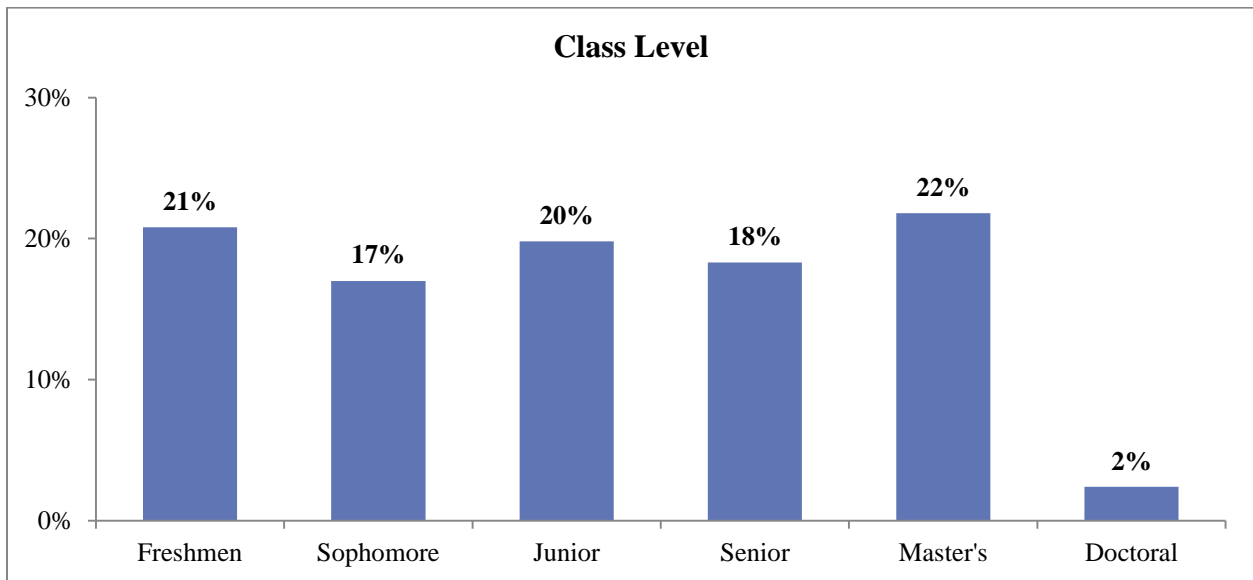# Results of Library Campus Pulse

Fall 2013

Office of Research, Assessment and Planning

November 2013

Results of Library Campus Pulse, Fall 2013

In fall 2013, on behalf of the University Libraries, the Office of Research, Assessment and Planning administered a *Campus Pulse Survey*. This type of survey is an attempt to assess perceptions, attitudes, or behaviors about a particular subject; it is not concerned about representativeness, but rather, seeks to gauge opinions on pertinent issues. In an effort to better understand students' interest in the University Libraries with regard to study areas, mobile apps, and access to a librarian outside of the library, a *Campus Pulse Survey* was posted on eCampus. In addition, three emails were sent to students in order to encourage participation. Comments were solicited throughout the survey. Overall, 818 students completed the survey and the proportions of respondents that represented each class level appear in the graph that follows:

Class Level

Freshmen 21%	Sophomore 17%	Junior 20%	Senior 18%	Master's 22%	Doctoral 2%

Work/Activity

An open-ended question asked respondents to identify the activities/work that they do in the library. For purposes of identifying and analyzing the activities identified most often, the 804 comments provided by respondents were input into *WordStat*. *WordStat* and its statistical counterpart, *Simstat*, are software packages (written by Provalis Research) that analyze textual data. *WordStat* utilizes an inclusion and an exclusion dictionary from which one can add or remove words in an effort to categorize the comments. Half of all unique words fell within seven broad categories. The table that follows identifies the seven categories that pertained to: assignments; studying; scanning, printing and copying; computers; library services and materials; groups; and quiet.

Activities/Work Performed in the Library (804 Responses)		
Category	**Frequency**	**% Cases**
Assignments	551	49.8%
Studying	299	37.2%
Scanning, Printing and Copying	270	30.8%
Computers	198	23.1%
Library Services and Materials	192	16.0%
Groups	94	10.2%
Quiet	46	5.6%

Words pertaining to assignments (e.g., assignment, project, paper, essay, lab, report, research, etc.) were identified most often and appeared in half of all comments. Studying, including all derivations (e.g., study, studying, studied) followed in frequency and appeared in 37 percent of all comments. Words pertaining to scanning, printing and copying followed in frequency (31% of all cases). These seven categories provide an overview of the most often cited activities/work conducted in the library.
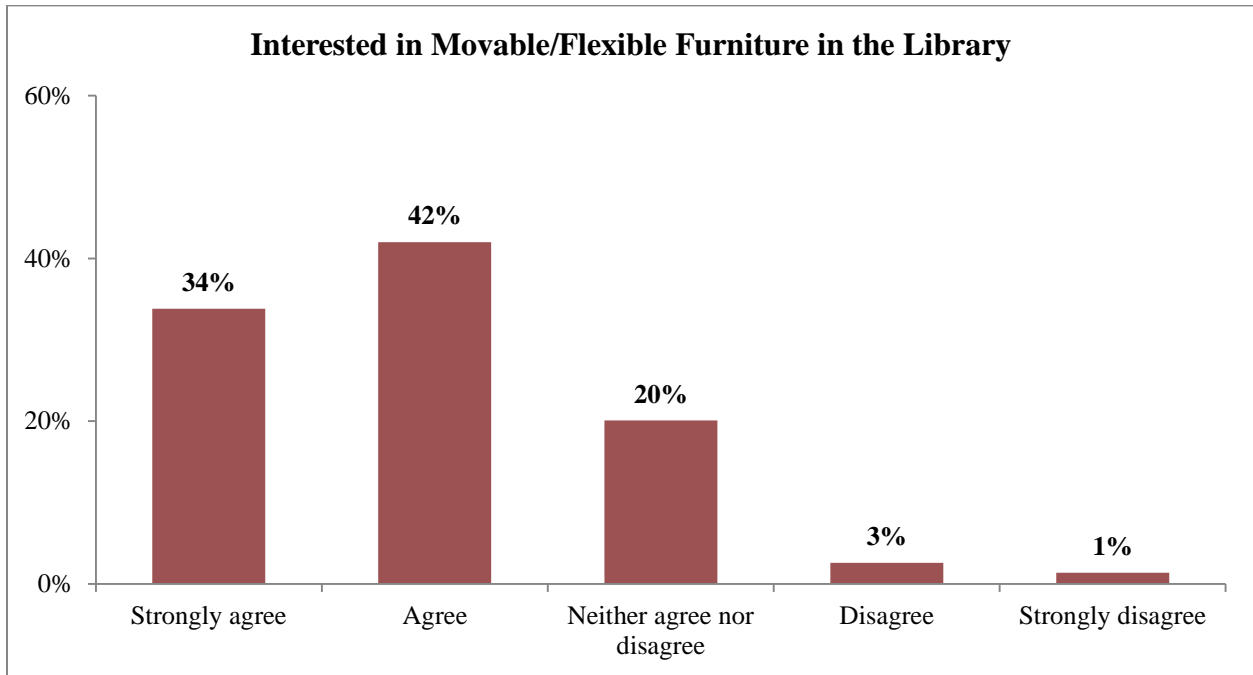
In addition, respondents were asked to identify if there were any work/activity that they wanted to do in the library but were unable to do so. Eighty-one percent of respondents said they did not, while 19 percent indicated that they did. As detailed in the table that follows, almost one third of the issues pertained to space (e.g., no small rooms available, no place to conduct group work, finding anything) and furniture (e.g., no chairs, no cubicles available, no desks).

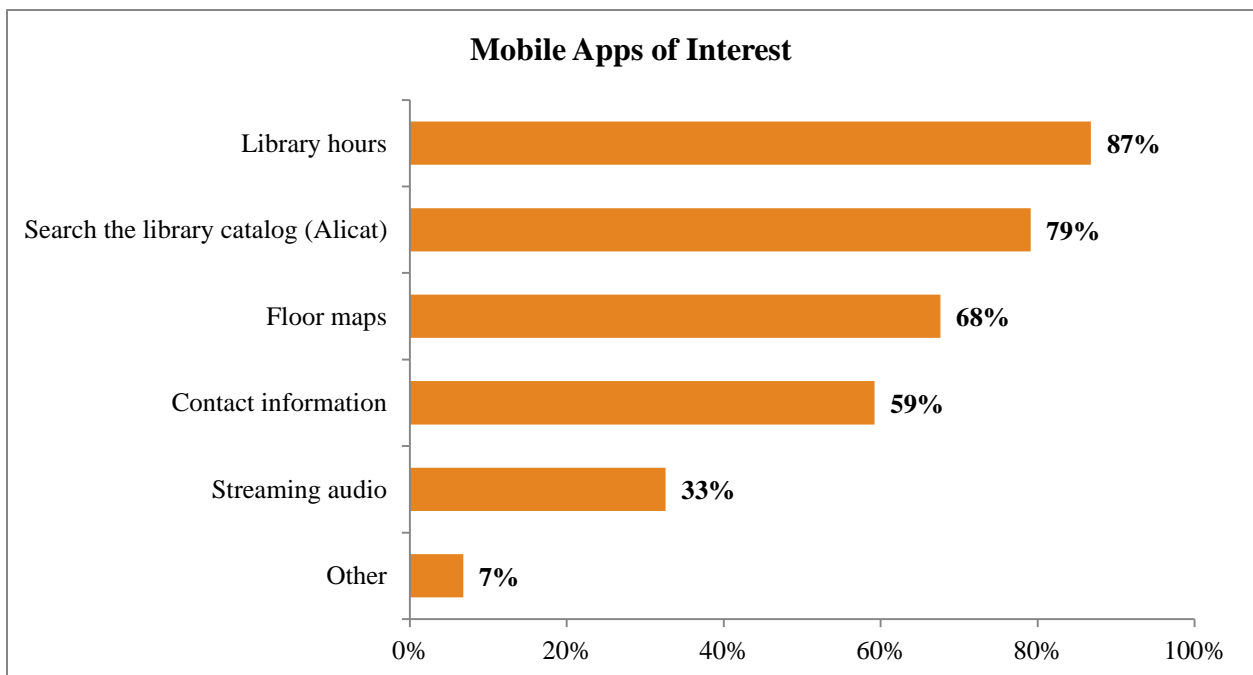| Encountered a Problem (124 Responses)		
Categories	**Frequency**	**% Cases**
Space and Furniture	55	31.5%
Computers and Printers	41	26.6%
Hours	31	15.3%
Environment	25	17.7%
Food	13	6.5%

Movable/Flexible Furniture

Respondents were asked to indicate their level of agreement with the following statement: I am interested in using a study area with movable/flexible furniture in the library. As detailed in the

graph that follows, approximately three-quarters of the respondents indicated some level of agreement with the statement.

Interested in Movable/Flexible Furniture in the Library

Response	Percentage
Strongly agree	34%
Agree	42%
Neither agree nor disagree	20%
Disagree	3%
Strongly disagree	1%

Mobile Apps

In an effort to identify the mobile apps that would be of interest to students, if mobile apps were created for the library, respondents were asked to indicate their interest in five possible apps and were encouraged to suggest others. An app for library hours was identified most often.

Mobile Apps of Interest

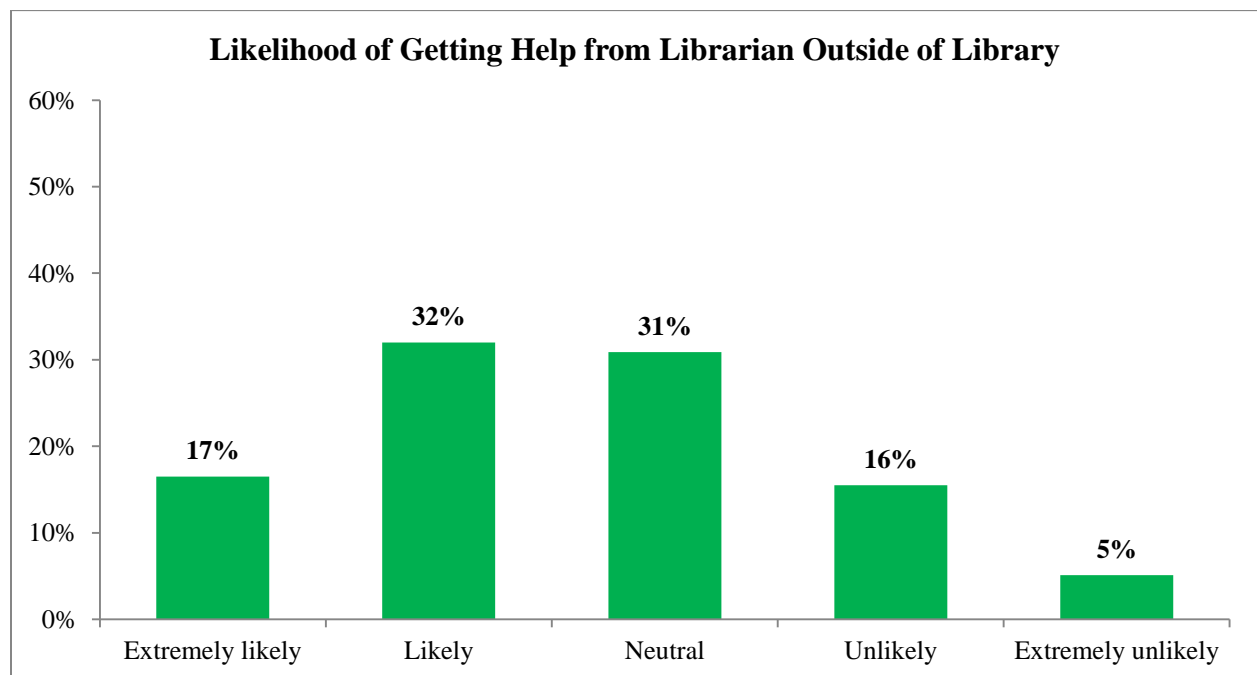| App	Percentage
Library hours	87%
Search the library catalog (Alicat)	79%
Floor maps	68%
Contact information	59%
Streaming audio	33%
Other	7%

In terms of the other apps that were suggested, the respondents' suggestions (n=85) were reviewed in an effort to identify emergent themes and concepts.

Categories	Pertaining to
Notification of Availability	Computers; study rooms; tables; seating; DVDs; printers; scanners; books (when placed on reserve)
Account Information	List of borrowed books; due dates; printing allotment; view library records
Access	Databases; journal articles; journals; APA Citation style; book locator (location of book in library)
Ability to make Reservations	Study rooms; quiet rooms; library materials; place hold on books
Environment	Crowd level; noise level
Chat	Librarian; IT
Other	Borrow books; check-out books; order text books, rent text books; read ebooks; receive personalized book recommendations

Access to Research Help Outside of Library

Asked how likely they would be to take advantage of research help from a librarian if it was available in places such as University Center, Learning Center, or Recreation Center and approximately half of the respondents indicated some level of likelihood.

Bar chart titled "Likelihood of Getting Help from Librarian Outside of Library" with values: Extremely likely 17%, Likely 32%, Neutral 31%, Unlikely 16%, Extremely unlikely 5%

Comments/Suggestions about the Library

A print station for printing things quickly on the go.
A vending machine (or some other food-providing structure!) would be awesome, because right now we have to go over to SCB or something if you need to grab a snack. Also, it would be nice if everyone that works at IT (not just one or two people) knows what to do. I recently loaned out a laptop from IT and the person at the desk never gave me the username or password to use it :/ Even if they're new, they should have enough training to know what to do for those common things.
Add vending machine
Allow more time for books to be taken out for research, and not block access to databases for doctoral students.
An expansion of the computer section would be nice because it always gets so crowded that people have to wait for a spot to open up.
As a nursing student, I am disappointed that the hours have changed for Fridays. The entire library should be open at least until 9 pm.
As a weekend student, who takes classes on Sunday at the Manhattan Center, I feel that it would be beneficial for me and my classmates to have extended library hours past 5:30pm.
Bathroom renovation, more group study areas.
Better Hours on the Weekend
Big, beautiful building. Tons of great plays and books. The workers are phenomenal. They are always a big help!
Continue the excellent work and thank you.
Continue with the new methods. There are definitely more visible help available in the library.
Could there be more space and also private areas/rooms for group studies.
could use additional computer workstations. At times I find it packed.
Create more single study booths closed in…and big enough for study!
Currently, I love using our library, but the more access we have to things the better. I also love how friendly and helpful the staff is.
During the day there are a lot of computers taken and often it is commuters who don't need to do work
Even with all of the seating available, it can still be difficult to find a spot to sit.
Extend hours of the library during finals and midterms.
For the Manhattan Campus to have another scanner available and to open the library an hour before class starts.
GET MORE COMPUTERS!!!
Have Internet cords available at lap top stations for individual use and better wifi if possible
Having areas with different noise levels for different kinds of study groups.
having beverages and snacks available for purchase would be very nice, especially hot coffee
Hope the library can prepare more textbook for borrowing.
Hope we will have more space in the future.
hot drinking water dispenser, more quite space for study

I absolutely love Swirbul, and the warm, friendly staff. My sister is studying library science currently, and I'm so glad to know the field she is entering is full of such great academics and hard workers.
I attend the Manhattan campus in the evening so I don't really utilize the services at the library. I am able to conduct my research from my home.
I can usually get most of my work done while at the library. Sometimes the fast food that people bring in can have a very strong smell, but not much can be done about it. I appreciate the designated eating areas.
I don't know if we can borrow movie or tv drama dvd and cd from library,
I don't like how the printers are so far away for people who take the computers on the left side of the reference desk.
I don't mind texting, but talking on the phone rules should be enforced
I enjoy going to the library when I need a quiet place to do homework and study.
I enjoy the librarian and most of the staff are very friendly. I do not usually reach out for research help since it is one of my strong skills. As for a mobile app, it would be good but I do not have a smartphone so I would have no use for it.
I find the library to be a tranquil, peaceful location where I can get my work done at my best level. With the multitude of computers, books, chairs, and tables to utilize, there are many locations I can get my work completed. I really cant think of any suggestions, as the library is already a very strong part of the Adelphi campus.
I hope you can set up a machine serving hot water in library. Winter is coming and I think if it can be served, that will be great.
I just love the library.
I like that the library is opened every day till late
I like the flexible/movable furniture idea. At Oberlin, my undergraduate school, we had that and people used it frequently. Ideally it would be a quiet zone with no talking. Also, we had ball/""womb"" chairs that kept out visual distractions and noise nicely so that we could study without getting distracted. They were very popular!
I like the layout of the upstairs
I like the library and all it has to offer as it is. The hours or great and it is a quiet place to work.
I like the quiet rooms. A lot of times the desks in the library on the different levels the books fill up very quickly, or sometimes there are distractions (especially for people like me; I have ADD) there (people will whisper loudly or eat/chew gum loudly) but the quiet rooms are nice to have because it's even quieter, and it's a lot easier to get work done.
I like your system on reserving holds. It's very efficient and saves me lots of time
I love Adelphi library although sometimes it becomes extremely packed and very difficult to find a quiet place to do work.
i love the 24 hours around finals.
I love the art exhibits in the lobby!
I love the book scanner. It is really useful for books like atlases that you cannot take out of the library, but have large pages making too difficult to copy.

I love the library, its always clean and quiet, suitable for those times when you need to study for an exam
I love the nursing hall of fame display.
I miss Rona. She was very helpful in my research classes a few years ago. Now I feel that I am all on my own when I try to find articles that are not coming up easily. I would like to see someone in the Manhattan Center who is ready to locate some of the difficult articles for me.
I think all the people are very polite and welling to help when needed.
i think it is a very comfortable place to study.
I think it would be beneficial if there were more seating because often times when I go to the library there are no seats left in quiet areas for me to utilize.
I think that adding more comfortable furniture, it might minimize availability of seats for the amount of students that attend the library during peak hours.
I think that the library should have more desks available. Maybe, under supervision, any classrooms in the library could be opened up (especially during midterm/final weeks) to allow for more seating room. Also, the addition of fully-functioning computers to other levels in the library would be a great addition. Lastly, the flooring on some of the mid-level staircases need fixing.
I think the librarians are helpful, but also should not constantly make every inquiry a public announcement because it deters students from asking them for assistance.
I think the library is a great place. It has helped me so much.
I use the downstairs scanner a lot. It has been a lifesaver to me, especially because I can scan and send right to my email. However, there is only one! It has only been a problem for me once, so far, but that is because I come to the library so late at night. Can we get at least one or two more? Also, I am very concerned about the lack of security at the library, especially at night. At NCC, one had to show their school ID to a guard to get in, at all. Really, anyone can park their car and waltz right into Adelphi's library, and in today's world, that could be extremely dangerous. I have been using the library for almost a year now, and have never even once seen security there, or anywhere near it at night. Thank you!
I wish the library was open 24hr like other schools
I wish there was a more complete explanation as to what information can be found within the libraries database subscriptions.
I wish there was a snack stand in the library. After hours of doing work, it would nice to be able to grab a cup of coffee/tea, and snacks (chips, fruit, salad, candy, etc.) to continue doing work so I do not have to leave the library and go off campus or to other buildings and take all my stuff with me. Also more prints.
I wish there were more areas with desks where I could do work in a quiet environment
I wish you make more space with more computers. Since we really don't utilize much of books, you will have extra space if you move book cases to someplace else.
I would like more private study desks, they are all taken very quickly.
I would love to see a quiet area designated for graduate students. I would also like to see quiet study enforced

I would love to see a quiet area for reading and computer use designated for graduate students. Also there should be greater enforcement of noise rules. There should also be areas dedicated for group study which is probably the greatest reason for the lack of quiet in the library.

I would really like for the library to be open 24/7, even longer than 3 a.m.

If Adelphi really allows all religions and faiths, there's no reason it can't accept the teachings of Lord Uh'khall'argd. Therefore, it would be in your best interests to allow for my sacrificial rituals on your school grounds, namely in your library. I wanted to do it in the computer area so I could stream the ceremony to my fellow dark brothers over the Internet and allow them to take part too. Your staff's response to the situation was very disrespectful and tactless and we demand an apology in the name of the dark king and queen of the realm. If you offer repentance, your fate will come slower.

If there was a way to extend the quiet study area in the back sometime in the future would be nice, and to have bigger signs designating that the area is for quiet study only; I've had several experiences with students who use the area to socialize.

I'm a nursing student and since nursing books are expensive, I tend to go to the library often and borrow books from reserve. However, not all the required textbooks are in the Swirbul library. I hope they could provide 1-2 copies of the required textbooks not only in Manhattan library but in Swirbul as well.

I'm glad we're allowed to eat up here

In the morning the front desk shouldn't be alone. I walked in there and no one was there to help me. At least have one person there.

Is there any way to have more printing stations available? Sometimes the commuter station ones are full and then the library is too busy as certain hours.

It works just as it should.

It would be great to have coffee machines in the first floor study area

It would be helpful if there were a few cubicles like desks in the Hauppauge library. Space is very limited in this library and does not have a small semiprivate partition for people that would like to do some work in a quiet space. If small cubicle's aren't doable, a glass wall that could divide the library into two separate spaces would be helpful. This would allow people a quiet study/work area.

It would be helpful to have more outlets at some of the study areas in the library, as there are some (like across from the bathrooms on the second floor) that do not have a place to plug in.

It would be helpful to have research help from a librarian because the library can be difficult to navigate through and they can usually figure out how to access research materials more easily.

It would be nice if the library was open later. With a busy schedule I sometimes don't get to the library till 11pm and it closes at 12. Yes there are rooms that are open till 3am but sometimes research requires a book not a computer.

It would be nice to have longer hours in the summer. Also, having more access to full texts of articles when doing research.

It would be very helpful to have a research/libriarian that come to your workstation to assist versus students going to the desk where students have to only look at the librarian's computer screen.

it's all good
Its good, I like it. Could be a quieter at times
Its too cold sometimes
It's way too crowded, loud, and out of control.
I've never had a problem with the library, always a great place to get things done., I do believe we need more exits and entrances.
Keep quiet like any other library
Kristin at the Manhattan Campus is an amazing Librarian. She is so informative and helpful, the students would be lost without her.
lots of resources available on line...setup of library is conducive to research
love it!!
Love the quiet rooms! Maybe some more quiet areas.
Make it open later, I sometimes need extended hours
Maybe a vending machine, because I study for hours and don't want to leave the building.
Maybe have a small cafe for late night studiers.
Maybe have the teaching curriculum area open. It"s always locked or have one person inside.
Maybe offer a suggestion box for students to put ideas in it.
Microsoft Word on the reference computers; often when I come here to work on a computer, I need Word, and the regular computers with Word are full
More access to journals online.
More areas designated as silent/quiet study areas would be useful. I would love to be able to study in the library, but even at 10 at night there are people hanging out and talking at full volume unless you can find a seat at the individual desks amongst the books, which can be difficult depending on what hours you are there. Maybe quietness can be more strictly enforced!
More comfy seating should be provided and less noise. More information should be provided with floor plans.
More computers
More computers More comfy chairs
More computers please!!
more cubicles and or studying tables
More hours
more mac computers with adobe programs, it gets frustrating when I need a specific computer and students are using them for facebook or the like
More people should be on staff walking around to assist people if they need any help. It seems like every time I ask someone for help in the library they don't know how anything works. Everyone is very helpful and kind but they seem unaware of how to use the machines in the library. They also seem that they are always in a rush and they can't take time out to assist a person if they are using the library services for the first time.
more places for self-study
more private study areas

More seated space in the quiet rooms.   More ease in obtaining an outlet.   Charger stations at the large tables on the first floor
More single cubbies.
more spacious upstairs where the computers and printers are.
More study areas, especially quiet areas.
More study space like the tables somehow
Movable furniture would be good. Better ventilation in the stacks
My biggest complaint would be that there are very few individual desks to study on that contain an outlet. If you come to the library between 11am-5pm you most likely will have to go through all of the floors to find a place to study, something that should not be so considering that the place is a library!
My survey applies to the Manhattan center library
N/A
Needs a bigger selection of books; more quiet study areas and furniture; more computers
nice
no
no food, no drinks
none
None
none
none
none.
nothing at this moment
Overall nice but seating can be difficult to find during the day
Overall, it is a great resource but if it was possible where the rules we more stern. People weren't allowed to always yell or scream across the library.
Overall, I've found the Swirbul library to be fantastic. My only complaints are that it is sometimes difficult to find an open PC available for use and that it seems I can no longer choose 'all sources' or 'all categories' when searching journals. I'm pretty certain the interface option(s) for this have changed with the most recent update. Again, this is something that may be possible and I just don't realize it. Lastly, there seems to be a discrepancy when using search from my own PC at home vs. using the library PC to perform the same search. I believe there are more results and more content available when I perform the search onsite rather than remotely.
Perhaps a wider selection of graphic novels to choose from?
Perhaps a wider selection of graphic novels to choose from?
Please clean some of the furniture, I understand it is our (student's) responsibility to act appropriately and not bring food into the library but when someone does and leaves crumbs etc. behind I would hope that a staff member would clean it up. Please, thank you!
Please enact a Swype system so students that pay for the school have access to utilize the library. Also it is not a safe environment when anyone can walk in from the street.

PLEASE EXTEND THE HOURS. I CAME TO COLLEGE FOR MY EDUCATION. THERE IS NO REASON THE LIBRARY OF ALL PLACES SHOULD CLOSE AT 6 ON A FRIDAY
Please put more comfortable chairs and couches. Sometimes we like to study but then there are people like me who after studying for a straight 3 hours, want to sleep and commute. So please!
Put a vending machine
Since one of the reasons why I enjoy going to the library is to take advantage of the lively, bright studying ambiance, but to feel more comfortable, it would be nice to have a few group lounging areas, perhaps in silent rooms to mask the sound a large group of people tend to make.
Some students should have the responsibility to keep quiet in the library.
Sometimes the help desk on the first floor can be a little rude. I had a tough time trying to find a book on the shelf and I went to get help and they essentially just told me to go and look again. I already looked, could someone have come with me to look? They stock the shelves and have a better idea of where things are than I do and from the looks of things, some of the more elderly people are just sitting there hanging out. However, the old man who sits in the morning and says good morning is a gem, he's super sweet and makes you feel welcome. Give him a raise.
Sometimes the study area is more of a hangout area - the noise level can be a bit distracting. I know this isn't the libraries fault because students don't always follow request - but it can be a little bit off putting! Other than that, its a nice cleans space to get some work done. One thing that I'd love to see, is private room for studying with a computer & a chair. Sometimes even just being in a room with other people can be a distraction - but I've seen a library with about 20 different small rooms for studying purposes. I believe they have something similar at SJU. It's really nice to be able to ""rent"" out this room for a few hours and completely block out the rest of the world. It's a suggestion that I think many students would utilize.
Stricter rules about the quiet areas
Students should be able to borrow books from the reserve for up to a day instead of 2 hours. A large amount of textbooks with more than one copy would also be greatly appreciated. That would be a good place for the tuition to be spent. The ""Copy Center"" should also play a bigger role. There should be a refillable water bottle station on the first floor.
Suggestion: Have the library stay open for longer hours during the entire semester.
Swirbul is a bit overcrowded, but I understand there is really nothing we can do about that.
Swirbul is the best! Congrats to Mr. Lym
Swirbul library has been incredibly useful in my time at Adelphi. I frequently use Alicat for journal articles to include in my papers and presentations for class and am always at the library in the number of places available to study either by myself in a cubby or with a group at the tables.
The computers sometimes take a painfully long time to log in.
The construction on campus is affecting quiet rooms!
The current librarians are very knowledgeable and helpful.
The librarian was a huge help when I was looking for research articles.

The libraries usual hours need to be checked. For residents closing at 6pm is very early and is a huge inconvenience. The lights are on any way why not have the library open till 1:30 on the week day and at least till 12 on weekends.
The library (esp. on Fridays and Saturdays) closes too early for any effective studying. Many students get out of their classes relatively late in the day and science majors may have particularly later classes because of any laboratory courses or research. By the time they leave their classes, the library is either near closing or closed. I have seen many students forced to study in the lounges of their residence halls or rooms where they are more likely to be distracted because either they had been kicked out of the library, or the library was closed before they got there. Personally, I know I have many obligations and typically end up studying until 1 AM or 2 AM, and that is only because I have to wake up early in the morning, so students who have later classes the next day are likely to study past 2 AM. All-nighters are also not uncommon.
The library has become so crowded all the time. I wish there was more room to do group study, or even more places on campus where you can study like a mini-library.
the library needs some updating and should have a coffee shop downstairs so students don't have to go to the UC or leave campus to get coffee..
The library should be open for longer hours at night.
The library should be open later than just midnight especially for more than a few days during finals week.
The library should be open later than just midnight especially for more than a few days during finals week.
The online library can never connect me to articles I need, it is so frustrating!
The only thing is finding books can be a little confusing!
The people that work at the library are so nice and helpful. The problem is getting work done when people are having loud conversations.
The research librarian was extremely helpful
The staff at the library are very helpful when needed
The staff is always helpful and friendly when at the library
There is an excessive amount of students that do not go to Adelphi / are not associated with Adelphi utilizing library resources. I think the library should have id card swipe access to be utilized just like the gym. When it comes down to it the Adelphi students pay tuition every year and outside students come to the already overcrowded library to take up seats during prime study hours. Most of the colleges in the area follow this protocol (NCC, Hofstra, etc.)
There needs to be more outlets for plugging in laptops, Quiet areas can get awfully loud
There needs to be more quiet areas that are not located by teachers' classrooms! But it's a nice library!
there should be more desks in the bookstacks
There should be more MACs

There should be more natural light, and designated areas for group work because it's hard to do group work if you have to whisper because the tables on the first floor doesn't usually have enough seats to do it there. And there should be a computer in these areas so that you don't have to go all the way upstairs to look something up if you don't have a laptop. As it would be helpful if there were more viewing rooms and color printers. It's hard to use the color printers in the library because they frequently get backed up, if there were more color printers, it would take much less time to print color copies

There should be more seating areas especially during midterms and finals time

There should be more study group areas because the tables on the first floor get filled up so fast

There should be some more tables or areas for independent study.

This library is an excellent source to find books, scholarly articles, journals, newspapers, catalogs, and websites.

Tours through the library are very loud and disturbing, and some times during the semester they are constantly going on. I would try to limit the number of tours that go through the quiet areas of the library. Also, the computers have been very slow lately.

Try to have textbooks more accessible or easier for a student to find, when someone is unavailable to help.

Vending machine.

Very clean and well kept friendly staff. Computers are usually available

Very nice and big place, I like to spend time there...

Very noisy for a library. Even in the more hidden areas noise is pretty commonplace. as well as food and drink, a little bit of rule enforcement wouldn't hurt... unless I'm unaware, may be a specific graduate reading room or quiet room would be nice. I went to find a book with a call number and had to search the shelves for someone to help me, there was no set desk to meet someone who could help me.

Very welcoming

Virtual books online would be of great help, sometimes books are not available on campus so to at least get to view it on a device such as a computer or iPad while in the library would be helpful. This includes textbooks

We need a snack cart/beverage cart

Wonderful, helpful staff. Swirbul is very resourceful and literally has everything you need to research any topic.

You do a wonderful job! <3