Lloyd Sealy Library
John Jay College of Criminal Justice
In-Library Use Survey November 2016 Report

The In-library Use survey was a paper-based survey that was distributed in the Lloyd Sealy Library from Tuesday, November 15, 2016 through Saturday, November 19, 2016. An attempt was made to distribute the survey during clearly defined periods (morning, community hour, and evening) as was done in the 2013 survey, but this did not occur in practice. The Library Department secretary then transferred the paper results to a SurveyMonkey form for easier analysis. 406 surveys were tallied, considerably more than the 294 responses in November 2013 and the 172 in November 2010. The survey questions were kept as identical as possible to the questions on the earlier surveys.

The survey respondents were overwhelmingly undergraduates (86%):

First years	16.3%
Sophomores	15.5%
Juniors	29%
Seniors	25%

7.3% identified as graduate students and 4% said they were "Other." 3 (less than 1%) said they were John Jay faculty or staff. 23.8% said they were transfer students; this is similar to the percent in the College as a whole. The "Other" designation included 3 alumni, 5 CUNY students (3 from Hunter), a high school student and an exchange student. The MPA program was the most popular program or major identified (8 students), followed by Psychology (5). Most did not identify themselves by major.

The first substantive question was "**What did you do in the library today**?" Respondents were able to select multiple answers, and most did so. **The 398 users who answered the question engaged in 1118 activities**. The most common responses showed a seriousness of purpose:

- **Studied or worked individually**   **55.5%**
- Used a library computer for academic/coursework   46.7%
- Used a printer   37.4%
- Used a laptop or mobile device   34.9%
- Typed a paper   29.9%

Studied or worked in a group was selected by 10.8%, although only 3.3% used a group study room (not surprising since we had only three at the time). Some of the "other" activities were "charge device" and "looking for potential mate." The full list is below (Chart 1).

In 2013 the most common responses were:
- **Studied or worked individually (51%),**
- Used a library computer for academic/course work (44.4%)
- Used a printer (40.3%)
- Used laptop or mobile computing device (31.3%)

In 2010 the most common responses were:
- **Studied/worked individually 64.7%**
- Used a library computer for academic/course work 52.4%
- Printed from computer 37.6%
- Used library computers for Facebook, YouTube, etc. (30%)

When asked "**How often do you visit this library in person**," **24%** said **4 or more times per week**, and an additional **45.7%** said **2-3 times per week**. **70 %** of our respondents come to the Library at least twice a week and 89% come at least weekly. In 2013, 71.4% came 2 or more times per week, and in 2010 the number was 73.6%. The students who come to the Library come because they want to be here; this is their preferred study space. [See Chart 2]

When asked "**How important are the following services to you in the library**?" most respondents ranked everything as pretty important. On a scale of 1-5 **the service with the lowest rating was "Tools to facilitate group work"** (average rating 3.99). But **the most important services were:**
- **Scanners and printers**: 4.85
- **Place to work individually**: 4.79
- **Software on computers (Word, Excel, etc.)**: **4.79**

[See Chart 3]
The comments (see below) also point to the importance of the Library as a place to work individually and to make use of computers and printers for college work.

These responses have been very consistent over the years. In 2013 **the most important services were:**
- **Software on computers (Word, Excel, etc.)** with an average rating of **4.81**;
- Place to work individually (4.75), barely nudging out
- Library computers (4.74).

The most important services in 2010 were:
- **Library computers (4.82)** followed by
- Place to work individually (4.74) and
- Software on computers (4.73)

The last multiple choice question was "**How would you rate the library on the following**" and the Library rated (scale of 1 to 5) highest on
- **Quality of databases/electronic resources** (4.47), followed by
- **Access to software (Word, Excel, etc.)** (4.4) and
- **Customer Service (lower level)** (4.39).

The lowest rating was given to:
- **Noise level (3.93)**, just below
- **Availability of electrical outlets (4.02).**

Interestingly, the students complained a lot about the need for more library computers and more software availability, but they still rated the Library highly on "Access to software." They think it's great that we have it, but want even more? [See Chart 4]

In 2013, the Library also rated highest on
- **Quality of databases/electronic resources** (4.4), followed by
- Access to software (Word, Excel, etc.) (4.28) and

2

- Customer Service (4.21).

The lowest rating was for
- **Availability of electrical outlets (3.68)** followed by
- Space where I can work with groups (3.89)

In 2010, the highest rated item was also
- **Quality of databases/electronic resources** (4.35) followed by
- Quality of Customer Service in second place (4.28) and
- Inviting Environment in third (4.22).

Lowest ratings in 2010 were given to
- **Noise level (3.69)** followed by
- Space where I can work in groups (3.71)

Perhaps the most interesting part of the survey was the level of response to the open-ended question "**What can we do to make this library better for you**?" A **majority of the 406 respondents**—241 or 59%—**took the time to write something** (a total of 314 separate comments/complaints) and, in many ways, their free-text comments are more interesting than the raw numbers.

- **In both 2016 and 2013 30% of comments had to do with computer issues**
  - In 2016 the single biggest request was for more computers:
    - **43 comments- 13.69% asked for more computers**
    - **Another 25 comments – 7.96% - asked for more access to MS Office**
    - Together these accounted for **21.66%** of all the comments
  - In 2013:
    - 9.95% of the comments asked for more computers,
    - 10.99% asked for Office on more computers
    - Together was 20.94% of all comments

Undoubtedly, one cause of the increased need for computer access was the closing of the North Hall computer lab, with its 200+ seats. External capital funds for an expanded library computer lab were committed over three years ago, but work has yet to begin, so lines continue to form during community hour for the 39 computers we currently have space for.

- Despite adding multiple charging hubs, a charging table, and a 12-seat charging counter, the **requests for more outlets increased** and was the 2nd major area of concern:
  - **In 2016, 2nd largest single request was for more outlets: 36 or 11.46%**
  - In 2013, number asking for outlets was 18 or 9.42%

- **Tied for 3rd place with 33 comments (10.51%) in 2016 was the desire for more space** including:
  - More space specifically for individual study – (13 comments or 4.14%)
  - More tables, more chairs, more cubicles for privacy
  - Just more space in general
  - In 2013, 21 comments, 10.99%, expressed desire for more space

- **Also 33 or 10.51% of comments expressed a concern about the need to reduce noise** (note that 4 of these talked specically about construction noise; escalator demolition was occurring during at least one of the days of the survey)

- Noise complaints were 8.9% of complaints in 2013. Note that many of the comments in 2013 asked for separation of group and individual areas and likely had noise in mind; these two categories added up to 14% of comments in 2013
- My impression from reading the comments is that we have improved our separation of group areas from quiet study areas and that noise complaints are down slightly. The comments about space in 2016 seemed to be more about the need for additional study space and less about conflicting space needs

- **Staff complaints are down from 2013**:
  - In 2016 only 8 comments (2.55%) can be construed as complaints about staff or poor service
  - In 2013, there were 17 complaints (8.9%) about staff or service
- **Compliments are up**
  - In 2016, there were 38 comments (12.1%) like "you're great" or "good already"
  - In 2013, there were 16 such comments (8.38%)

When the complaints about poor service in 2013 outnumbered the compliments, we reanalyzed the survey results based on time of day and discovered that students who filled out the survey during community hour rated the library considerably lower in two important aspects: access to software and quality of service. We responded by trying to increase staffing at our service desks and by offering MS Office on some computers in the upstairs reference area (after an initial trial period we expanded the number of upstairs computers with Office). We also increased the staffing levels at the service desks. The tallied list of comments is Appendix 1.

The last question was also an open-ended one: If there were to be a major library renovation, what would you like to see in a changed library? 224 of the 406 who filled out the survey ventured an opinion. For the most part, the responses here were similar to the general comments: students wanted more computers, more study areas, and more electrical outlets. A number of students asked for newer furniture or more modern furniture or just "new stuff." They wanted more comfortable furniture, couches, better lighting, soundproof glass, and food. No attempt was made to quantify and categorize the responses, but the full list is at the end (Appendix 2).

Follow-up from the Surveys
Actions as a result of the 2010 and 2013 surveys (plus professional observations) included the following:
- Addition of 19 iMac computers to the original 20 PCs in the Reserve Room computer lab
- Addition of Microsoft Office to 16 computers in the upstairs Reference area
- Placing of a monitor in the computer lab showing the real-time availability of computers in other labs in the college
- More formal separation of group from individual study areas and designation of special Quiet Zone
- Purchase of a special device charging table
- Multiple charging hubs have been added to existing tables
- Building of a new charging counter with 12 stools in the upstairs Reference area
- Extra attention to staffing service desks during Community hour

Data from the 2010 and 2013 surveys were invaluable tools to both secure funding and persuade decision-makers of the necessity of these actions.

As with the past two In-Library Use surveys, we will do our best to respond to student concerns. We've already added MS Office to 16 more computers in the Reference area and a new print release station on the lower level outside of the Reserve Room Lab. We'll search for more ways to increase availability of outlets and provide more printing opportunities. We are looking into the possibility of freeing up stack space (where back runs of journals and law serials are reliably available online) to add more seating, if it's possible to acquire more furniture. Fortunately, planning has begun for a major renovation of the Sealy Library.
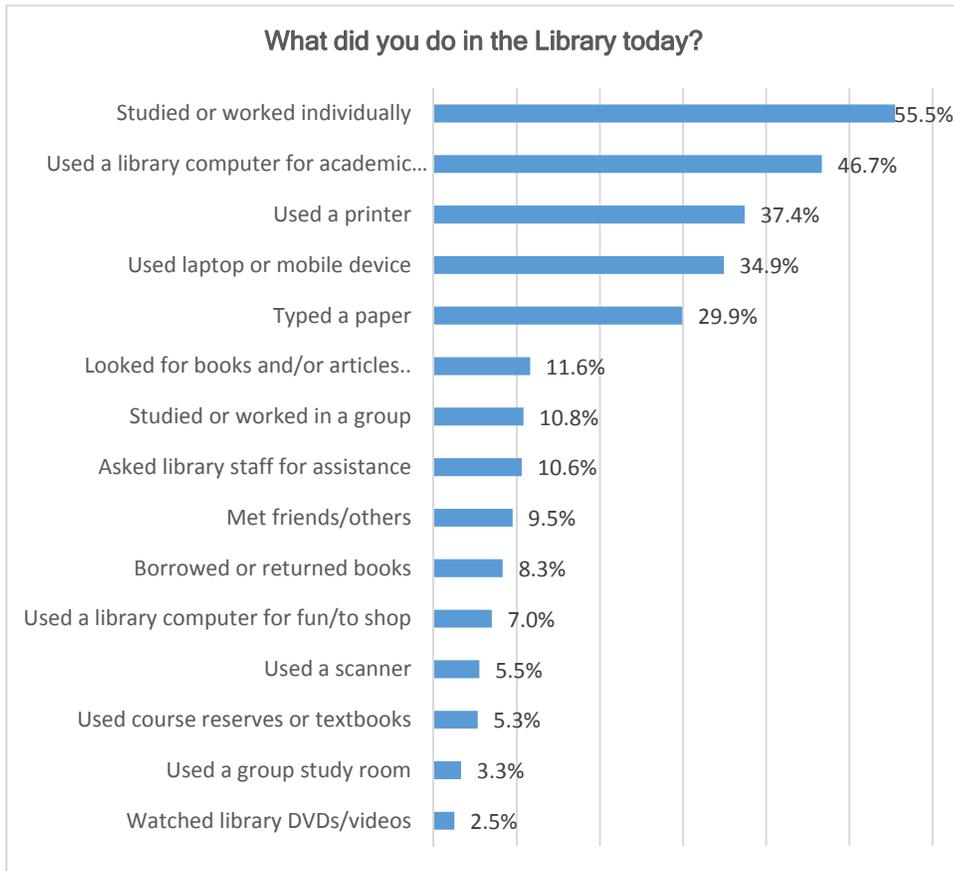
-B. Nelson 3/23/17

Chart 1

What did you do in the Library today?

Activity	Percentage
Studied or worked individually	55.5%
Used a library computer for academic...	46.7%
Used a printer	37.4%
Used laptop or mobile device	34.9%
Typed a paper	29.9%
Looked for books and/or articles..	11.6%
Studied or worked in a group	10.8%
Asked library staff for assistance	10.6%
Met friends/others	9.5%
Borrowed or returned books	8.3%
Used a library computer for fun/to shop	7.0%
Used a scanner	5.5%
Used course reserves or textbooks	5.3%
Used a group study room	3.3%
Watched library DVDs/videos	2.5%

Chart 2

How often do you visit this library in person?

Category	Percentage
4 or more times per week	24.0%
2-3 times per week	45.7%
Weekly	19.6%
Monthly	4.1%
Less often	4.8%
This is my first time here	1.8%

Chart 3

How important are the following services to you in the library?

Service	Rating
Scanners and printers	4.85
Software on computers (Word, Excel,…	4.79
Place to work individually	4.79
Library computers	4.74
Electrical outlets near seating areas	4.70
Online articles, databases, ebooks, etc.	4.63
Print books, journals, reserve…	4.50
Assistance from library staff	4.34
Place to work in groups	4.19
Tools to facilitate group work (display…	3.99

Chart 4

How would you rate the library on the following?

Item	Rating
Quality of databases/electronic resources	4.47
Access to software (Word, Excel, etc.)	4.40
Customer service (lower level)	4.39
Cleanliness of library facility	4.35
Quality of book collections	4.32
Customer service (upper level)	4.32
Access to library computers	4.30
Space where I can work on my own	4.24
Quality of library facility (furniture,…	4.13
Space where I can work with groups	4.04
Availability of electrical outlets near…	4.02
Noise level	3.93

Chart 5

Comments

- Misc 3%
- Noise 10%
- More space 10%
- Computers (all) 30%
- Facilities 10%
- Outlets 11%
- Food 4%
- Staff issues 3%
- Collections 3%
- Hours 4%
- Compliments 12%
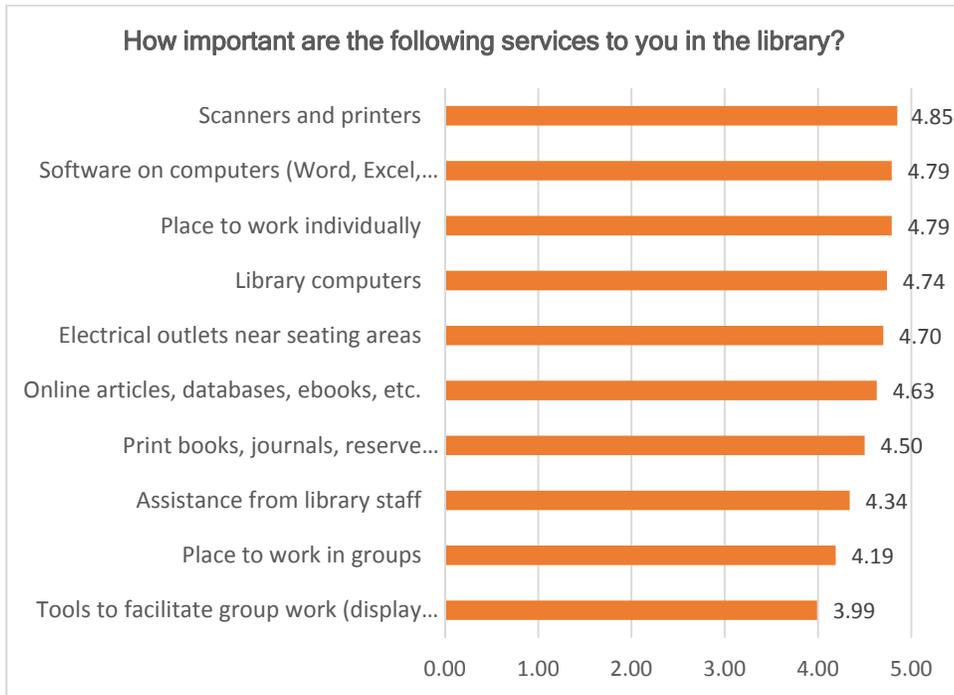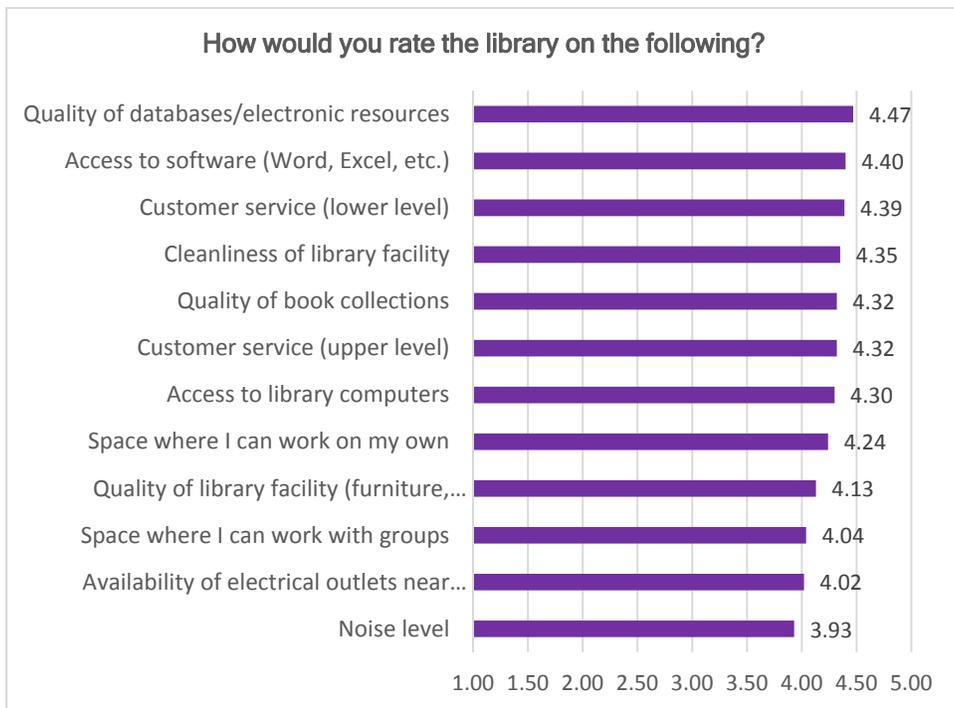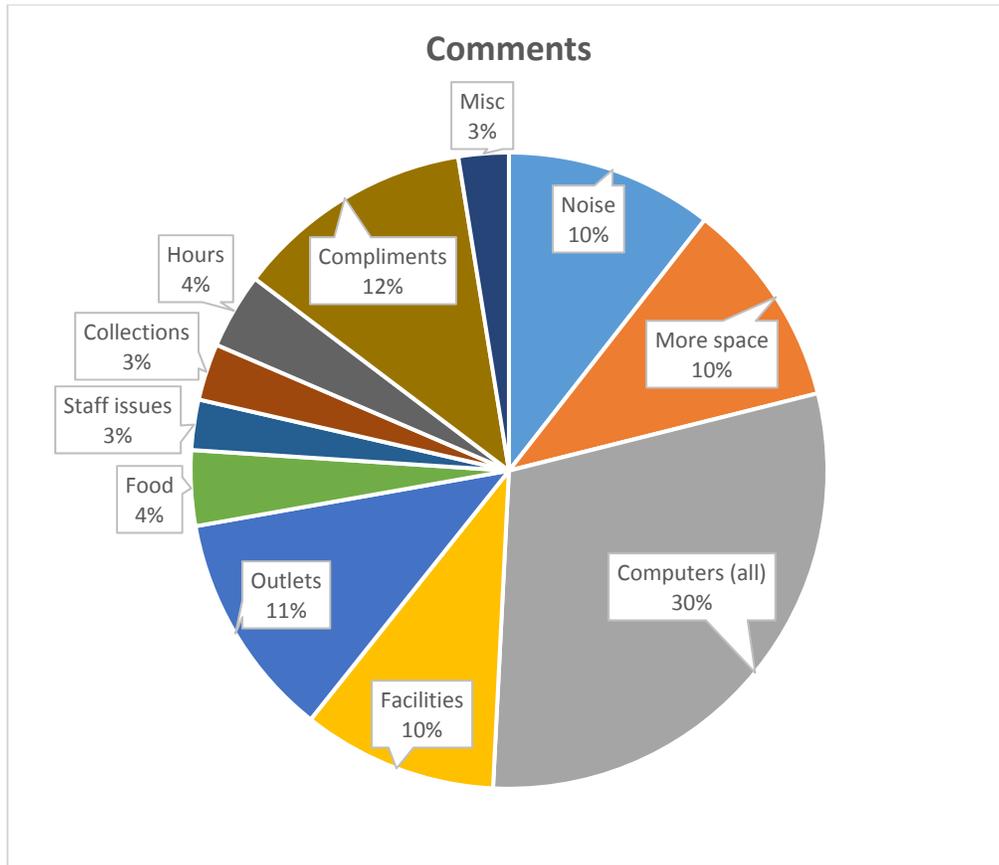
Appendix 1

2016: What can we do to make this library better for you?	Totals	Group Totals	Subgroup totals	% of Total
Category				
Noise				
stop construction noise	4			
reduce people noise	9			
reduce noise from staff	1			
reduce noise levels	14			
create area for noise	1			
create extra quiet area	1			
too much phone noise	3			
Total noise		**33**		10.51%
Facilities complaints				
better lighting	4			
height adjustable desks	1			
more group study rooms/areas	5			
more space	8			
More space for individual study	11			
more individual cubicles for privacy	2			
more workspace/tables	4			
more seating opportunities	3			
better furniture	2			
better/more comfortable seats/couches	8			
clean the books/clean in general	6			
more disinfectant wipes	1			
too cold	9			
need better directions/get lost	1			
Total Facilities		**65**		20.70%
Total more space			**33**	10.51%
Total more individual space			**13**	4.14%
Outlets				
more outlets/ working outlets	35			
more charging stations with wires	1			
Total more outlets			**36**	11.46%
Food/drink issues				
Need to eat in library	2			
areas to eat	6			
lift "no coffee" ban	1			

add vending machines	1		
tell people to stop eating	2		
Total food issues		**12**	3.82%

Computer issues

more computers/access to computers	41		
bring in more laptops	2		
more double-page scanners	1		
More MS Office on computers	14		
More MS Office upstairs	11		
more printers	8		
another color printer	1		
better wifi	6		
new mice	1		
clean mice and keyboards	2		
put time allotments on computers	1		
update computers/better computer system	2		
upgrade Microsoft	1		
more programs (C++, Crime mapping)	1		
add credit card for print system refill	1		
Total computer issues		**93**	29.62%
Total more computers		**43**	13.69%
Total more MS Office		**25**	7.96%
Total more printers		**9**	2.87%

Collections

increase borrowing time (spec. for Reserve)	2		
allow Reserve books to leave library for 2 hours	1		
more copies of reserve books	2		
easier access to reserve books	1		
Rosetta Stone	1		
Add a better variety of books	1		
Larger database-online articles, journals	1		
Total collections		**9**	2.87%

Hours

stay open later/better hours on weekends	3		
open to midnight/open later/more hours	7		
make printing available before 8 am	1		
24 hour library period	1		
Total hours		**12**	3.82%

Compliments

you're great/love this library	11		
good already	23		
keep up the ebook access	1		
better than City Tech	1		
friendly staff; great customer service	1		
one of the best CUNY libraries	1		
Total compliments		**38**	12.10%

Staff complaints

security staff harass students and alums	1		
improve friendliness/library people upstairs more approachable	4		
need help with legal research	1		
librarians should keep noise levels down	1		
reduce lines at textbook reserve	1		
Total Staff complaints		**8**	2.55%

Misc

Modify Library's translatability on its website	1		
Classes that teach software	1		
Be more like Baruch	1		
It's outdated	1		
promote the workshops	1		
knitting and crochet lessons	1		
make it accessible to all CUNY students	1		
offer videos of how to use databases	1		
Total miscellaneous		**8**	2.55%

Total individual comments	314	

Appendix 2

If there were to be a major library renovation, what would you like to see in a changed library?

Sofas
More space to study when overcrowds.
Not much.
Allow student to eat snacks in private place given by the library so students can work under pressure.
Don't change DELL Lib, computers
more computers/study rooms/Furniture and independent study rooms
More outlets, furniture, advanced computers. Noise level at a minimum
N/A
-I would like to see more quiet reading room areas.
N/A
More computers to offset heavy use days/pressing deadlines
24 hr library period! Like Private institution but it is one of the best cuny libraries.
Lighting and less construction
More computers, and reduce the amount of $ per page to print.
Nothing really
Better computers with microsoft word
outlets near the seating areas
more Mac.
Bigger seating areas
Clean books
-Independent study booth/rooms for groups

-More effective way to keep outside noises from getting into the library. (soundproof the walls)
N/A
Library Great as is
N/A
-Addition of quiet, individual study rooms. The upstairs quiet space is right by the stairs and staff do not enforce rules. Signs are not enough
More green real plants, solar power, Food, and a bar
More microsoft office
Puppy room for stress, college students need this.
Better ventilation. Upper area a bit stuffy in study areas.
Please open the computer area or just the printer before 8 am for those who have class at 8:00 am and for those who have class at 8:00 am and could not print assignments earlier or day before.
More room for work and more outlets.
Better lighting
More computers.
Nothing
New furniture
study rooms, and the individual study desks
New stuff
More computer/desks.
Move classroom outside of library

Too much traffic - very noisy.

More comfortable seating
I would like to see more group study rooms instead of just two. And more electrical outlets on the tables and also with the computers.
N/A
More space to work
Modernize equipment

better lighting
more computers with word progr; space to study.
More computers and desks in the other side
More group spaces, and furniture.
it looks fine the way it is now.
So far everything seems fine the way it is
-uncomfortable chairs

-more cleaning in the library
More avaliability for books.
couches
Since this was my first time here I'm not 100% sure what I would like to see yet but so far, it looks good.
That you guys offer videos of how to use the database for student that can not stay in the library.
more comfortable seating options
Maybe more chairs during the weekday since it gets packed.
Free chargers. Usage.
More computers with word will be highly desirable; the scanners need to be serviced as they break down when in use and all work is lost
Individual cubicles like those at Medgar Evers College
better chair.
Fix all the deck and chair. Also improve the WiFi and web print.
I would like a room of individual study & reflection to be seperated from surroundings.
-More computers and availability for printing

-More space for study/study group room
More computers
More computers.
maybe more macs.
Addition of more printing stations
Inspirational quotes
More space, more comfortable seats, cozy atmosphere
More places to sit and work.
More access to computer w/microsoft office.
more computers
More electrical outlets at table
More ventilation to circulate air as it can feel stuffy and too warm at times.
A Directory that shows the different parts of the library.
Better computers & Better wifi.
-more seating areas in the lower level - upper level is usually more noisy
A larger area with seats to do work/relax, as well as more computers.
More outlets. Everything else is great.
More computers
New computer, silent rooms, individual, private space.
Movie room
more macs, more outlets on every table if possible

I honestly think the library needs more Printing Areas.
No need for renovations!
I would like to have a warmer library
More printing stations
I'd like to see a food court (no joke)
-comfortable seating area.
computer lab should be upstairs and more individual chairs, desk, tables, and rooms for studying purpose.
Bathroom in the library.
Yes, there should be an outlet in each table for our laptops and more library computer with microsoft words.
Put more computers - expand.
Group rooms, alot of it
Yes
Honestly, more space to work alone/more outlets near seating areas would be great
nothing
outlets, more quiet work place, and more computers that we can print out?
lounge
more school colors, like Navy Blue Book shelves and even Individual study rooms
More modern feel
A cleaner inventor.
More room. Less tables and more computers. Having a separate room for noisy students.
more computers (there's always competition for one)

more personal seating where we can work on our own. also, being able to print on 2 sides to save more $.
More outdoor light.
new furniture
New Furniture.
allow food (not all kind of food) Because sometimes I am in the library and we get hungray.
More modern equipment.
Same as answer in number 8.
new furniture
put more computers
Coaches
Eating area, more sitting space
More seats with outlets.
Microsoft office on all computers and more computers
I would like to see a bathroom in the library, if there is not one
Put a ID scanner to enter the library, because take out the ID and showing to the person is kind of hassle.
increase wifi range
More outlets, more computers, more places to do work.
A bigger library with more tables and chairs to sit in.

More seats, more computers and more space.
Better WiFi access!
Include more space.
New computers
Private spaces for group work like classrooms, but on a smaller scale.
Sleeping room
More printing stations,

Escalator/Elevator and more available PC's.

more computers

I will recommend more study areas (group study or discussion) rooms need to be added. At least a discussion group will have enough time to discuss without replacing them with other group.

-More comp. with word, excel ppt etc.

-More outlets

More couches, new tables, better lighting, more outlets, and maybe a new, more modern look.

More computers and couches/vending machines

More updated computers.

Quite space where we can eat and do our work individually.

I don't know

Better quality outlets, or containments for the outlets so computers don't get turned off. Plus more outlet availability or extensions.

Maybe a few more electrical outlets installed.

better seating area

A section where would could eat.

More printers

More seating places that don't have a computer.

More Computers

None. Everything is fine

Desk & space

again more computers in the upper level

more electronic outlets.

More computers for a school this size there should be a larger quantity

Better lighting

Add more room, make the library bigger.

More sets of rooms with computers.

It would be very helpful to have microsoft word on every computer from all the floors.

-chairs

-tables with more outlets (near by)

Wireless charging stations - The Future

Better wifi, wireless charging

Not sure

Haven't fully explored the library to give any opinion on this matter.

More computers

More Rooms to work in group

More study space.

-more locations w/minimum noises for studying

Other than what I mentioned, nothing.

current library book system are difficult to understand and always need help/assistance to find a book. Wish they can change the system and label on the book so we can easily find a book. Also, some books have updated versions which JJCLibrary lacks to carry them. I wish they could have newer versions of older books.

More tables, chairs, outlets, & computers upstairs.

Perhaps a place to eat for students spending long hours in the library.

-More computers -more disinfectant wipes

-more room for comfort

Yes!

More seats/furniture. More selection of recent books.

More electrical outlets.
Comfortable chairs, more space between aisles
Comfortable couches
Free food.
Not sure.
Change in furniture.
More outlets, especially near the big tables, more individual space cubicles, toilets in closer proximity.
make spaces for studying
More space/tables/rooms for quiet studying.
More sitting space
Seats that are more comfortable.
More Microsoft software on upper level.
-Amount of big scanners -more smart board rooms

-Area to snack
Less noise and individual study areas
Better chairs
Faster computers
1. extended running hours (esp during weekends)
2. move outlets, desks and lightenings
3. Door hinge of the restroom (2HL) to reduce noise. please!
Clean books
Make it bigger
See #8
More computers. There aren't Enough For an entire college!   Thanks - management
-more computers   -study rooms
-coffee machines
-Sofas
Better lighting!!! More outlets in every area where there is seating. Control of noise level and seating to be more comfortable and heating for winter.
Seats/tables.
More computers
Another level (floor) with more desks to do h.w.
I would like to see more Macbook Desktops as well as more comfortable seats. Like the ones with the armrest. The keep me awake!
Add more books that are published recently.
More computers.
More furniture!!!!
Better computers
More individualized lounge chairs with pc set up.
more space
More computers
More space
I would like to see an improvement in personal areas of study: many people use the floor as a place to hunker-down and it's hazardous.
New furniture and electronics.
More computers similar style to L2 computer labs

New chairs and desks
everything
Have more scanners. More printers.

Clean the books and the shelves
So far everything about this Library is good.
Better furniture. So we can sit for hours.
The bookshelves need to be painted a nicer color (the current olive green shelves look bad)
Chairs that are a little more comfortable; current chairs are hard, old, noisey and shake a decent amount
I would like to see longer hours 7am - 11:59 am Monday - Sunday, like at Baruch College library
More outlets and seating areas
Wish there was a location where we can study in silence and be able to snack on something.
Newer furniture, chairs are old and uncomfortable. Other than that, nothing.
Put more outlets near chairs
More study places.
More rooms
More seating areas
More study rooms, more areas for computers
More seats upstairs
better wifi
Comfortable seats
More seating space

More computers with MS office

More easy printing stations
Couches near electrical outlets
Can y'all add another floor, I love this place.
more comfortable seats
Full implementation of RFID self-check systems.
Controlled noise level on the upper level: On the upper level the desk (quite areas) need to be changed.
Outlets doesn't even work.
more computers
more places to be seated and more macbooks
More computers and get soundproof windows, or glass