the library,
4. I can concentrate well and gets lots of work done.
5. I can find many resourceful books, and I can concentrate on studies more in the library than at home because of the environment here.
6. I choose the library because it always provides me with an environment where I can focus and concentrate on my studies without any disturbance,
7. I choose the library when I cannot concentrate at home,
8. I often work better at the library because there are fewer distractions.
9. I use the library regularly because it is easier to concentrate here
10. It is a nice place for me to concentrate myself on the materials.
11. It's easy to get concentration to study B It's quiet with less distractions than studying in halls. I seem to get more work done, A and the books are at hand for further research.
12. Provides the right atmosphere for studying / concentration 1 Quiet and less distractions than at home during exam time, but often very busy.

#### **1.3 Location (30 in total)**

1. change of scenery.
2. and convenience for finding the books.
3. and it is fairly quiet and within walking distance for me.
4. and very convenient for me to find –
5. convenient to meet for coursework,
6. It also allows me to pool all available resources together in one place,
7. it's not far to walk and has everything I need.
8. and it is convenient for me to borrow relevant books when I am studying in the library.
9. All books are lose.
10. and easy access to facilities.
11. central location for everybody to meet,
12. convenience
13. convenience and comfort, whether I am on my own or with others.
14. convenience and comfortable.
15. convenient – lose to home, quiet and has everything I need to study.
16. convenient access to textbooks, journals et. whilst studying.
17. convenient location – near to teaching areas, never had a problem finding space, quick access to resources.
18. convenient.
19. East to access (I'm in the department of information science), the environment, and the books.
20. Easy access to resources.
21. Easy access to the books that I want
22. Easy meeting point.
23. good working environment.
24. I choose it because it's convenient (near to my department)
25. I choose to use it as it is a convenient place to revise with a group of friends and hold group meetings. It is also a quiet area to work individually, particularly the lower levels.
26. It has a wide range of books in one place.
27. It's conveniently located, next to my department.
28. Meeting place, large desk space, resources at hand.
29. My department is DIS which is in the library building, so I'm in here most days working in the dept. computer labs mainly.

30. Quiet on level , more resources and convenient.

#### **1.4 Group work (41 in total)**

##### **1.4.1 Level 3 (4)**

1. a central location for group work, a form of motivation and interactive areas (level 3).
2. It is easier for group work, bigger tables etc. This semester I will use it for drawing because it has bigger flat tables which are good for drawing on.
3. It is now an ideal area for group work where we can meet to complete projects with computers nearby for email etc. and we do not now have to leave the library for lunch.
4. It's easier for me to study in the library in the open3 area as I have access to a computer, plus space for my books. It's not too noisy so I can work effectively.

##### **1.4.2 Good meeting place (30)**

1. to meet course group/partners.
2. good for sub-group meetings
3. and meeting course colleagues to study/work or do coursework together
4. Good place to meet for study groups
5. choose to study in the Library when working in a group because it is a central location with reliable resources.
6. Central meeting place with good group study facilities.
7. The group study rooms are particularly useful for group projects as it provides a good atmosphere around a table and also allows students to plan and help one another in revision sessions.
8. a good meeting place for group work and to practice presentations using data projectors.
9. a nice place for discussions.
10. and easy for group study.
11. and meeting for group work.
12. Could use more group study rooms.
13. group meeting place.
14. however when doing group work there is more space at the library,
15. It also provides group study rooms for our group discussions.
16. It is a good place for groups to discuss coursework.
17. It is likely in the future however, that I would like to use a group study room for group revision and/or coursework.
18. more space for group work,
19. You can meet with classmates to discuss studying issues.
20. The library is also used for group meetings for projects.
21. Easy meeting point for course mates doing group projects,
22. good place to meet and discuss in groups.
23. Good place to study in groups.
24. It depends on my classmates' decision, I always just follow them.
25. It is an easy place for everyone to meet up to do group work.
26. It's a good environment for working with friends.
27. More motivation to work, easy place to meet for group work. Q
28. neutral meeting place for group work.
29. Opportunity to meet people off my course who I may ask for help.
30. or for a communal place to meet for group work.

##### **1.4.3 Group study rooms (7)**

1. and the group study rooms are very useful.
2. Rooms in department where can talk and computers,
3. So a group of us can work together with computers and books.
4. study rooms good with computers and projectors to practice presentations, fewer distractions.
5. The ambience is quite good, I especially like the projector and big screen in group study room 1B.
6. Level 3 is good for group work

7. Level 3 is a good area to do group work in.

### **1.5. Access to ICT (32 in total)**

#### **1.5.1 Internet (10)**

1. internet readily available
2. I don't have internet access in the home.
3. I mainly use PCs for online record as I don't have internet access at home.
4. Use of the internet and AutoCAD in the training room.
5. and has the internet.
6. and use the internet.
7. and there is internet access which I don't have at home.
8. Download full current material that is not available off campus.
9. Internet access
10. plus good internet access.

#### **1.5.2 PC access (16)**

1. and the computers and
2. Access to computers,
3. Access to PCs
4. and computers,
5. and use computers.
6. Because I have no computer in my room.
7. Choose it for the computers
8. Computer facilities,
9. Computers,
10. For the computers
11. Good computer and educational facilities.
12. Good computer service
13. Good computer/IT resources,
14. I choose to use the computers that are on the main floor to do my research and use the bottom floor PC are to find books and the non-PC area to do some studying because it's not as noisy at the bottom floor.
15. haven't got a PC.
16. Mainly to use the computers

#### **1.5.3 Speed (6)**

1. good, high speed internet connection compared to my house;
2. plus the internet connection is faster than off campus.
3. and availability of fast computers.
4. Computers that are fast and tables that are big enough.
5. fast internet and
6. the computers are faster

#### **1.5.4 . Wireless (3)**

1. It would be beneficial if levels 1 & cold be on the wireless network too.
2. Wireless network
3. Wireless, vibe, location, books for research etc

### **1.6 Offers quiet study (109 in total)**

1. It's quieter in the library
2. It is a quiet place to study ,
3. It offers a quiet environment to study and has all the materials I need,
4. Quiet environment where everyone wants to do the same
5. Quiet working environment with no distractions.
6. It's usually quieter than halls, although large groups often become loud and distracting.
7. and also because it is a nice and quiet place to study in.
8. and also levels 1 and are often quiet,#

9. and it's a quiet study space with lots o desk space
10. and quiet study on the lower levels.
11. come to do silent study in library.
12. it's generally quiet
13. no computer at home and the ability to keep work at university and keep home separate or leisure and relaxation – peace and quiet!
14. peace and quiet,
15. reasonably quiet at times – good or concentration.
16. where it is quiet
17. and a quiet working environment.
18. As I live in halls, the library offers a quiet place to study –
19. as it is quieter
20. Because it is quiet and has no distractions to take my mind o work.
21. Because it is quiet and there is nothing to distract me from my work
22. Because it's a quiet environment without distractions,
23. Because it's a quiet place or study
24. Because it's peaceful and all the facilities are there when you need them.
25. Because it's quiet
26. Because it's quiet here.
27. Because it's quiet,
28. Because it's quiet.
29. Because there is no noise, I can get a lot o work done.
30. Books and research here, quiet atmosphere = get more work done. The only reason I stay at home to work is because it is so far from my student home.
31. During revision periods I use the individual study carrels daily. They provide a large and personal quiet area with no distractions.
32. or silent working on coursework.
33. Good resources at hand, quiet.
34. Here is a quiet place which also has a lot o resources or me to study. However personally I prefer to study on level 1 because it is quieter comparatively.
35. I cannot work in my room and find the library a quiet place to get on with work.
36. I choose levels 1 & or my readings and revision, I prefer level 1 because there are less people and it is not so noisy, but I go to level when there is no space on level 1.
37. I choose the library because it is a quiet place (usually)
38. I choose the library because it is much easier to study or research because it is quiet and I can access lots o books,
39. I choose the use the library because it is quiet,
40. I choose to study here because it is quiet
41. I choose to use it because o the quietness
42. I choose to use the library or study because it is a quiet place
43. I like to use level 1 o the library or completing reading because it is very quiet and not many distractions.
44. I like to use the quiet study areas or work during the day between lectures, as it is convenient and conducive to concentration during the non-busy times o the year.
45. in a quiet environment.
46. It is a good place to study as it is quiet,
47. It is a quiet place with plenty o facilities
48. It is a quiet working area, less distractions than at home, good resources are available and a good working atmosphere.
49. It is more quiet than the office
50. It is quiet
51. It is quiet and there are usually enough desks to work on.
52. It is quiet down here. A suggestion would be that each table at level 1 and should have a switch which will enable us to control the brightness o the particular study area.
53. It is quieter than my room in halls and it has a lot o resources.
54. It is very quiet, especially during exam periods. Research varies, usually always successful, especially when asking or help.
55. It's a quiet place 1 and opens daily.

56. It's a quiet place which offers convenient book resources.
57. It's always quiet which helps keep concentration.
58. It's much quieter than my room in halls, where music is being played etc.
59. It's quiet and lots o books are provided, information can be checked easily and quickly.
60. It's quiet or concentration.
61. It's quiet with little distraction.
62. It's quiet with not as many distractions.
63. It's quiet,
64. It's quiet,
65. It's quiet.
66. Less distractions, easier to work, and quiet (could be quieter though).
67. Level is relatively quiet,
68. Library is a quiet place or me to study effectively.
69. One main reason is it's quiet,
70. Quiet
71. Quiet
72. Quiet and
73. Quiet area or revision and project work,
74. Quiet atmosphere,
75. Quiet environment and more focus with nothing to distract me.
76. Quiet environment, somewhere to use between lectures, easiest place to use short loan material.
77. Quiet mainly, this enables me to be more productive.
78. Quiet place to help in reading and studying,
79. quiet place to work,
80. Quiet place with study atmosphere.
81. Quiet so I can concentrate, there are less distractions,
82. Quiet space or concentration.
83. Quiet studying possible.
84. quiet working environment.
85. Quiet,
86. Quiet,
87. Quiet,
88. Quiet,
89. Quiet, A access to several learning resources B and easier to concentrate.
90. Quiet, A and a lot o resources available.
91. Quiet, B less distraction hat at home,
92. Quiet, can concentrate & access resources quicker.
93. Quiet, conducive or private study
94. Quiet, easier to concentrate, various books/photocopiers/computers available.
95. Quiet, good environment
96. Quiet, less distractions, I can focus more because I am going somewhere to work.
97. Quiet, no distractions.
98. Quiet, no interruptions.
99. Quiet.
100. Quieter, less distractions on lower floors.
101. The best suitable place or study, all resources are available and it's very silent.
102. The library allows me to study in silence, I can concentrate on my studying better,
103. The library offers a quiet environment
104. The library provides good, private, silent study areas not available in the department buildings or at home.
105. the quietness is good.
106. There are quiet study areas
107. Very quiet with minimal distractions.
108. when library is quiet it's an ideal place to study.
109. . It is quiet, a change o atmosphere,

### **1.8. Staff available (10 in total)**

1. Librarians are very helpful.
2. and I know that helpful staff are always there for me.
3. and the staff are helpful wit any information I need on journals.
4. in addition to its friendly and efficient service provided by the staff.
5. very helpful, friendly staff.
6. and the staff are helpful.
7. as well as helpful staff being in the Library.
8. I choose the library because when I encounter any difficulties during my research, I can always get assistance from the staff on duty.
9. In addition, the staff ere are all very kind. Thank you very much.
10. provides good/very good help throughout the staff, and good facilities.

### **1.9. Photocopying and printing (11 in total)**

1. I come into the library to photocopy
2. and it's good for photocopying and printing.
3. I use the printing system frequently.
4. and I like the printing facilities.
5. choose the library for the resources, studying atmosphere I and easy for searching, printing and copying.
6. find that the modernised computers are off-putting as I am used to other machines, and I have to make a conscious effort to save files in an older format.
7. photocopiers available, and reference books expected in a library and journals, newspapers etc.
8. photocopiers.
9. printer of a good standard however a little expensive. .
10. Printing

### **1.10. Variety of study spaces (5 in total)**

1. It is a nice environment to work in, and all the books are close by.
2. However, there are areas to work with others and chat/discuss freely.
3. and there is a good variety of atmospheres i.e. level 3 is noisy and busy, levels 1 & are good for serious work.
4. I use most areas, as my course involves a lot of reading, from the internet, journals and books.
5. The idea of having a 'silent' floor and a 'quiet' floor is very good, so people can choose the noise level they wish to work in.

### **1.11 Exam time only (3 in total)**

1. During exam time, find that using the library helps concentration (as it is quiet).
2. Mostly use the library for study during exams, also I live a distance from the library.
3. Use individual study desks for exam revision as helps me to concentrate.

### **1. 13. Books too heavy (5 in total)**

1. I can only borrow 17 books from the library, when I do my coursework it is not enough, so I need to come to the library.
2. I don't like to bring home a the books that I need in my study as I'm scared I might lose them and they're heavy too.
3. Avoids bringing heavy books with me.
4. I choose to use the library for study and research because it saves carrying heavy loads of books home,
5. Saves carrying a my books around,

### **1.14. Good space (9 in total)**

1. and lots of space.
2. and have the space to work.

3. For study, ore space and less distractions.
4. Good amount of desk space (not so much during exam tie but that's understandable),
5. Good desk space,
6. It is nice and quiet, big desks to work at
7. It's quite spacious and clean. #
8. most of the time I choose to work on levels 1 and as there is always space.
9. The library gives the space to spread y work out and get some individual study tie.

**1.15. Escape (4 in total)**

1. But good to go and browse periodically and get away from emails.
2. and I sometimes come here for a change of scenery.
3. change of scenery.
4. For change.

**1.16. Carrels (4 in total)**

1. the coffee shop is useful for breaks.
2. Because I can use the individual study carrels that prove to be relatively sound proof, otherwise I just study in my room.
3. Study carrels – no distractions (although do find groups of two people using them and being noisy).
4. Working environment – easy access to books.

**1.17. Somewhere to go between lectures (8 in total)**

1. Any free time I have on campus I come to the library if it's for more than an hour.
2. a good place to go if I have to wait between lectures.
3. Close to department to use on gaps between lectures.
4. I just wanted to come here today as I had completed my work for DANS. A quiet space to look around – also do some work for the Open University.
5. I tend to only use the library when I am here for a course, as I am a part-time student.
6. If there is a gap between lectures at this end of campus, otherwise it's easier to go home.
7. Not living in Loughborough, therefore I need somewhere between lectures.
8. The library is also a place to study between lectures.

**1.18. Comfortable (11 in total)**

1. ambient temperature,
2. and comfortable environment.
3. nice warm environment to stud in.
4. and at a great temperature for efficient stud.
5. Because the chairs here are more comfortable than mine, F and it's got a good atmosphere here concerning the silence
6. Comfortable environment
7. General warm and friendly
8. I like the light settings, bright helps keep you awake!
9. the lights don't flicker A and because everything is in it.
10. the shop is open for snacks, a
11. Warm, good lighting, toilets, water and snack shop nearby.

**1.19 Non residential student (4 in total)**

1. Also, I live 70 miles away so popping home in-between lectures isn't really an option!
2. I commute to the university each day, so find the library a useful place to spend some spare time in between lectures for studying.
3. I commute to university from home every day so in my free time sometimes 4-5 hours, I come to the library to do work/read. It is the most convenient and resourceful place to go and work. I also come to work here during exam period – to get revision done.
4. There is nowhere else on campus to work and I don't live in Loughborough.

### **1.20 Opening hours. (3 in total)**

1. and the opening hours are very good too.
2. What's more important, the library is usually the only available study place for us to study since other lecture rooms usually are closed during weekends.
3. but I wish the opening time would be 24 hours just like other universities.

## **2. Reasons for not using the Library**

### **2.1 Own facilities (15 in total)**

1. but I prefer to study in my own room.
2. Generally I prefer to work from my room, but that's just me!
3. I don't often study as I prefer to work whilst listening to music.
4. I have my own research facilities in my room on my PC
5. Don't study here because I have more things I need at home. I use the books there because they have all I need.
6. I don't use it for computer use as I have one in my room and it is easier.
7. Have own office and most key journals available electronically now.
8. Have own space and can access the library online.
9. I enjoy the time of studying in my own room.
10. I find it easier to study at home,
11. I have space at home to work and prefer solitude.
12. I only use the library for research as I find it more comfortable at home, as it involves a long period of time, and I need to feel relaxed.
13. Mainly find sources electronically these days.
14. More comfortable in my office – my own PC in front of me.
15. There are quiet rooms in my department I can use.

### **2.2 Electronic option is preferable (3 in total)**

1. I can usually find the books I need in the Library, so I borrow them and prefer to go home since I live nearby. Also, since I have internet access, I renew my loans from home, so I don't need to actually spend time in the Library.
2. It is now easier to get more information electronically.
3. Most of it is accessible online, hard copies are useful but journals cannot be taken out of the library.

### **2.3 Noise levels (20 in total)**

1. Too noisy
2. When working alone I find it too distracting
3. – Level 3 is too open and noisy.
4. Too noisy – cannot leave things (except in study carrels which can be locked).
5. Sometimes too noisy though.
6. I don't choose to study here because it always gets full and is noisy sometimes.
7. I least prefer level 3 as it is too noisy and furthest away from resources I most use.
8. I often use the computers on level 3 to print off work but find it too noisy to study up there.
9. plus at times the library is more of a social place rather than a library – too much noise.
10. Because the noise level is high and
11. good resources but can get quite noisy.
12. Have a comfortable environment at home, I find the library can be a bit noisy.
13. I prefer to study at home whenever possible, as often it is too noisy to concentrate from people talking and I get distracted – the 'silent' study areas are rarely silent!
14. I try to use the library but sometimes it is just too noisy to think straight. I find it annoying that policies (i.e. no mobile calls, no eating) are not enforced – what's the point in having them if they are breached and drive users away in disgust?
15. It is too noisy – too much talking. It no longer feels like a space for quiet study and research.
16. It's really a suitable place for studying but the only problem is the noise, students don't respect that other students need to study so they keep on talking and disturbing others.

17. Sometimes difficult to concentrate.
18. Sometimes people talk too much in the quiet areas, or two people go into a study carrel and talk (which is distracting when you're in an abstract booth).
19. Sometimes the 3<sup>rd</sup> floor is a little too noisy in the main computer area and therefore hard to work.
20. Students tend to be noisy and I prefer to study in a quiet environment.

#### **2.4 Unhelpful staff (1 in total)**

- ...and some of the staff unhelpful

#### **2.5 Exam time (8 in total)**

1. Quiet and reference resources, but didn't use it during exam time as it got too loud and busy
2. During exams it was hard to get an individual study room and only able to book one slot at a time. Group rooms could be made available in hour periods as 1 hours often isn't long enough.
3. but sometimes too noisy (in exam period).
4. I do not study in the library during exams as it is too busy and noisy, and some people do not respect why we come to the library – for the quiet.
5. During peak times facilities get too busy e.g. during exam periods there is a lack of study desks.
6. However, I avoid going to the library during exams (this term it was too noisy).
7. Sometimes I can't get a seat (e.g. exam time)
8. space is not always available (especially during exam period).

#### **2.6 Too far away (18 in total)**

1. However, it's too far to go from the business school frequently, to some extent the distance is a problem for me to use the library facilities.
2. but choose not to use it because of the distance from accommodation.
3. I live at home (30 mins drive) so tend to study at home
4. I choose not to use it for a place of study for the majority of the time, because of the distance to get here and because I work better in complete silence in my room.
5. I don't use it because it's far from my department and closing time (10pm) is too early.
6. but it's far to get to and am able to access online resources.
7. but sometimes I don't use it because it is so far from my house.
8. I'd like to use the library more often if I lived closer to it.
9. but a long way to get here.
10. However, it's far from where I live so I don't use it that often.
11. I have access to the internet in my hall, and also it is a relatively long walk from the Towers.
12. It is more convenient to work at home,
13. It's far away from my home, so I can't use it frequently.
14. Too far away for me, and I'm a 1<sup>st</sup> year so I don't have any work to do!
15. Too far away from my office – I use e-resources.
16. Too far from home.
17. Too far away to use regularly
18. I don't go to the library as much as I'd like because it's so far from where I live and tends to get cold in there too.

#### **2.7 PCs busy (7 in total)**

1. I generally don't use the PCs in the library as they are always busy.
2. although I do feel more computers are needed as it is very hard to acquire one throughout the day.
3. Computers not available – too busy / it's tiring to use.
4. Sometimes there are no computers available for studying purposes.
5. There are not enough computers in the library,
6. Often difficult to find a free PC during busy times of day.
7. More computers needed on the 1<sup>st</sup> floor.

## **2.8 Other reasons ( 6 in total)**

1. I consider level 1 to be too quiet, although the relevant books are on that floor. Also I don't like the new style desks on level 1.
2. however temperature on lower floors at study cubicles is too low for prolonged stay – draft from walls excessive during winter months.
3. Too warm and too much chatter & noise
4. Often not enough catalogue machines
5. Very quiet and the books for my discipline are available for me to consult.
6. The library does not supply engineering software, can't take journals out which is a joke as a finalist – perhaps they should be treated as researchers are.

## **Library User Survey 2006 Q8. Other comments on space in the University Library:**

### **1. Noise levels (21 comments in total)**

#### **1.1 Level 1 and 2 (9)**

1. Sometimes areas are too noisy, but often it is ok. People are often very noisy on levels 1 and 2 which is annoying.
2. A lot of students seem to perceive the library as an extension of the refectory and can be found laughing, joking and talking into mobile phones. The acoustics don't help, the hard concrete surfaces aren't known for sound deadening. On level 2 there are large tables which encourage group study – just outside study carrels, so you can hear people's conversations even inside the carrels. My recommendations would be:  
- more signage to highlight which areas are silent study. – No communal tables near study carrels. – If you had the funding, installation of suspended ceilings and partition walls to improve soundproofing, and separate study areas into a versatile system of smaller units, e.g. so more areas can be allocated during exam times for silent study or group study the rest of term, when students have group coursework to do.
3. When there are a lot of people on level 1, and especially level 2, it is too noisy and people are talking, I think it must be really a silent study area.
4. I cannot comment on level 2, because I haven't tried it yet. I will do tomorrow as level 2 seems to be getting noisier.
5. I like level 1 where it is the quietest place in the library, but sometimes some students still talk loudly, so please staff ask them to be quiet if you have seen the situation happen.
6. Noise does travel around the library, particularly on level 2 where 'silent' study policy is not even attempted or enforced – despite signs.
7. Sometimes there are some students here (levels 1 and 2) discussing each other or using their phone. The staff can stop them after they're making noise for quite a long period of time in order to protect those who want to enjoy a quiet environment.
8. Floor 2 needs to be quieter.
9. Although silent study on levels 1 and 2, this is regularly abused, more so in the evenings and could do with enforcing

#### **1.2 Level 3 (3)**

1. I don't like the open level 3 area, preferred the old layout, it's too noisy now.
2. Level 3 is too open and noisy.
3. I often find level 3 a bit noisy (just sometimes),

#### **1.3 Need for quiet / silence (9)**

1. Enforcement of refreshments, use of phones and noise is necessary
2. Don't really have enough experience to make good comments, but I do like relative quiet when working.
3. Encourage / enforce groups of students working together to use group study areas, not individual and quiet study areas where they disturb the people working there for that very reason.
4. More rooms available for self study.
5. The staff should warn the students who talk loudly or even use mobile phones in the silent areas, some punishment may even be implemented.
6. and noisy.
7. perhaps a proper quiet study area.

8. I think there should be more done to keep study areas silent and stop people from chatting and talking on mobile phones.
9. and quiet areas supervised.

## **2. ICT (53 comments in total)**

### **2.1 PC access (35)**

1. Some group study room PCs are too slow.
2. It's better to have more PCs for students to use.
3. More PCs to increase availability – internet connections available & more plug sockets so people can bring laptops in.
4. Need more PCs and big desks.
5. Open3 is difficult to get a computer unless you arrive at 9am! This doesn't make it easy to come up here after lectures
6. However level 2 could use more PCs as they are usually all taken
7. I like the way you have placed a computer on a few desks on level 1 – maybe that could be an improvement made. At the computer clusters there is no room for your books / folders. Just one computer per large table would be handy, especially for group work.
8. Needs to be more computers available
9. also you tend to have to wait quite a long time for a computer to become available in the busier times.
10. PCs are limited and always in high demand.
11. Sometimes, especially around exams, there are not enough PCs for student use,
12. No more to comment, everything is good. If there are more CDs, DVDs to borrow, that is better.
13. Not enough PCs – should allow students to bring their own with them in peak times.
14. Especially at exam times, it is extremely hard to find an available PC.
15. There needs to be more computers and possibly areas to eat in. But most importantly, more computers are ferociously needed.
16. More computers necessary for size of university.
17. and there should be more PCs on level 1 like on level 2.
18. It is not always possible to get a PC on level 3 at busy times.
19. Like the new layout of level 3, very useful for group work as can always find a table, though more with a computer on would be good (only 3 at present).
20. A few more computers on level 3 please.
21. Always hard to find a computer.
22. There should be more computers available in quiet areas.
23. Often all the PCs are busy, and I have often left as a result and worked on my computer at home. That was a little inconvenient as I wanted to look up something there and then.
24. More PCs,
25. I don't think there are enough computers, during busy times you sometimes have to wait for half an hour to get on a computer, especially when computer rooms are closed for training.
26. On occasion PC availability can be a significant problem.
27. I found there are always people waiting for a PC on every floor. Sometimes it's very inconvenient for people with emergency use, I suggest if it's possible, just put one or two PCs for emergency use, say people can't stay for more than 10 or 15 minutes if there is someone waiting. This one or two PCs for people who want to check email quickly or do some emergency printing or other short use.
28. Perhaps there could be a PC area where time is restricted as U often just want to look up something quick on the internet but there's no computer available, or I have to wait too long.
29. Need more PCs.
30. I hope the study area can be mixed with the PC area and book area, with more PCs if possible and a big area for newspapers.
31. It is often hard to get access to a PC at peak times in the library,
32. More PCs would be helpful.
33. More OPAC availability and less rooms for large groups of noisy students.
34. There always seems to be rather a lot of people waiting to use computers.

35. Could do with either more PCs on Level 1 and 1, or else tighter control to prevent email/internet surfers hogging the PCs. Keyboards on PCs on level 1 are not nice to use (too clicky clacky)!

## **2.2 Wireless (5)**

1. and wireless network access
2. Check the wireless networks – I think there are loads of viruses spread through it.
3. Would like to be able to access the internet on my laptop in study carrels and some of the desks & group study rooms.
4. I would like to bring my laptop and plug into the network throughout the study space, carrels etc.
5. Not enough power sockets – brilliant wireless network though

## **2.3 Other (8)**

1. Segregated computer areas for group work and individual work. I was doing group work on a computer on level 1 (no PCs available on level 3 at the time) and I got the distinct impression that we were disturbing our neighbouring workers who were working individually.
2. Better access to cal system for off-campus users.
3. Printing is expensive – 1 sheet A4 + ink = 5p?
4. A colour photocopier would be useful on level 2 for art and design students and an area to eat.
5. More sockets on walls for laptops
6. Print facilities on level 3 are always very busy, more than one B&W printer would help. Set up computers to print to half each, but keep user informed which
7. Allow more power supply units fixed to each study table, more users are bringing in their laptops to work as some books cannot be taken out and it is not economical to photocopy. Install a laptop lock on the desk if possible
8. Needs to be more photocopiers

## **3. Refreshments (20 in total)**

### **3.1 Demand for more refreshment facilities etc (15)**

1. agree mobile phones should not be used on levels 1 and 2, but refreshments for me are important when studying, providing an energy boost and welcome distraction.
2. The needs of more bigger area nearby the library for refreshments and use of phones in the library.
3. I like the fact that people can't use mobile phones, but not the fact that you can't eat and drink on levels 1 & 2 as it's not practical to keep going up to the 3<sup>rd</sup> level to have a drink or snack.
4. Overall I think the library is good as it is. I do not do so much group work so I avoid level 1 but for others it will work well. I would be pleased if refreshments were allowed on the lower floors as bringing a packed lunch saves time and money, and you can carry on working. Maybe more power points on the lower floors for laptops. Keep up the good work!
5. And the library should offer a larger place for food and drinks
6. Many students eat in the library, but not in the coffee shop – the space of coffee shop is not enough.
7. Have more café's on other levels.
8. but it would be nice to be able to have an open bag of sweets etc. when revising without getting 'told off'.
9. I am a big fan of the individual/two person tables by the journals section. The fact that you can have a drink here whilst doing work makes the work experience much more relaxed and enjoyable.
10. Drinks should be allowed throughout.
11. I like to eat my lunch here but can only do so in some areas, which are still not 'lunch friendly' and when I move I either risk leaving my things or losing my space.
12. I don't mind people eating and drinking,
13. I think a small area for refreshments or to relax during studying could be necessary on each level.
14. however I like the relaxed attitude towards refreshments and noise control, I think this should be made possible throughout library.

15. Allow dry food and simple drinks in study areas, monitor these areas where necessary.

### **3.2 Need to enforce refreshment policy (2)**

1. Stricter enforcement of refreshments, use of phones and noise is necessary.
2. You appear to view the library more as a MacDonalds than a place of study!

### **3.3 Other (3)**

1. and coffee machine (fair trade).
2. cheaper refreshments.
3. Some people (like me) need hot water which can be drunk, please supply the hot water services.

### **4. Mobile phones (13 in total)**

1. Stricter enforcement of refreshments, use of phones and noise is necessary
2. I like the fact that people can't use mobile phones, but not the fact that you can't eat and drink on levels 1 & 2 as it's not practical to keep going up to the 3<sup>rd</sup> level to have a drink or snack.
3. It will be much desirable if there are special rooms where we can use mobile phones on levels 1 & 2 – it is quite inconvenient when I need to phone when I'm studying there.
4. Phones should be on silent – text only, NOT BANNED.
5. Didn't know there were areas where we could eat and use mobiles, as long as there are areas that's better.
6. I don't think mobiles should be allowed anywhere,
7. Talking on the mobile phone should be discourages but allowed.
8. and an area to make calls on lower levels would be handy.
9. There is too much use of mobile phones in prohibited areas – this is a really serious problem.
10. Also, mobile phones should NOT be allowed.
11. agree mobile phones should not be used on levels 1 and 2, but refreshments for me are important when studying, providing an energy boost and welcome distraction.
12. but do mind them using mobile phones.
13. Library should get mobile signal blockers for everywhere except level 3 – worst thing is people answering their mobile phones.

### **5. Books and shelving (9 in total)**

1. Appreciate that space is an issue, but find the shelving aisles very narrow and sometimes difficult to access the books.
2. To me everything is perfect, except for the missing books that are not classified on the web.
3. and the books are not enough in our major – my wait place in the queue is 45, please make more copies of text books.
4. Have more books in the short loan area.
5. We need more reference books so that there are no queues of waiting for books.
6. Most important thing is the books on our reading list are not sufficient – we always cannot get the book we are urgent to use or in very long queue. Sometimes there are no books available according to our reading list.
7. There should be more books for long loan.
8. I'm not really sure about all these spaces because my course means that I do not have to use the library daily or even weekly. I only come to look at the art books!
9. It would be useful to have more than one copy of reference books in the reference section. When we have coursework, the entire class is 'fighting' for the use of one book, which is quite ridiculous.

### **6. Group study rooms (8 in total)**

1. It is good to have noisy areas for group study so that people who want this can be separated from those, like myself, who need a quiet environment for effective concentration.
2. I think the current space allocation of level 3 to level 2 is very appropriate for group and individual study.
3. Also we could benefit from more group study rooms,

4. Create more spaces for group discussions which will generate noise in Open3.
5. We need more group study rooms.
6. First there is not enough tables for group work in an environment where you can talk and be a bit noisy. Maybe put more on level 3 or make level 2 a quiet environment (not silent).
7. More space upstairs would be nice,
8. There should be more group study rooms and they should be able to be booked for more than one hour at a time.

#### **7. Tables (8 in total)**

1. Maybe want extra tables near some photocopiers so that journals can be spread out easily for searches.
2. The single study desks are rather small as I like to spread out – the double desks on level 2 are better.
3. It would be better if there are more study spaces on level 3, not individual space but space where several ones can study together with a big table.
4. I like working on bigger tables such as on levels 1 and 3. Level 2 booths are too small.
5. There are not enough individual study desks on the quieter levels and the new desks on level 1 with low divides are very off-putting. I never want to use them as you keep catching the sight of the person sitting opposite and it's very distracting,
6. Not enough tables.
7. The old desks I do prefer than the new ones. The new ones are not that personal anymore, you can actually be interrupted by what the person sitting next to you is doing.
8. There are too many big tables so it is difficult to be concentrated there, it is noisy. In the short loan area on level one, there is only one table to work on, this is not enough.
9. More round tables needed.
10. It's ok I suppose, but I think the library needs expansion – some people come here to revise with friends, so big round tables should be available –
11. Should be more group tables for science area.
12. The layout is well thought and caters for most students, however the availability of large desks proved problematic for my friends who do Engineering as many desks could not accommodate their drawing sheets.
13. I also dislike the new desks on one half of level one – the divide is too low, and it's not nice sitting opposite someone.
14. Study carrels are too confined – very box-like and isolated. Take away the sides to the carrels and have individual desks, as a suggestion.
15. I think space is very adequate, maybe individual desks on levels 1 and 2 could be slightly bigger.

#### **8. Staff (3 in total)**

1. Staff are pleasant.
2. I feel that some of the staff are quite stand-offish at times, for example when I required the use of the big stapler one lady was quite rude. Where else can I use/get access to this type of equipment? Answer is nowhere, I spend a lot of money in this library as I have no printer of my own, is one staple too much?!!!
3. Staff are very helpful and serve with a smile.

#### **9 Temperature (9 in total)**

1. The library is hot/warm to work in over long periods, you get dehydrated so should be allowed to drink water everywhere whilst working. Water fountains would also be good.
2. Too warm
3. but temperature too high.
4. and it is always too warm, especially on lower levels.
5. I feel that the library is generally too hot to study in and can sometimes be hard to concentrate.
6. Sometimes I feel really cold in the library while I'm working.

7. When I need to study for any length of time in the library I find it gets very cold as most of the desks are next to windows.
8. Sometimes level 2 can be cold.
9. Would often like to stay longer but it is too cold after 6pm near the windows

#### **10. Exam periods (24 in total)**

1. Need more facilities and spaces for students during exam preparation periods,
2. Need more study space during exam period as library is packed and nowhere for all who want to come into the library to study.
3. More space needed at peak times, e.g. exams
4. Generally the space provision is more than adequate, but during exam and revision periods it is sometimes nearly impossible to find somewhere to work. This I understand is normally only for a period of a month at a time, and apart from this time the library tends to be more than adequate.
5. More PCs should be made available especially during exam/revision periods.
6. The space is appropriate on normal days, however in the exam period it's very crowded and no space to work. Otherwise space is used well.
7. More quiet areas for exam periods.
8. During exam time, it can be hard to find a seat to revise, I think there is more space available for a few extra desks.
9. During exam time it's very difficult to find a place in the whole library.
10. All areas are good – it just gets too busy during exams, but then there's nothing you can really do about that.
11. Your job is very helpful indeed, I have problems only in busiest times (end of semester) but I don't know whether you can help it. If yes, it would be great.
12. Need more of it – particularly at exam times.
13. Very busy in exam periods, more tables and chairs would be useful at this time.
14. It is really difficult to find a place to study in the library during the examination weeks.
15. Particularly around exam time I found it difficult to find a study area, I also saw people leaving bags and coats in an area so that they could return later, but other people were in need of spaces in the meantime.
16. While there is a lot of space, around exam time ... very busy and noisier, however this is to be expected.
17. Generally outside of exam time it is an excellent place to work with a good balance of quiet and louder areas to work.
18. More table space could be included during revision periods.
19. It supports the students during term time but becomes very busy during exam time.
20. Happy with the amount of space, it's only difficult to get a place to study during exam time.
21. More space should be available during exams
22. Enough and good resources during normal time, during exam period often too over-crowded and a bit too noisy and difficult to find a place.
23. I can usually find space except for the exam periods and noise tends to increase as well.
24. Levels 1 and 2 need more individual desks/tables to study at, especially during exam time. Individual carrels are nice to go in as you can close the door on the noise.

#### **11. Opening hours (3 in total)**

1. and during the exam and coursework times, the library should open 24 hours, un-staffed after 10pm, for example, Bath university have similar facilities.
2. I would like the library to remain open until midnight (possibly closing the lending desk) but keeping the rest open for students to do their personal studies in (as in many other universities). Staff could leave but security officers remain on site until midnight.
3. Not a comment regarding space, however I think it would be a good idea to have a 24 hour library. Bath university have one and it was an appealing factor on any open day there.

#### **12. Good quality service (15 in total)**

1. Overall there is a large amount of space. Personal space could easily be extended if needs be.
2. The library is a good one and I like reading here.
3. It's very good.
4. I have no problems with the library and find its staff to be informative and helpful.
5. Having been away from Loughborough last year, I can see definite improvements in the service it provides.
6. It is a very, very good library,
7. I find the space available conducive to learning and the quantity is adequate, only reaching its peak at examination time.
8. Very good in general,
9. I like the space the library provides since it provides relatively enough places and what's more, it is very quiet in the places away from the PCs.
10. Nice to come here – a good library in my view, better than Leicester university. However I am only here this one particular week, happy enough with facilities etc.
11. Changes made this year have been very well thought of.
12. The library is very good.
13. The space allotted to library is very comfortable.
14. I think what is meant by library, our Loughborough's library is equipped with all that. Keep it up!
15. Library staff and resources are generally very good.

### **13 Physical environment (16 in total)**

#### **13.1 Layout (2)**

1. I feel comfortable in level 3 and 2, there's enough space for 2-3 people studying at the same table.
2. Sometimes feel very closed in – high book shelves, closed off areas around study tables. Cannot have all your resources out on a small table, and can't use large one as feel they are better served for groups.

#### **13.2 Open3 (2)**

1. Like the new layout of level 3, very useful for group work as can always find a table, although more with a computer on would be good (only 3 at present).
2. Open 3 is much better laid out in it's current way than it was previously

#### **13.3 Décor (3)**

1. Interior décor is cold and uninviting, especially breeze blocks and lack of ceiling
2. The library needs a bit of a makeover – the walls and ceilings could be made lots more attractive. I also feel that the library should provide more stationery for those days when students forget theirs.
3. Very ugly building, bare concrete walls and exposed ventilation pipes in the ceiling.

#### **13.4 Lighting (6)**

1. but the lighting on lower levels is sometimes too dim,
2. More desk lamps on level 1 or individual carrels.
3. The flickering fluorescent lighting is horrible, please replace with cheap and environmentally efficient up-lighters.
4. The space is fine but it is a shame there is not more natural light, and it can also be stuffy.
5. and blinds on windows.
6. Fix window blinds in areas that face the sun, glaring to work in some areas where the sun is too strong

#### **13.5 Short loan (3)**

1. I think there should be more of a study area in the short loan section – so you can read those books instead of having to take them out as you are only allowed 2.
2. I think the space is generally good but there should be more in the short loan area.
3. Short loans could perhaps be a large space and it's working area expended.

### **14. Other (16 in total)**

1. High quality chairs please.
2. Should be better parking facilities at this end of campus for students without permits, i.e. like swimming pool car park.

3. Slightly annoying when the exit barrier alarm intermittently goes off, although can't see any other way around it. Must also drive the staff crazy!
4. One thing you could have indicated with this survey is that level 3 is the top one, level 1 bottom. In a building where you enter from the top I had to check it wasn't the other way round.
5. (Maps) are confusing e.g. where's my subject – 658? Its not easy to find this from the first map.
6. Layout maps are in dimly lit stairwells,
7. I wish the university is open 24 hours a day.
8. Stop using this horrible alarm when it comes to shutting down! It sounds military
9. The study room booking system is good – would be helpful if group study room availability could be checked when you have 2 bookings already.
10. It would be useful to have a few lockers for those of us who use the library on a daily basis, to avoid having to carry lots of books around.
11. All working areas fine, however to complete the nice physical environment, improve the toilets as they are disgusting.
12. Perhaps more careers information posted in and around stairs.
13. Not enough individual study carrels on level one.
14. I find the individual study carrels quite hard to work in, there are quite enclosed/dark. It is nice to have more open tables, however not where everyone is walking past/point of congregation etc.
15. Bit more advice / hand-on help in finding journals – it can be very complicated at first.
16. We can book the study carrels on the website, which is efficient. I think it is better that we can book another desks in level 1 and level 2.