

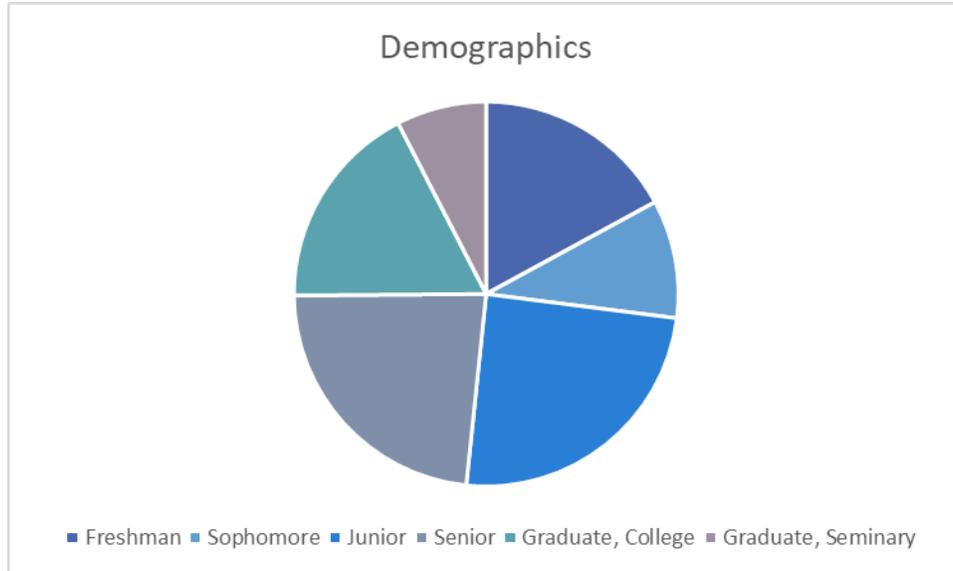
STUDENT SURVEY: PHYSICAL SPACE, REEVES LIBRARY

OCTOBER 2019

A survey of students was conducted in October 2019 to assess how well the physical space of Reeves Library addresses their study and project needs. The last physical use survey was done in February 2014 which showed that students wanted more study rooms. Since that survey, three rooms have been converted to staff offices and movable and expandable white boards have been added to the lower levels allowing students to create their own spaces. The 2019 survey again shows that students want more study rooms (with doors). A walking survey of the building and how the spaces are utilized is ongoing and the results will be shared at the end of spring semester 2020. To date, results show that study rooms are the most heavily utilized spaces in Reeves Library.

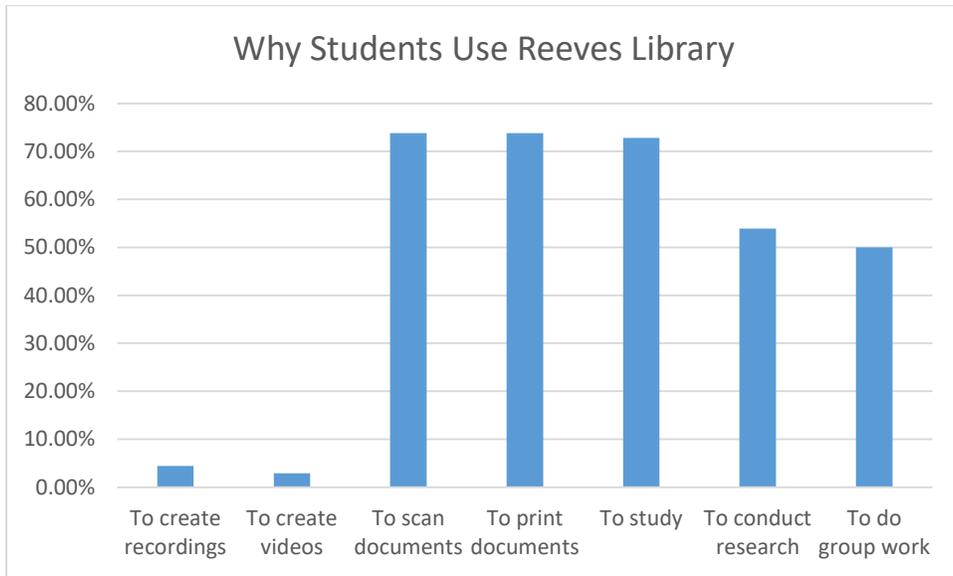
Demographics

Two hundred and seventeen students responded. The class breakdown of survey respondents shows a similar response from freshman through senior undergraduates with fewer respondents from Moravian College graduate students, and the fewest respondents representing Moravian Theological Seminary. This breakdown parallels the college's FTE.

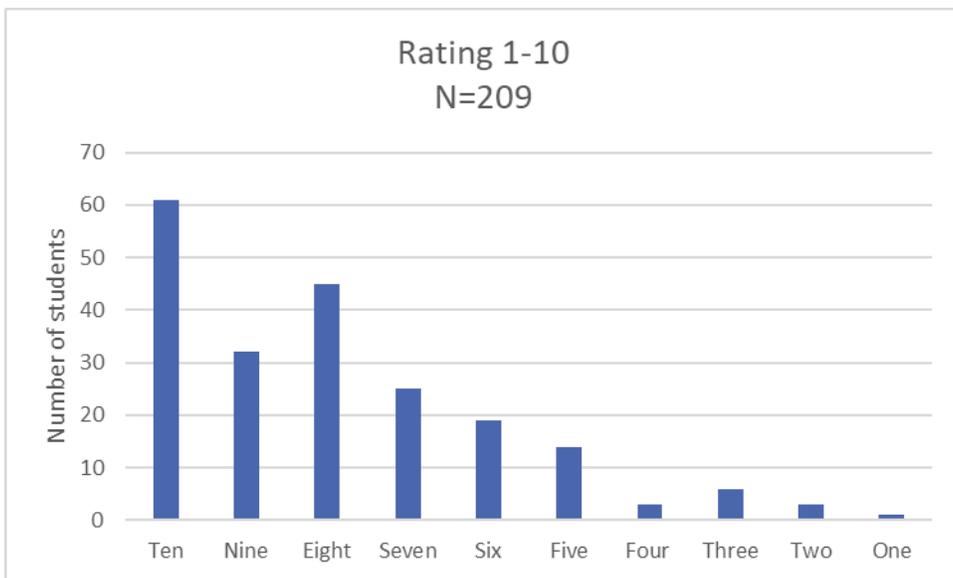


Why Students Use the Physical Library Space

Students were asked the reasons that they use Reeves Library; and, as shown below, the majority enter the library to print documents (73.8%) and to study (72.8%). Fewer are using the library's physical space to conduct research (53.96%). It is encouraging to see that the library is being used by students (50%) to work on group projects.

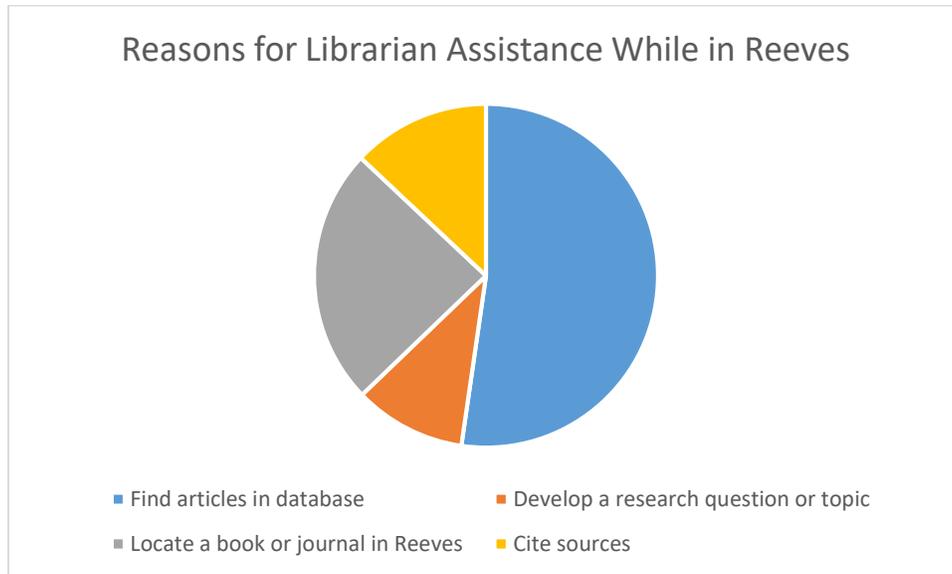


When asked where they studied if not in the library, 152 students responded and 84 students indicated that they studied off campus (55.4%) and 50 students responded that they studied in their dorm rooms (32.9%).



Reasons Students Ask for Librarian Assistance in Library

The majority of student respondents who requested assistance from librarians were asking for help in conducting database searches (81%), locating a book or journal held in the library (37.5%), seeking assistance in how to cite their sources (20.1%), and in developing a research question or topic (16.3%). This mirrors the findings of the ACRL 2018 Survey where undergraduate research assistance was noted as one of the top four contributions made by librarians to student success.



An open ended question asked students what additional services they would like librarians to offer while they are in the library. The majority wanted help in formatting papers, in constructing appropriate citations, and in offering general information sessions within specific disciplines, such as business.

Quiet Upper Level

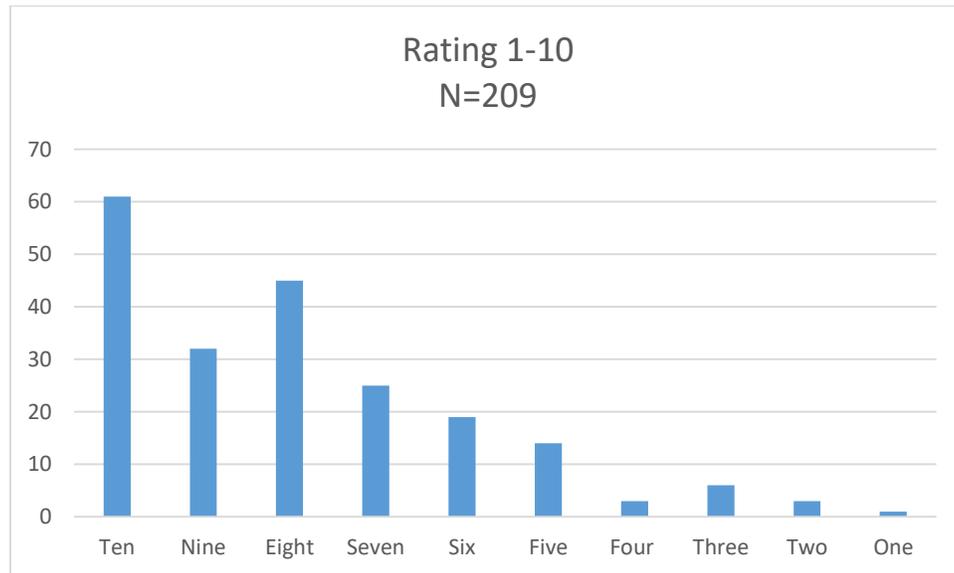
The respondents show that 57% use the upper level specifically for a quiet place to study, while 43% replied that they did not use the quiet level.

Collaborative Research Space (lower level)

The respondents were split with 50% replying that they used the lower level collaborative spaces with the expandable white boards and 50% do not use the space.

How Well Does the Physical Space Meet Your Needs (1-10)

Two hundred nine students rated the library on a scale of 1-10, with 10 being the highest possible score. Only 29.2% of our students ranked the library's physical space as a 10, with 15.3% rating it as a 9 and 21.5% rating it an 8. However, only 13% of our students ranked the library as a 5 or less.



Of particular interest is the open-ended question that asked students for the reason that they gave their 1-10 rating. There were four responses that were similar across the ratings. Even respondents who gave the high ratings indicated that the upper level is not always quiet, that more private study rooms are needed, that the furniture is uncomfortable, and more whiteboards are desired.

The next question was also open-ended and asked students for suggestions on how to improve the physical space. The following themes were mentioned and these are listed from respondents' order of importance.

- 1) More study rooms
- 2) A nicer space ... the adjectives used to describe the library's physical appearance include: depressing, stale, outdated ...
- 3) More comfortable seating
- 4) Noise control
- 5) More computers
- 6) More printers
- 7) More whiteboards

The only surprise in the themes was the number of students who wanted more and faster computers.

We have been able to address many of the student requests through grant funding and will continue to work on ways to change Reeves Library to meet the needs of the students enrolled at Moravian College and Theological Seminary.