Where We Stand (and Sit):

Quiet and Group Study Space Use at Boatwright Library

Travis Smith

August 2010

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Introduction:

Like many libraries, Boatwright Memorial Library at the University of Richmond finds itself in a state of flux. There is no question that Boatwright Library is a popular spot on campus; it appears to be *the* study and occasional social destination on our campus. It finds itself in the geographic center of the campus, which makes it accessible to all students including undergraduate students, graduate students, and the School of Continuing Studies. Boatwright also offers a robust technological experience, including laptop check out, desk top computers, and an extensive wireless computing environment. Boatwright is divided up into quiet study areas and non-quiet, collaborative areas. Generally speaking these areas are on separate floors or are separated by walls or other noise cancelling barriers. Preliminary measurements revealed that there are nearly the same amounts of quiet and collaborative study areas.
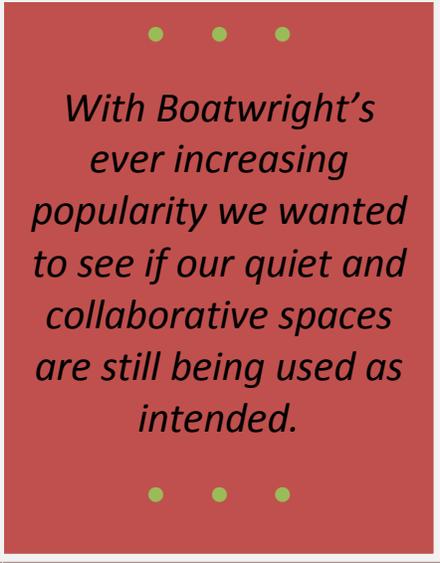
With Boatwright's ever increasing popularity we wanted to see if our quiet and collaborative spaces are still being used as intended.

Boatwright currently has two distinct furniture styles; comfortable and functional. At the time of the last major space redesign at Boatwright, it was popular to incorporate fixtures into the library that were both comfortable and collaborative. Libraries were encouraged to take on the feel of a big box book store to encourage patrons to come in and stay awhile. Boatwright responded to these trends by providing many comfortable and collaborative spaces with large overstuffed chairs, coffee tables, and ottomans. This comfort furniture is heavy but with some effort is reconfigurable. Boatwright's functional furniture includes comfortable task chairs, tables, and study booths. Computers are arranged throughout in building on chair height countertops and desks. There is also task oriented, collaborative-style furniture in the seven available study rooms.

Currently, as a result of a rise in campus popularity, space at Boatwright is becoming a premium. During the spring semester there was an article published in the University of Richmond Newspaper, *The Collegian*, which described parts of Boatwright Library as being a "fratmosphere" which apparently references behavior generally reserved for fraternity lodges. While popularity is something that all libraries strive for, there must be an assurance that core library users can have a comfortable quiet study space. If Boatwright Library goes forward with any building plan, its users, chiefly students, must help drive its future design practices.

In general, this study found that students were using the quiet and group as areas as intended and the users believe that we are providing enough of both. This study also revealed some valuable data in the form of observations and user comments. This data will be valuable as Boatwright looks for creative ways to address space concerns.

Methods:

There were two basic components for gathering the information of this report. The first tool was an observational study. The other tool was a survey sent out to every undergraduate student at the University of Richmond. Both the observation study and the survey provided a great deal of space use details outside of the core research question.

Observation Study:

The observation study was a method for notating user behavior in the quiet and collaborative areas of the library. The study used a form (*Appendix 1*) that allowed an observer to record what he or she witnessed during an observation. The root question to be answered was "are users using group and quiet spaces as intended?"

Proceedings of the study were cleared through the University of Richmond IRB committee. Observers included library employees, student assistants, and members of the Student Library Advisory Committee (SLAC) group. Observers were given directions on the observation sheet. Observers had the eye of a library patron.

Observers wrote in key information such as location, day, time, and number of patrons. Observers were free to record observations from their perspective. Observations generally ranged in time from five minutes to a half hour, depending on activity in the observation area.

The forms were then read and tallied using an Excel spreadsheet. The root question was answered using a basic percentage.

Survey:

A short and simple survey (*Appendix 2*) was designed and sent out to all undergraduate students using Student Voice, a survey administration service with which University of Richmond has a contract. The brief survey was targeted to take three minutes or less. It consisted of two questions which asked whether or not the surveyed undergraduates thought that the quiet and group study space was adequate. Respondents were then asked to rank order specific areas of the library from order of least to greatest importance.

The goal of the survey was to gather even more information about how our library users, in this case undergraduate students, interact with our space offerings.

Results:

Observation Study:

The observation study took place over two semesters or an academic year at Boatwright Library. In general, most patrons are using the quiet and non-quiet study areas as designed at Boatwright. Results revealed that the areas were being used for the intended purpose 80 % of the time. This was determined by observation comments as to whether or not an area was being used a prescribed (quiet or group).   Beyond this the observation study revealed several other trends.

Observers noted that a number of users carry a lot of items with them. This includes multiple bags, purses, food, multiple forms of technology, and books and notebooks for class work. Generally, these items are crowded around a library user limiting the useable work space for them and occasionally their work mates at a shared table.

More than a few users were observed using multiple computers. Generally, when this happens a user is using one computer for work; generally it is a library owned desktop computer and social media or e mail on a laptop computer. An observer can easily pick out the e mail and social media pages by their distinctive page splashes such as those you find on G mail and the social media outlet Facebook. In addition, some users will be using a third mobile device, generally a smart phone. It should be noted that all of these devices hitting the wireless network infrastructure of Boatwright have some adverse effects such as network slow-downs or an unavailability of IP licenses for the library until some devices are logged off of the wireless network.

Observers also noted the prevalence of Boatwright's patrons, mainly students, to be using a Macbook laptop computer. That was the most singly noted brand of computer and it is easily distinguished by the prominent "glowing apple" icon seen on the outward facing side of the screen. Typically, the library's focus has been on the needs of a PC user. At one time, it was rare to see a Mac in use in public. Now, these computers are commonplace and appear to be becoming ubiquitous, particularly with students. Our technology skills must adapt to these user changes.

Results revealed that the areas were being used for the intended purpose 80 % of the time.

Noise is also an issue. There is some "whispering" that happens in the quiet areas, while there is loud boisterous behavior in the non-quiet study areas. Certainly some whispering is to be expected in an area where people are sitting in groups.

Survey:

The survey was successful and elicited nearly 600 responses. Of those 600 responses over 200 respondents also wrote in comments. The survey revealed that 63.88% of those surveyed believe that there are adequate quiet study areas and 58.70% of those surveyed believed that there are adequate group study areas. It would be more reassuring to see percentages raised but they are each over the 50% mark.

Users ranked computer spaces as being the most important space available. Comfortable seating, however, was rated as the least important. This identifies a trend in student priorities.

The survey was successful and elicited nearly 600 responses

It is important to note that this survey itself did not set out to measure the quality of the study space, but rather it was more concerned with quantity. Quality measures, in the form of comments (*Appendix 3*), did appear during the comment section of the survey, which was the last question.

The comment section contained a wealth of information which backed up portions of the observation study. Complaints about noise and perceived rowdiness were prevalent and many of those surveyed felt that these issues should be addressed. It was mentioned several times that the library staff itself should not be policing areas but rather a cultural change from the users themselves would be the most effective way for the library environment to change.

A lack of space also emerged as a common complaint in the "additional comments" section. An example, "Expansion is needed because we actually like getting our work done here. I hate it when no space is available and a school our size, this shouldn't happen." Other grievances included a lack of enough group study rooms to go around. At the time of publication of this report a single user is able to check out a "group study" room singly rather than in a group.

Further, users lamented that while the library does a good job of separating quiet and collaborative space there is a perception that there is not enough space to go around.

Trends Noted from Both the Observation Study and Survey:

The users of Boatwright Library, in general, have ambitious technological demands. This is manifested in the need for electrical power. Many users carry multiple devices that must be charged. There are not enough easily accessible power outlets; users have stated this and it has been observed. Users will flock around power outlets even if it means sitting on the floor and in a precarious area such as behind a swinging door. Users will also unplug equipment such as a microfilm machine or copy card readers in order to gain access to a free outlet. Comfortable seating seems to matter little when there is no access to power. Perhaps this comment says it best, "I can never find a table to study at and it's hard to not fall asleep in a comfortable chair."

> Many users carry multiple devices that must be charged up. There are not enough easily accessible power outlets, users have stated this and it has been observed.

Noise is also an identified issue in both parts of this study. Observers noted that in the non-quiet (group) study areas there were sometimes a great deal of noise and almost a "party" atmosphere. There are no directions or enforcement for the noise level in the non-quiet areas. It is not unusual to see people calling across a crowded room to one another. From an observer's standpoint, it was, at times, difficult to concentrate on recording observations because of how loud the environment was.

Noise from collaborative areas also "drifts" into quiet areas. This can mainly be noted on the first and second floors where quiet and collaborative study areas are separated by open doorways. Some have suggested that if there were more group study rooms available, then groups would not have to resort to holding sometimes noisy meetings within the library.

Notes from Exam Periods:

During exams, an already busy Boatwright Library swells to what appears to be maximum capacity. Seating and particularly group study rooms are in short supply. On the main service desk it was observed

that students would rather keep a study room and endure a fine than to surrender the key to the next patron or camp out at the main service desk until a room becomes available.

One student noted, "Please add more desks and tables in the nooks and crannies of the quiet areas. There is lots of unused space. I am always in the library and find that nearing the end of the semester it gets really crowded in my usual spots." Currently, the library is looking into ways to augment seating and power during the peak exam period.

Notes from Security:

During over night hours Boatwright library is patrolled by University of Richmond security. The security officers handle overnight discipline. One security guard wrote, "The number of loud social gatherings in the library has gotten more prevalent in the last semester. Perhaps it is the rising anxiety levels of students as they struggle to make the grade, or as I suspect, it is because of the lack of boundaries between their social lives and that period of time when they should be pursuing their academic endeavors."

Also noted was the consumption of copious amounts of food and playing video games in groups of people. There were times when this behavior was seen as security as being disruptive. The security group should be viewed as a resource for gathering overnight user information.

Suggested Improvements for Further Study:

Observation Study:

Although the observation study journal was meant to facilitate an observer's notes during an observation period, more focus should be placed on developing a more user friendly observation form that can be filled out quickly and still provide valuable data. A concise form would allow an observer to quickly move from site to site and gather a large amount of information. The ethnographic team will work on condensing the form that will be quantitative rather than qualitative based.

...it will be necessary to seek further advice from our patrons through actual focus groups...

Additionally, it will be necessary to seek further advice from our patrons through actual focus groups rather than passive observations.

Survey:

The survey was helpful and successful. It would be good to run the survey at a different time of the year. Small, focused surveys are proving to be a valuable tool in getting patron feedback.

Going Forward:

This report should be viewed as a starting point. The data gathered so far offers a wealth of knowledge and first hand patron accounts of how our patrons are using the library. These observations and measurements should serve as a beginning for many more observations, measurements, and discussions.

In the near future, there are several things that the author can recommend. First, is to continue the culture of assessing our user's space needs through the ethnographic team and assessment committee. The team is a small working group which will operate under the Boatwright assessment committee. This working group will work to refine the observation form so that more frequent observations can take place year round as well facilitate discussions in focus groups. This data can be recorded and trends, over time, can be identified.
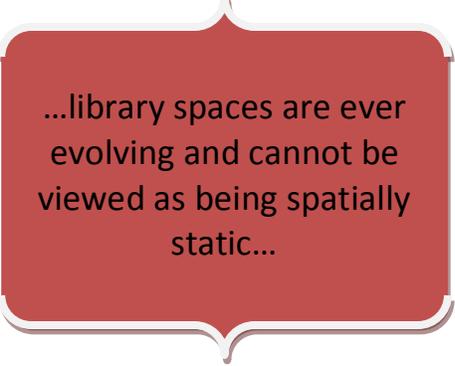
…library spaces are ever evolving and cannot be viewed as being spatially static…

Next, a priority will be made to review library polices regarding what is acceptable use of our space conducive to study within Boatwright Library. This will look at acceptable study room use and noise levels. How will these measures be enforced fairly and without burdening the staff?

Third, it appears that library spaces are ever evolving and cannot be viewed as being spatially static destined only to serve one limited purpose. Trends and habits change so Boatwright must have a plan that will be flexible and adapt along with its patrons.

Finally, there are many small solutions that can be implemented that address concerns uncovered in this report. Already, work is underway to add tables and power, if feasible and safe, during peak exam times. We are also looking at ways to better divide quiet and collaborative areas, and augmenting quiet study areas.

To conclude, patrons and staff must work together to make sure that Boatwright Library, as a structure, can continue to sustain its current users as well as users for years to come.

Appendix 1: Observation Form

Boatwright Memorial Library

Observational Study Journal

Date: _____ Day: _____

Time: _____to_____ Time of Day: **Opening-Noon   Noon-6 PM   6 PM-Closing**

Observer Initials:_____

Where are you in Boatwright Library?

__ Research Commons (1st Floor)   __ Reference /Gov't Documents (1st Floor)

__ Upper Commons (2nd Floor)   __ Periodicals (2nd Floor)   __ Quiet Study Room

__ B1-Front Area   __ B1-"Lakeside Wall" Area   __ B2-Group Area

__ B2-Back Stacks Area   __ Other: _____

How many patrons are using this area: _____

Please record your observations. Remember to indicate the following; are users on library desktop computers, on library laptop computers, using library materials, studying, chatting with friends, eat/drinking, what is the noise level like in relation to whether it is a quiet/group study area? For more information see "list of observable behaviors". Also list any problems that you encounter.

Record here: *Use the reverse or additional sheets as needed.*

Appendix 2: Student Voice Survey and Results

Q1. Does the current number of quiet study spaces meet your needs at Boatwright Library?

63.88% Yes
36.12% No
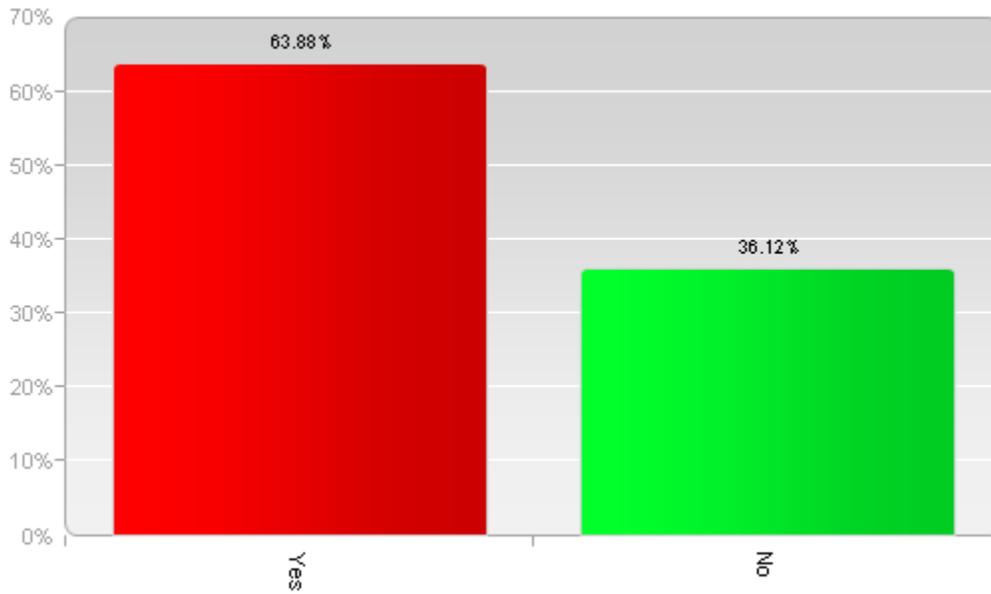
Q2. Does the current number of group study spaces meet your needs at Boatwright Library?

58.7% Yes
41.3% No
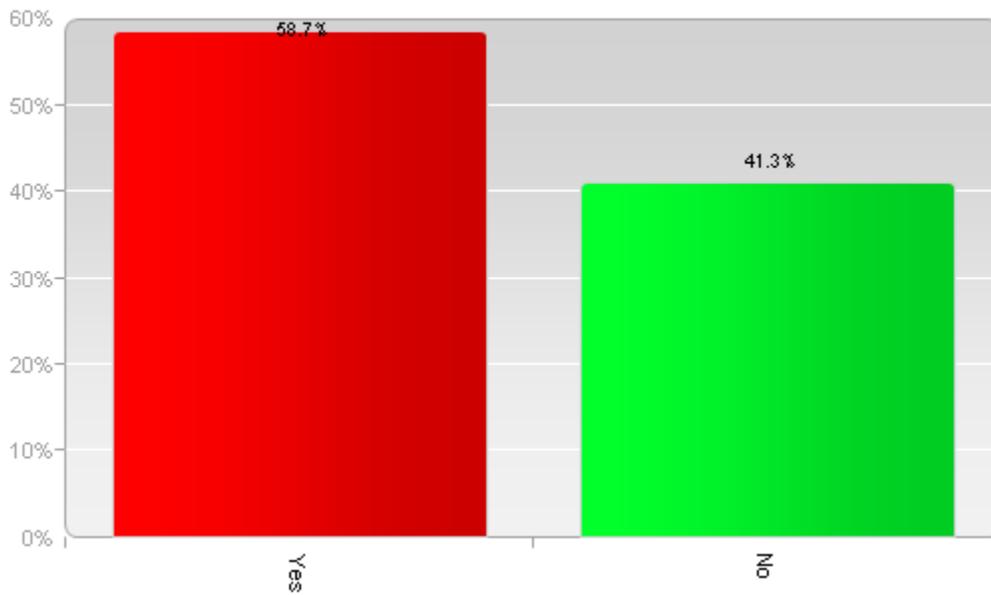
Rank Order from Student Voice:

From greatest to least:

1. Computer Areas

2. Table Areas

3. Quiet Areas

4. Group Areas

5. Comfortable Areas

Appendix 3: Student Voice Survey Comments

Noise

Not enough - Need More

Unmarked passages are just general comments.

Count	Percent	
1	0.47%	Please add more desks and tables in the nooks and crannies of the quiet areas. There is lots of unused space. I am always in the library and find that nearing the end of the semester it gets really crowded in my usual spots. Thanks!
1	0.47%	Add a screen at the front desk to display the available computer consuls . Also add more small tables with power and internet hook ups so you can spread out your stuff and connect. Overall the current situation is really good.
1	0.47%	A lot of times they are crowded and full. It can be hard to find space sometimes as well as available computers.
1	0.47%	A majority of students do not observe the quiet study rules and they need to be better enforced.
1	0.47%	Although the area in the basement is not considered a quiet area, at times it is often too disruptive for studying. It isn't the studying it appears to more of a social spot for some.
1	0.47%	Annoying how the bathroom for the entire 2nd floor is located inside the quiet room because it is a constant distraction with people coming and going. Same with the B1 tables being right where the door to the staircase is.
1	0.47%	At the end of the day, the responsibility for making sure that quiet areas stay quiet falls on students. We who are committed to quiet studying have to be unafraid to confront our peers who are not.
1	0.47%	B1 has sort of become a default group study space. People have become really loud there in the last year and relatively disrespectful.
1	0.47%	B1 is too loud. Students are not respectful of the "quiet section" signs, and it is very disrespectful. It makes it frustrating to study in a "quiet section" when, in reality, it isn't quiet.
1	0.47%	B1 is too small for a population of 3000 students. Also, it is so distracting in the quiet areas with people talking and walking around. Also, the second floor quiet section has a popular bathroom that too many people use when you try to study, its horrible. Please put in sectional private desks so we can all focus on our own stuff, not on what others are doing. If a group needs to meet really badly, they can find one of the million public spaces on campus, dhall, pier, classrooms, etc. There are only 2 places for quiet study on this whole campus, and never enough room!
1	0.47%	better lighting, quicker ways to print, longer hrs for MRC
1	0.47%	Better wireless printing an more computers

1	0.47%	Boatwright is not quiet at all. Its more like a social spot. People call it club boatwright.
1	0.47%	Both areas are often quite full, especially once the semester picks up. There are not enough groups study rooms, and the group study areas are normally packed. It would be nice if there were more white boards. Another thing in general is that people--whether they are in a group or studying alone--like to be separated when they work. That is why groups prefer the study rooms over the open circles of chairs on B2. That is why people who study alone will not sit in a chair/at a table facing someone unless they absolutely have to. . . .
1	0.47%	Close the doors between the loud sections and the quiet sections.
1	0.47%	don't be broverwhelmed by the fratmosphere
1	0.47%	during winter, quiet study area is extremely cold.
1	0.47%	Even though the quiet areas are well marked, it seems like not many people take them seriously. I appreciate that you offer the quiet sections becuase that is what I really need, but more often than not, they aren't that quiet.
1	0.47%	Expansion is needed because we actually like getting our work done here. I hate it when no space is available and a school our size, this shouldn't happen.
1	0.47%	Extra tables would be nice.
1	0.47%	Faster computers!
1	0.47%	Floor B1 is supposed to be a quiet study area, however there are way too many people carrying on conversations on that floor. Enforcement of the rule would be nice.
1	0.47%	Group study rooms are essential, especially toward the end of the semester. I can't even count how many times I inwardly groan when I see the "no study rooms available" sign. We need a computer and are often forced to get creative.
1	0.47%	Group study space is often limited. Most rooms are too small to accommodate large groups. It is not rare for group meeting to last more than 2 hours. The study rooms are poorly ventilated and are often hot.
1	0.47%	I am one of those people that dont get broverwhelmed by the fratmosphere of the non-quiet section, but I could use more space when I need silence
1	0.47%	I believe all spaces in a library should be observed as quite areas. If there is, a need to socialize that should be conducted outside of the library. The Library is a place of quite time to study, concentrate, and prepare for exams. Quite time should be observed throughout the entire library. I hope this policy is implemented very soon. Thank you
1	0.47%	I believe the areas of the library are designated to quiet and group study well. However, I wish within those areas that there was more table/desk space. For instance in the quiet section on the first floor, maybe those bookcases could be the same style as on the basement levels so that there was more room for tables or desks.
1	0.47%	I can never find a table to study at and it's hard to not fall asleep in a comfortable chair.
1	0.47%	I do think that the first and second level should be quiet section. very often its too loud.
1	0.47%	I don't know how to do it any better, since people will probably continue to ignore rules, but enforce the quiet zone areas better. During the final push at the end of each semester it

		becomes especially frustrating when people are being talkative while others are studying.
1	0.47%	I don't know if there are enough quiet study spaces, since on certain nights the library is so jammed with people that you can't really find a quiet study area.
1	0.47%	I don't really think there's a problem with quiet study areas, and if there is a perceived problem I think part of it may be due to chit-chat, but largely due to the fact that groups are forced to meet throughout the library and have meetings when there are no reserved group rooms/areas available. There aren't enough group study areas.
1	0.47%	I don't think that the "quiet" factor is enforced at all. Often times, the "quiet" sections become social areas where students are not respecting the quiet rule that is in place. It is very frustrating when one or two students are talking in a quiet area because it disturbs the concentration of the rest of the room. These quiet areas fill up very quickly during peak library times, so I also think that there could be more areas that are designated as quiet areas, or more seating in the quiet areas. If there is not a seat in a quiet area (that is actually quiet and not disrupted by more social students), I will often leave the library.
1	0.47%	I don't use the quiet study sections because they are not quiet. I can work with a marginal level of noise, especially by using headphones (set at a personal volume so that those around me can't hear), yet it is frustrating and distracting when students in the quiet section are loud. It's distracting because students are talking where they shouldn't be, leading to frustration, not because noise is inherently negative. If I require a quiet place to study, I go to the second floor journals section or the back area of the B2 stacks with the science publications.
1	0.47%	I enjoy and frequently occupy the quiet areas of the library. Unfortunately, students do not always respect the rules of the quiet area. I get frustrated when people chat (or skype) in the designated quiet areas, as there is plenty of room to socialize on campus (an in the rest of the library, for that matter).
1	0.47%	I feel as if we need more areas where people can work in groups without feeling like you are always distracting someone
1	0.47%	I feel that people do not respect the quiet areas. I still have the need to bring ear plugs into the quiet/research areas to fully concentrate on my school work.
1	0.47%	I feel that the quiet spaces are not logically placed in the library. You have the bathrooms in all of the quiet areas, which doesn't seem exactly "quiet", and when talking about B1 you have to first walk through it to get to the group study area. It just seems like it was thrown together, instead of thought out in where to place the quiet areas in order to keep them, well, quiet.
1	0.47%	I find the most lacking combination of study areas is usually quiet + table - that is, there are most often not enough tables in quiet areas. I much prefer to work at tables, as most of my work involves writing or typing, and it appears to me that the tables are in general in more demand than the chairs (without tables). Tables in the noisy area aren't of much use to me, as the noisy areas are often louder than is conductive to studying. The number of computers is inadequate much of the time, but I've never seen all the computers in any of the Jepson public labs taken (I've never seen the Gottwald labs at capacity, either, though I spend less time there). Advertising the availability of those labs may help solve the computer crunch at Boatwright. A couple printing-only computers might be useful as well - right now I often find that if I am in the library and need to print something, I waste less time heading directly to the TLC to print than hunting for a free computer elsewhere.
1	0.47%	I hate to say that there needs to be some kind of library monitor in the quiet sections, but it is really TOO loud most of the time. I wish there was a way to enforce it, but I think it's up to the students, not Boatwright Library staff. I personally like the secluded areas where there is little traffic of students coming and going - that generally means reverting to the areas behind the

		stacks. If there were more of these small areas spread out (rather than mass "quiet" areas), I think it would reduce the noise. However, this quiet nooks won't really be the same if there are so many that are in close vicinities to each other.
1	0.47%	I hate when students in the quiet sections are not quiet. I think that talking on Skype should be outlawed in the library - it's absurd and really distracting.
1	0.47%	I have never used either, and have heard that a fine is incurred if you go over your allotted time even if nobody is waiting. Is this truly necessary? Also, I was unable to continue with the survey unless I selected an answer for questions 1 and 2, but honestly my answer is that I do not know.
1	0.47%	I love Boatwright, it's the best! I don't think people should be able to eat there, though - it gets messy.
1	0.47%	I love second floor periodicals because of how quiet it is, and there is the perfect amount of space between you and the person studying in the chair next to you. Is it possible to make more spaces like this in the library or on campus? I will come to the library at 6:30 pm during the week, and all of the chairs in the periodicals section will be full (I work until 6 pm, otherwise I would come earlier). It might sound cheesy, but I honestly get the best grades on assignments for class when I study in this area, it's like a good omen or something. Please, please, please make more spaces like these available. -Anonymous and Second Floor Periodicals Obsessed (all my friends make fun of me!)
1	0.47%	I love that the First basement level is all quiet, but I wish there was more than that floor,
1	0.47%	I love the library!
1	0.47%	I love the quiet sections but I would like it if they weren't so cold especially at night.
1	0.47%	I love working in the library but since returning from abroad, there is obviously a lot more people. I just wish there were more tables to work! Otherwise, thanks for keeping the library so nice!
1	0.47%	I only come to the library to print pages/I study quietly in my room most of the time
1	0.47%	I prefer to have more quite study area
1	0.47%	I really like the ambience of the 1st floor quiet section when I can find a table - I really need a table to do work well. Also I do like the study carrels but unfortunately the lighting is very poor so after dark I cannot really work there (even with the light inside of the study carrel).
1	0.47%	i really like the quiet areas but sometimes people whisper and phones go off which can be distracting
1	0.47%	I really like to work in b1 and feel some people do not observe the quiet section rule, which becomes very frustrating for me.
1	0.47%	I really wish students would respect the quiet areas. It's not that we need more, people who want to talk just need to stay quiet!
1	0.47%	I really wish there was some kind of enforcement for the quiet areas. Because there are so many people who just chat with their friends and WILL NOT SHUT THE FUCK UP. or they'll talk on the phone or listen to music really loud through their headphones. but i guess the library can't do anything about people being rude and uncivilized

1	0.47%	I think everything is very evenly balanced at this point!
1	0.47%	I think Gottwald is a great place for quiet study and the library is a good place for group work. I think maybe a better balance of each type in both the library and gottwald would be beneficial.
1	0.47%	I think that even though areas that are designated as group are supposed to be semi loud it is annoying and distracting when people talk on the phone or video chat or sing songs. These are things that should not be allowed in any part of the library and are something that should be done in your own room. It is distracting to me that this happens, especially when most of the computers are in the group study spaces.
1	0.47%	I think that the space is adequately divided; with respect to noise complaints, I think that if students could just be a bit more considerate even in the group areas when studying, we would all just get along better. Some people are slightly intimidated by the "silent" areas, or simply work better with a little background noise, but if students would generally keep to work and have their social hours elsewhere, everyone would be happy. (Except, perhaps, the students currently being regarded as inconsiderate for not minding the manners their parents should have taught them.) :)
1	0.47%	I think that there is adequate quiet study space, some people just choose to ignore the signs and annoy those who need quiet. However, there is something to be said for maintaining spaces where people can talk a little, some people do better with a little background noise. I think the same goes for group study. There is absolutely plenty of space. You may not get a cozy study room with a locking door, but perhaps that means you should budget to meet at lighter traffic library times. There are so many areas where people can sit on B2 in groups that is not necessarily designated "group space".
1	0.47%	I think that there needs to be some volume control for group study areas. Even though it's group study does not mean that people can be as loud as they want, it's still a library. It seems like the quiet areas have turned into group study with people constantly whispering and group study has become a hang out area for everyone to yell across the room. If there are only signs for quiet areas, the immediately obvious opposite of that is loud areas. Maybe have signs for quiet group study and silent study areas.
1	0.47%	I think that there should be more areas for group projects where you can talk together without being limited to a rented space.
1	0.47%	I think the library does a great job providing a wide range of study spaces for us students, but during the busiest times of the week and of the semester, there just isn't enough room!
1	0.47%	I think there should be quiet areas with computers in them. My greatest problem is I need a computer to do serious work but the computers are not in quiet areas so I am constantly distracted.
1	0.47%	I understand that the group study areas and not quiet sections are not meant to be quiet, but some students don't understand that it is still a library and being loud and obnoxious is rude.
1	0.47%	I was in the library late Sunday evening and there were no computers or quiet study areas available. Not sure the quiet study areas is a resource issue or a consideration issue from other classmates. It's hard to fix the later I know so maybe seperate group study space for these lively groups would be appriopriate. Thank you for the survey!
1	0.47%	I wish that B1 did not close so early. I like the tables and chairs down there the best. B1 is the only place I can study and it makes me mad when I have to leave at 12:45. In my opinion, there is no sufficient alternative on any of the other levels.

1	0.47%	I wish there were less comfy chairs and more tables because I can't ever get work done in those chairs (I fall asleep) and I work better at tables or the individual cubby-type areas. Tables especially in quiet/no-cell phone zones, I NEVER use the silent section, it's creepy.
1	0.47%	I wish there were more computers in the quiet sections such as the second floor.
1	0.47%	I wish there were more individual computer spaces and more quiet places that are actually quiet
1	0.47%	I wish there were more study rooms, and I wish that there were more desks like the ones in the back of the first floor quiet section. I also think these desks should have comfortable computer chairs instead of the terribly uncomfortable wooden ones that are currently there.
1	0.47%	I wish there were more tables in group study areas. it is nice to have a table where you can talk to people instead of being in the dead quite or b1
1	0.47%	I would like for there to be more tables to sit at and work at. There is not a lot of just desk space available. Also, sometimes the noise levels throughout all areas of the library, including quiet sections, is unreasonably high. I wish people would enforce the quiet rules in quiet areas more. Also, the mobile desks that can be pulled up to the comfortable chairs are great but I wish there were a few more! Thanks!
1	0.47%	I'm an SCS student, so I know my needs are different than the younger daytime students. Honestly, I have sort of given up using the library. I tried to in the beginning, when I first returned to school, but I couldn't concentrate with all the bustling about and noise of the younger students. Also, it was hard to find an available computer. I didn't like having to hike from a far away parking spot either. (With my schedule, every second counts, and that ate up precious time.) These days, I'll use the library if I need to check out books or use materials from the library's holdings. Otherwise, I use the computer lab in Jepson. It's always quiet there, there are plenty of available computers, and parking is relatively close.
1	0.47%	I'm not sure how this survey addressed quietness in the library. Boatwright is a library, not a place for students to come and socialize and discusses how many of them blacked out last weekend. And yet, you'll be hard pressed to find a location where this is not the case. Students need to be reminded that it is a library, and not Dhall.
1	0.47%	I'm not sure if I'm eligible to use the private rooms, if it's just me. More than once, I've been in the quiet zone of Boatwright, and people are talking or laughing....this is usually in the evening/weekend....after 9pm. thanks.
1	0.47%	In boatwright, there always seems to be a wait for groupwork rooms...i think there's lots of space on b2 with the "open" booths..but people prefer to have the glass to at least shut out distractions/background noise
1	0.47%	In the first level quiet section the desks that are along the back wall do not have sufficient lighting. It's too dim which is conducive to sleep. In the second level quiet section the triangle workspaces do not have any outlets for computers.
1	0.47%	It bothers me when people come to the quiet areas and talk or when people are in the quiet areas, but are not doing work and are on facebook so in actuality they could be in the talking section. Also, I hate that the basements close at 1pm because I'm either forced to go to the talking section where I cannot get work done or go to the creepy basement classroom that I have to enter from outside. It would be nice to at least keep B1 open for quiet study until maybe 2am.
1	0.47%	It can get loud on B1 when its supposed to be one of the quiet areas

1	0.47%	It is annoying when people talk in the quiet section. The library is often so crowded I cannot find a spot in the quiet section, especially during busy weeks. More space would be better
1	0.47%	it is far, far, far, far, far too loud, and full of screaming sorority girls and jerky Asian guys.
1	0.47%	It would be great if there were more study rooms!
1	0.47%	It would be great to have individual quiet study rooms. Sometimes quiet areas are not quiet enough.
1	0.47%	It would be great to have more quiet space!
1	0.47%	it would be nice if the quiet study areas were set up in a more space efficient way. Well actually space is the biggest problelm in the library in my opinion, in general.
1	0.47%	It would be nice if there were more tables in the quiet study section. More computers would also be great too.
1	0.47%	It would be nice to have a few more group study areas with computers, like there are in B2.
1	0.47%	It would be nice to have more computers available in the quiet areas. I have had several times that I would like to work in a quiet section but since there were no available computers, I was force to sit next to someone being obnoxiously loud.
1	0.47%	It's not that there isn't enough space, it's that people don't abide by the one "quiet section rule"...to be quiet.
1	0.47%	It's not the NUMBER of quiet study places that I have a problem with, it is the SIZE of these spaces. There aren't very many places to sit in the quiet sections on both the first and second floor.
1	0.47%	KEEP THE QUIET SECTION ACTUALLY QUIET. PEOPLE LIKE TO TALK WAY TOO MUCH IN THE SECTIONS AND NOTHING SEEMS TO BE DONE ABOUT IT.
1	0.47%	Make the B2 area with computers near the stacks quiet study (except for the group study tables). Not allow people to eat full meals (e.g. pizza delivery) to the library because it gets really messy, the computers get covered in grease and crumbs, and then it devolves into social hour and not studying.
1	0.47%	Many people disrespect quiet study areas and talk or make noise with little consideration for others. The library is often crowded and there seems to be less space than needed.
1	0.47%	Many people either chat or discuss loudly as they don't care about the quiet areas, or they are not aware of being in. If there are signs indicating where the quiet areas are, this situation would improve.
1	0.47%	Many students (including me) only use the computers to print, but sometimes it is impossible to find one even for 5 minutes. Maybe there should be computers only for printing (10 minute limit?) or something like that.
1	0.47%	Maybe more single tables in the quiet areas or something like that. Many times you go into the quiet area and have one person at each table. People don't want to interupt others joining at the table.
1	0.47%	more booths

1	0.47%	More booths in B2 would be nice as I find those are the best to work in with a couple of friends. More desks/tables would be nice on the first and second floor quiet areas. And more computers would be helpful as I often need one for 5 minutes just so I can quickly print a paper, but none will readily available.
1	0.47%	More computers
1	0.47%	More computers and quiet tables are needed.
1	0.47%	More computers and tables on the second floor are needed
1	0.47%	more computers in quiet areas would be helpful.
1	0.47%	More computers would be helpful. Perhaps even a "Express Line" type computer with a 5 minute time limit, for those days when a student needs to log onto a computer, print something quickly and log off.
1	0.47%	more computers!
1	0.47%	More group study rooms with technology are definitely needed!
1	0.47%	more individual desks in quiet sections would be much appreciated
1	0.47%	more private/ isolated study spaces
1	0.47%	More quiet space like on the second floor!
1	0.47%	More quiet study area, and computers are always broken, please fix them more often.
1	0.47%	More signs should be posted informing people that the section is a quiet section. Many people whisper or talk regardless of the one sign at the door. Perhaps if there were more signs students would feel more inclined to respect other students.
1	0.47%	More table, less lounge chairs!
1	0.47%	More tables with access to outlets are desperately needed. I often need three or four books spread out in front of me when working on an assignment, and those chairs with the tiny table attached just don't work.
1	0.47%	More tables would be a great addition to the library.
1	0.47%	NEED MORE COMPUTERS!!!!
1	0.47%	Need more group study rooms, always occupied.
1	0.47%	Need more quiet area that have computers and space around them! Would e nice to have both comuters and tables in quiet areas
1	0.47%	need more quiet areas
1	0.47%	need more room to work!
1	0.47%	no one is ever quiet in the quiet sections

1	0.47%	None of the quiet study rooms are actually quiet. More importantly, none of the outlets on the tables of the second floor quiet room work, rendering them all but useless. Before any more flat screen televisions get thrown on campus, I think the outlet issue should be addressed.
1	0.47%	None.
1	0.47%	Not enough space around exams time!
1	0.47%	Often it is not really quiet there because too many people are talking which is really distracting.
1	0.47%	Outlets are important
1	0.47%	Overall there is a good balance of both
1	0.47%	people are not quiet.
1	0.47%	people are NOT quiet. the library should be a study space for people who can't study in their dorm rooms, not a social area. however, since people do use it for various purposes there should be more quiet areas.
1	0.47%	People are too loud
1	0.47%	People do not always respect the rules in the Quiet Areas, particularly late at night.
1	0.47%	People do not respect the quiet areas. It's frustrating to not know whether you'll actually be able to focus and concentrate. also, people with headphones turn their music up REALLY loud, which defeats the whole purpose of a quiet area. i don't like being confrontational and asking people to turn down their music or stop talking on the phone...so I normally move. I think there is more room available to set up tables and chairs in some of the quiet sections/areas. I really appreciate having desk space to work on.
1	0.47%	People not doing honest group work in the lib need to BE QUIET. The library is not an dorm lounge/social space. People are trying to work or read for pleasure, and aimless conversation is distracting and annoying. It is a different story if a group is discussing a project or study materials, which is legitimate. Maybe more group study spaces (with computers) are needed so these people can discuss their work somewhere isolated. It is aggravating to hear other people broadcasting stupid stories about their social lives while you are trying to work/read. Also, non-working/reading presence takes up computer, chair, and desk space that people with WORK TO DO need TO DO WORK.
1	0.47%	People talk in quiet study areas, which is really disturbing to all those who go there to concentrate on their studies. It would be great if there were a way to better enforce the quiet study areas rules.
1	0.47%	Please enforce quiet rules. People often do not obey them. I'm fine with people saying hi every now and then, but conversations should not exceed more than 10 or 15 min.
1	0.47%	Please make it very clear where quiet areas are and what quiet means.
1	0.47%	Print only computers would be great. Tables! we need more tables, the small flappy side tables suck
1	0.47%	Quiet areas are not completely quiet and the library has turned into more of a social atmosphere than a workplace.

1	0.47%	Quiet areas are not quiet! There should be a librarian to scold loud people in the quiet sections.
1	0.47%	Quiet rooms are not actually quiet. People talk on the cell phones or come into the bathrooms in the quiet section on the 2nd floor and don't realize that the bathroom doors are not sound proof.
1	0.47%	quiet sections are over-rated. the library is used to socialize...
1	0.47%	Quiet sections have become noisy sections.
1	0.47%	Quiet spaces aren't actually quiet. Also we need more table space rather than comfy chairs
1	0.47%	Quiet study areas are a great help.
1	0.47%	Quiet study areas are disappearing in the Boatwright library because students use the library as a social hang-out. Listening to loud chatter is very frustrating for those of us who use our libray time for the reasons for which it was built.
1	0.47%	Quiet study should be enforced throughout the library. Mos of the quiet study spaces with tables/computers are either occupied,or available, but in commons. The commons is too noisy, people lack regard for the respect of the quiet rooms. People are always speaking too loudly or on their cell phones and it becomes distracting. Also, too many people come here to socialize, and this is even more distracting.
1	0.47%	Quiet study should remain quiet, it is absurd how students completely ignore these norms, maybe more signs in and about B1 and the back section of the first floor being POSTED QUIET SECTIONS!!!
1	0.47%	Quiet study with tables is optimal for me.
1	0.47%	Second floor needs to not be a frat house
1	0.47%	Some people are way too loud.
1	0.47%	Some quiet areas, particularly the one in the back of B2 (where there is the long row of computers and a lot of bookshelves) tend to no longer become quiet. I have had to leave because of excessive noise on several occasions. Better sign or making that entire back area a quiet section may help.
1	0.47%	Sometimes people do not comply with the "Quiet Study Area" rules of being quiet.
1	0.47%	Sometimes people think whispering is being "quiet" in the quiet study areas. When I come to these areas, I expect them to be silent. Also there are limited number of groups study rooms. Often times they are full and it is hard to reserve one for working on group projects.
1	0.47%	Students complaining about loud groups need to find the appropriate spaces for quiet study. There are many, and besides the front part of the back of Boatwright
1	0.47%	Study Rooms should have a longer period or time for use or should be able to be renewed.
1	0.47%	Table space is important, even if someone is typing a paper, they still need to have space for the books, articles, or other sources.
1	0.47%	The chairs in the library seem to promote a social area instead of a work area. It's annoying to go to the library and see people just hanging out and talking.

1	0.47%	The disrepect at this library is over the top. There is no such thing as a "quiet room" anymore. There is the loud section and the louder. I do not cast blame on the library employees. It is by no means their job to "hush" offenders. Instead, I think an overhaul of the system needs to be taken. Perhaps the entire library should be designated as a "quiet section" except for the front room. It will hopefully get more people to do work and stop distracting others.
1	0.47%	the first floor front section is NOT a group study/project area. though it is not designated for quiet study, the volume level is often due to conversation or group projects to a frustrating degree.
1	0.47%	The first floor quiet and talking areas don't work. The first floor talking area is the loudest, and people in the back want the quiet.
1	0.47%	The first floor quiet section should be enforced as a no cell phone section. The seating booths on the back wall are an INCREDIBLE space to do work in--I wish we had more of those, and less group tables!
1	0.47%	The florescent lights need to be replaced in the quite section on the main ground level, in the back of the quite sections. Every single one of the single seating places DOES NOT HAVE FLORESCENT LIGHTS. How are we supposed to utilized the space if there is no lighting , also on the second level (upstairs) the lighting in the back two section is to light , the lights are depressing and dim insufficient for studying means. It is also the reason why the main quite study room upstairs becomes so overcrowded , its one of the few spaces that has sufficient lighting above ground level which are closed at 12. Rank of Request FLORESENT LIGHTS IN THE BACK BETTER LIGHTS UPSTAIRS MORE SEATING AREAS The Library schould not be made into a meeting space,. Library = Study (which is conducted quitly) For crying out loude the place has a better reputation as CLUB BOATRIGHT instead of a Library. The administration and faculty need to enforce the rules and make the place a study zone, not a caffee hang out spot. Also, NO SMOKING SIGNS need to be placed at the entrance of the all entrances. Why should I suffer from second hand smoke when trying to study? Is that fair?
1	0.47%	the group areas are extremely loud, the study rooms are always taken after 8 PM, the computers are also always taken in the quiet area and on top of that I have to listen to that idiotic voice at 12:30 telling me about the basement (and I usually study on 2nd floor, tell me how that is relevant in any way ?!?!)
1	0.47%	the group study computers aren't correctly hooked up to the big screens sometimes and no one could help us fix it
1	0.47%	The library has a good amount of space dedicated to quiet areas. However, there are not enough desks, chairs, and tables to accommodate all those that want to use the quiet study spaces.
1	0.47%	the library has turned into more of a hangout area than a work area, quiet areas could be expanded
1	0.47%	The library is a place to do work, not to socialize. I think we need more quiet areas, and for those who want to just hang out, that's what dorms and the commons are for.
1	0.47%	The library is constantly too crowded
1	0.47%	The library is set up very well but unfortuantely those using the library are rude and loud and selfish. I don't know what the library can do but people will take up a whole group table for themself and will leave their books to save the space. I hope the library can address the book issue because it causes much frustration. People will hold spaces for HOURS not just a few minutes.

1	0.47%	The loud, obnoxious people in the quiet section need to removed.
1	0.47%	The main rooms in the library on the first and second floor are far too loud every night. I understand there are "quiet areas" however they are much smaller and always full because everyone wants it to be more quiet. People do not respect that it is a library and are far more often there to have a social meeting with friends rather than do work. Ironically it is the loudest and most frustrating during final exam and mid term times.
1	0.47%	The non-quiet sections are often extremely loud...
1	0.47%	The number of quiet areas is good unless they close the basement levels. Then there is really not enough quiet areas.
1	0.47%	The quiet areas have become a lot more noisy, making it hard to focus sometimes. Also, it has been really hard to find open table space and computers in the library since the juniors have come back from abroad and the freshman class is so large-- it was hard enough finding tables last semester when the juniors were gone!
1	0.47%	The quiet rooms are NOT quiet and sometimes it is absolutely impossible to get a spot in the quiet sections!
1	0.47%	The quiet section is not always quiet, perhaps more signs need to be put up. Also I would suggest more tables rather than chairs.
1	0.47%	The quiet sections are fine. There does not need to be more
1	0.47%	The quiet study space normally meets my needs except for at extremely busy time like midterms and finals. During those times it is extremely difficult to find a quiet area, but I'm not sure there is a way to avoid that.
1	0.47%	The quite study areas are not really quite since some students tend to talk and distract attention. There should be strict restrictions to avoid that.
1	0.47%	The tables in the quiet area on the second floor need outlets that work!
1	0.47%	there are always a lot of people talking loudly in those area and obviously they are not talking about studying...
1	0.47%	There are never available groups spaces when we need it.
1	0.47%	there are not a lot of places to sit at tables in the quiet section of the library. there are also no spaces available during finales week because everyone will leave there stuff to reserve a place for hours. They need to add more tables in the library, and it would be great to have some tables similar to the tables in B1.
1	0.47%	There are not enough computers available at the library.
1	0.47%	There definitely needs to be more computers!
1	0.47%	There definitely needs to be more computers. Also, while the new netbooks are small and convenient, they are also a huge hassle becuase of the really small screen. Lastly I think we should get a program of some sort that signs people off after a set period of time. I have seen students who literally leave all their things all day signed on a computer so whenver they feel like coming back they'll have a computer waiting for them. This is not right. If we can develop a control system for this I feel like the computer problem would be better off.

1	0.47%	There is always a shortage of study rooms
1	0.47%	There is far too much comfortable seating in the library. It is unnecessary and actually discourages work. I have seen tons of people fall asleep in these chairs. This is something people can do in their room. The library should not be arranged as a lounge, it should be a library. At least one more floor should be exactly as B1 is, because this is the best work environment in the library, but there is often not enough space. The study rooms are very nice, mostly because there is actually a table to work at and a computer open. The number of computers available in the library is unacceptable. The computers in B2 in the back often do not work even when they say they are available. The library is very poorly organized and does not facilitate studying.
1	0.47%	There is quite an issue with printing in general, on campus. I think that the implementation of one giant printer on the first level was a horrible idea. Although not directly related to quiet study area, I have lost many group projects that were printed out and then had to reprint them because of the large volume handled by one printer. I also think that there should be printing stations for people who just need to print and not utilize a computer for any other purpose.
1	0.47%	there isn't enough space in the library at all. its almost impossible to find a place to sit and work, or a computer, if you go to the library between around 11am and 11pm.
1	0.47%	There need to be more group study spaces.
1	0.47%	There need to be more spaces for quiet study and the areas need to actually be quiet. Sometimes they are, but often they are much too loud
1	0.47%	There needs to be more computers
1	0.47%	there needs to be more quiet areas, and more big tables to do work on. comfy chairs are pointless, no one can do work there. there is not enough room for papers and computers. people need space to spread out their work.
1	0.47%	There seems to always be a shortage of group study rooms in the library, even when finals and midterms are not going on
1	0.47%	There should be more study rooms available for group meetings.
1	0.47%	There should be more tables and computers in quiet areas and all over the library
1	0.47%	There should be more tables in the library, there is a lot of space but students need a table to do work rather than just a comfortable chair to lounge in. More tables could be added on the top floor, first floor and especially B1.
1	0.47%	There simply aren't enough group study areas where one can speak at a reasonable volume. On a normal day, the second basement floor will be completely taken up by one or two groups who are doing group work and the rest will all be used by either individual students who take up a whole room or sitting area, or a group of students doing individual work but who want to gossip at the same time and couldn't find a space, supposedly, on the first two floors. I have to convince my groups to work on Friday evenings to be guaranteed a spot in the group study areas.
1	0.47%	There's never anywhere to study on this campus. By 7 Boatwright is filled, Gottwald is filled, and I'm left to do work in the Gray lounge again...
1	0.47%	There's no way I would get any work done in the library -- the computers are never available during class time, and at night when I need a table to study? Fat chance. The noise from the front room on the first floor carries everywhere except the basement -- but that's locked after

		1am, anyway! I don't think the basement should close, whatever the reason for doing so now. It's a library - if it's going to be open, I want to be able to get the books and space I need, whenever I need it.
1	0.47%	Too many "parties"
1	0.47%	Too many people are not quiet in the quiet section! I don't know what the Library staff can do to help solve this problem, but something really needs to be done.
1	0.47%	too much noise in quiet areas
1	0.47%	Unfortunately, it seems that many students do not understand the concept of a quiet study area. I can think of countless times that I have sought refuge in one only to be disturbed by vacuous conversation.
1	0.47%	Upstairs is more of a social setting than an atmosphere suited for studying.
1	0.47%	Very beautiful place
1	0.47%	We don't need "comfortable chairs." I need more tables to lay out my research. The couch and chair area in the quiet section of the first floor is a waste of space, especially since, most of the time, it is only being used by a single student. Two more tables could easily fit there (as well as the other side on the first floor quiet section which has recently lost two table to be replaced with couches--- why? We don't want them!!!) Also, the quiet sections, particular B1, is NEVER quiet. People completely disrespects other by talking continually here until someone finally gets the courage to ask them to please be quieter. I don't know a solution to this, but it completely discourages me when it happens. Because the quiet section has been so disruptive and because I cannot find any tables to work on, I have had to search out other places on campus to go, which should not be the case. Boatwright is completely ineffective when I want to write a paper.
1	0.47%	we need more study rooms
1	0.47%	While the comfortable chairs make the library seem like a cozy place, I would much rather have a table where I can spread out all my study materials in the B1 quiet section. The tables are almost always occupied first while the cozy chairs are left empty along the walls. Also, more computers in the quiet areas would be helpful. The only computer in the quiet areas that I'm familiar with are the 6 or 7 around the corner of B1 and in the far far back of B2, which are often not quiet (in B1 the stairway activity is noisy and in B2 Science most people don't know it is a quiet area.)
1	0.47%	Why does Suren yell everywhere in the library at ALL times?
1	0.47%	You could have bigger tables marked group discussion tables and individual tables marked quiet tables.
1	0.47%	You should have a few computers set aside somewhere specifically for printing. All I really use the library computers for is printing and a lot of the time it's difficult to find one.