I. Introduction

The Lied Library alcove assessment project began March 25, 2014 and ended April 14, 2014. Prior to this, in spring 2012 and summer 2013 a space assessment committee formed with the objective to assess the library space, patron activities and needs. Space improvement needs were identified in several areas, including the alcoves on floor 2, 3, 4, and 5. In order to assess the success of the newly improved alcoves, Carrie Gaxiola, Library Data Analyst and Jason Aubin, Special Projects Coordinator formulated a research design and a data collection methodology was selected. Although feedback was received, we deemed that the methodology was not appropriate as it did not produce enough data for analysis and conclusions, and therefore designed Phase II. All comments were categorized as Input/Suggestion, Positive, Negative, and some were deemed not useable as they were irrelevant.

The objective of the project was to learn if the students found the space conductive to their academic activities. This inquiry was delivered by Jennifer Fabbi, Associate Dean for Research and Education, Jeanne Brown, Head of Assessment, and Patty Iannuzzi, Dean of Libraries.

II. Phase I & Results

The first phase (March 25, 2014 through April 7, 2014) the methodology used was a paper sign posted on the side of every glass dry erase board which solicited patrons for their thoughts on the newly improved alcove areas. They were directed to write their thoughts directly on the glass dry erase boards. The boards were checked and documented at least 2 times a day (some days more); once in the morning and once in the afternoon. We received very little feedback and speculated the patrons felt writing feedback on the glass dry erase boards were too visible. **We received 8 comments.** Hence phase II was planned in order to meet our objective.
Below are the results from the Phase I:

- 8 comments total; 100% of the comments were categorized as “Input”
- Suggestions from patrons included:
  - Better lighting
  - Digital clock
  - Taller tables (2)
- Fridge (4)

III. Phase II & Results

Phase II was planned and deployed April 7, 2014 through April 14, 2014 in response to the low number of responses from phase I. In this phase, the methodology in data collection was more private than phase I as we placed stand-up signage soliciting feedback, pencils, blank paper cards, and a box to place their feedback cards in. The signs contained the same language used in phase I, a copy is located in the appendices. These boxes were checked for feedback at least twice a day.

*We received a total of 37 cards with feedback.* Please note some comments were categorized in more than one category (e.g., good feedback with input). Therefore the total will not be 37, which is merely the total number of cards. The results are below.

<table>
<thead>
<tr>
<th>Category of Comment</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Positive</td>
<td>24</td>
</tr>
<tr>
<td>Negative</td>
<td>6</td>
</tr>
<tr>
<td>Input/Suggestion</td>
<td>12</td>
</tr>
<tr>
<td>Irrelevant (not serious, joking, etc.)*</td>
<td>3</td>
</tr>
</tbody>
</table>

*The irrelevant input was a request for bungee cords, a roller coaster, and to make study rooms “no clothing.” Obviously we cannot consider these comments.

Below are the summarized results from Phase II: *(full comments located in appendix A)*

**Positive:** Most of the comments were positive in nature. The word “love” was used five times, mostly as in “I love them [alcove improvements].” Thank you was used twice. Other patrons’ feedback called the areas excellent, stunning, comfortable, great environment (twice), and they liked the look. Others were more specific complimenting the outlets and the glass dry erase boards.

**Negative:** The negative feedback was mostly communicating their opinion of the tables being not as functional as they wished and difficulty using them for particular tasks. There was also feedback wishing the alcoves had doors – so it could be a room. Two different patrons complained that they were “suffering from the loss of two study rooms” on the third floor to office space. The patrons also dislike that a lot of students play games or “hang-out” in lieu of studying in the areas.
**Input:** The input mainly consisted of three major areas:

1. **Tables:** Four comments request higher tables; Two comments would like some type of fold out table available, and 1 would like the tables closer to the seats
2. **Lighting:** Three requested that the lighting be enhanced in the alcoves (too dim)
3. **Markers for the boards:** One student stated that the ink is running dry; another student claimed two different groups could work separate of each other if there were more than one set of markers and eraser present

Other comments included: acquiring a microwave in the library for student use, installing “nap pods” like they have on Google Campus, more closed door study rooms, TV and DVD player in an alcove, and roller chairs.

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**IV. Recommendations**

Based on the patron feedback, the following recommendations may be considered:

- Improve lighting
- Improvement in dry erase marker procedures: Currently the markers are refreshed on a schedule via Circulation. Perhaps they are not getting checked frequently enough or the schedule to refresh can be adjusted. Also deploying additional markers could be helpful to the patrons. (These recommendations regarding the markers will be delivered to Circulation management by Jason Aubin.)

**Why not?** *(You will see these suggestions frequently in the comments, appendix A)*

- *Higher tables?* There are higher tables elsewhere in the library. The alcove space was not intended for table sitting work, but instead a collaborative group work space
- *Roller chairs?* The chairs for the alcove area must remain in that area
- *TV & DVD Player?* Media (first floor area) has this technology available (this may need to be advertised more clearly to the patrons)
- *Microwave and fridge?* A fridge without a person responsible could pose sanitary and insect problem. Microwave can pose a potential danger if foil or other items are placed within the unit and this too can become unsanitary without proper regular cleaning, perhaps these items are more appropriate in another facility beside the library.

**Conclusion**

Based on the data collected, it can be concluded that many of the patrons like the new space enhancement to the alcoves. Their suggestions were not “large” in nature and the negative feedback was not fiercely critical. Perhaps a few adjustments (such as lighting and fresh markers) and the patrons will find the alcoves as an even better space.
V. Appendices

Appendix A: Comments

Appendix B: Signage Used in Project

A. Comments

>Spelling and grammar were corrected for ease of reading

> Please note some of the comments are listed in more than one category

Positive:

- Awesome. Love it!
- LOVE IT!! Need roller chairs
- It’s good. Just need more light would help out. Also move aisle chair or table would be better. But thank you for the new equipment :)
- Mini fridge? Otherwise, great.
- They’re excellent
- The new alcoves are eggcellent (note: has drawing of an egg)
- I love it. Thank you so much<3
- Awesome space! -PRA
- Love the charging outlets!
- Awesome. I love them :) Thank you!
- I like it! :D
- Sweet!
- Like it!
- Simply Stunning :)
- Pretty Kickass!
- Dope!
- The new study group alcove is spacious and has a very nice atmosphere. The whiteboard is cool, but the markers are running out of ink. Thank You!
- L♥ve the new furniture! Looks Great!
- This place is great; can we make more of these? The outlets are awesome.
- Brilliant. Thank you! The table should be higher to present material or lap top view will be easier.
- Amazing alcove! It has a great feel to it and is very comfortable.
- There should be more of these.
Negative:

- Honestly I thought they would be closed up spaces but that's probably expensive. Furniture looks nice but seems impractical to studying. Those minor complaints aside, they are better spaces than they were before. Thank you.
- To Whom It May Concern, I just want to say that the changes made were completely useless. At first, I thought you were changing this space and made it a closed room. Unfortunately, you made it more into a handout lounge rather than a place for students to study. We were already suffering from the loss of two study rooms in the 3rd floor and converted it to staff office rooms. What I can say is that this is a library, some people make this place to play games at and I don't want to welcome even more people just to sit around and do nothing. Us students usually go here to study and hoping to keep it that way. The tables are useless for us to use. We can't write on the table because of the height.
- I miss the old chairs that could arrange and especially miss the tables that you could actually use while sitting in the chairs. These tables are too far away from the chairs! It reminds me of an airport waiting area :( Plus these chairs are very uncomfortable!
- To Whom It May Concern, I just find the tables that you put somewhat pointless. We cannot use the tables to study because it's too hard learning forward just to write something on the table. That being said, maybe higher tables for students to use or a side foldable desk would be nice. I just find that it looks more of a hangout place rather than a place to study. This is a library and it would be nice if we can go here and have a place to study.
- The new layout isn't beneficial to studying. I find it difficult to study with such a small table. Fold out desks make more sense. Better lighting would improve the area.
- I find it difficult to study in this "lounge". The coffee tables aren't very practical to study with. Having higher tables might fix that. When I saw that this space was going to be worked on, I was looking forward to something like the conference rooms on the 1st, 3rd, 4th, and 5th floors. Sadly, I was disappointed. The number of conference rooms we have is rather low, especially with 2 of them being taken away on the 3rd floor. I personally prefer if this area was used to be a closed conference room.

Input/Suggestion:

- It is possible to have 2 groups of people in this area, but there is only one set of erase markers & eraser.
- The new layout isn't beneficial to studying. I find it difficult to study with such a small table. Fold out desks make more sense. Better lighting would improve the area.
- To Whom It May Concern, I just find the tables that you put somewhat pointless. We cannot use the tables to study because it's too hard learning forward just to write something on the table. That being said, maybe higher tables for students to use or a side foldable desk would be nice. I just find that it looks more of a hangout place rather than a place to study. This is a library and it would be nice if we can go here and have a place to study.
- Need higher tables.
- Brilliant. Thank you! The table should be higher to present material or lap top view will be easier.
- Putting in some type of fold out desk to use while sitting in the chairs, lights above white boards, microwave (w/ sign saying NO FOIL! For people who don't know how to use a microwave. Sad in this day and age for those people).
- The new study group alcove is spacious and has a very nice atmosphere. The whiteboard is cool, but the markers are running out of ink. Thank You!
- We need nap pods like they have @ the google campus :) 20 min nap. Would be amazing.
- Maybe you could find a spot for a television/DVD player?
- LOVE IT!! Need roller chairs
- It’s good. Just need more light would help out. Also move aisle chair or table would be better. But thank you for the new equipment :) 
- Mini fridge? Otherwise, great.

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B. Signage

![We want your feedback!
Let us know what you think of our new group study alcoves.
Feel free to write your thoughts on the glass!

UNLV UNIVERSITY LIBRARIES Phase I]
We want your feedback!

Let us know what you think of our new group study alcoves.

Drop us a note with your thoughts!

-Report prepared by Carrie Gaxiola and Jason Aubin, Completion date: 04.16.2014