

Library East Commons Questionnaire and Feedback

Immediately upon opening the East Commons in September 2006 the library distributed a customer reaction survey along with flip charts for students to post their impressions. Approximately 200 surveys were distributed at random times throughout the East Commons, of which approximately 50 were returned. Responses generated by the printed survey and the flip charts were compiled daily. The majority of respondents identified as undergraduates.

The 5 survey questions and highlights of the responses are listed here:

1. What renovation should the library undertake next?

The majority of responses focused on the need to renovate other Library facilities (floors 2 through 4 West building were frequently cited), and requests for updated furnishings and technology tools like projectors and Waycom tablets. Personal comfort played a role, as desires for couches, broader food selections, microwaves for heating homemade foods, and "comfy" chairs were noted. Another component was entertainment, as movie screenings and televised GT sporting events were requested on several occasions.

2. What would you like to see more of?

Many of these answers echoed those of the previous question, as electronic gadgets, DVDs, computers, and facility renovations were discussed unanimously. A notable addition was the desire for more and better signage and way-finding aids.

3. How would you like to receive news about library resources and events?

Responses centered on a few topics: posters/fliers, the Technique (student newspaper), Buzzport (student portal), email, and the Library website. Each was mentioned with the same frequency.

4. What 3 things do you like most about the library?

These responses almost always included mention of the West and East Commons areas, as well as computer workstations, resources or technology (the language deviated, but not the message). Particularly applauded were our hours of operation, and the carrels/personal study areas.

5. What 3 things do you like least?

These answers were wide-ranging and diverse. The wait time for computers (and the number available) was often cited, as well as the older facilities and inadequate lighting on the higher floors. Other concerns were the persistent crowds in the Commons areas, a lack of power/data ports throughout the library, DVD selections, noise, graffiti, and bad signage.

As for adlibbed responses on the flip charts, the majority were positive reviews of the changes to the first floor East that resulted in the East Commons. More computers, DVDs, microwaves and software were repeatedly asked for as well. A surprising number of responses were asking for goods/services that the Library already provides, indicating a general lack of awareness from our patrons, and unsuccessful communication on our part.

Nothing shocking or groundbreaking was discovered with either of these feedback / survey methods. Generally, the responses and feedback we received were helpful, but mostly in the respect that they reinforced what we have learned from focus groups, LibQUAL and anecdotal data from the past 5 years.