

# Library Hours Task Force Report

March 1, 2017

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## Charge

The Library Hours Task Force was charged with the following:

- Provide suggestions for changes to the library hours, schedule of services and staffing levels at various times when the library is open
- Consider patron safety and security, typical use and available staffing or funding for more staff
- Examine data on the use of both the facilities and the services in all three libraries
- Review the library facilities with an eye toward opening sections of the library rather than the whole facility
- Provide recommendations for levels of staffing and security during hours of operation
- Provide a final report which will include recommendations on optimal library hours for all three libraries as well as estimated dollar amount necessary to put these hours into practice

## Introduction/Background

Library hours are frequently commented upon whenever input on library services is solicited from the students and faculty. Complaints and suggestions are varied depending on the affiliation of the respondent and are difficult to quantify. In addition, most of the input received focuses on the hours of the University Library and it is difficult to determine if the hours at the Dewey and Science Libraries are meeting the needs of users. Complaints are often heard from students that the library does not open early enough. Recently, graduate students have asked for the libraries to be open on weekends during intersessions. The members of the Student Advisory board have also raised questions on the hours of operation. There have also been requests across the years to provide 24/7 study space.

The purpose of this task force is to evaluate the current operating hours of all three libraries to determine if they effectively meet the needs of the students and faculty. To obtain input from the university community regarding the operating hours the task force developed a comprehensive survey to be administered to the target audience. Considering the length of time it was going to take to develop the survey and have it approved by the campus the task force decided to conduct a Twitter Chat on April 20, 2016 to obtain student input. Participation in the Twitter Chat was very low and the input received basically confirmed what was already known about the operating hours.

Coordinated through the Office of Institutional Research, Planning, & Effectiveness a campus survey of library hours was developed and used to obtain input from as many students and faculty as possible. On October 26, 2016 the survey was sent to 5793 individuals and 1351 people responded; a response rate of 23.32%. A total of 803 responses were from undergraduate and graduate students and 548 faculty/staff responded. See Appendix A “Library Hours Survey Results” and Appendix B “Library Hours Survey Results Summary”.

The survey confirmed many of the observations and experiences noted by the Access Services and Dewey staff managing service points (see the section on “Current Building Use & Trends”). Survey respondents overwhelmingly preferred to use the University Library. For all three libraries the respondents preferred to use the facilities during the hours of noon – 9pm on any given day. Approximately 20% of the users who come during the week come on the weekends and 28%

indicated they would not use a 24 hour space. 81% of the respondents felt the winter intersession hours were adequate, 75% felt the same about summer intersession hours, and 56% did not find it inconvenient that the library is closed on weekends during intersessions. Respondents used the library predominately for: quiet study (59%), ability to connect to Wi-Fi (47%), collaborative study (39%), and printing (36%). When asked to provide input as to what additional hours they would like 45% of the respondents skipped the question. Although the response rates were low respondents did indicate the desire for later closing times on Sundays for all three libraries.

In addition peer institutions were contacted to obtain information regarding operating hours of their libraries. Task force members contacted and interviewed the following institutions: SUNY Centers at Binghamton, Buffalo, Stony Brook; ARL “near peers” Universities of Southern Illinois, Auburn, California Riverside, Ohio; and ARL aspirational Universities of Delaware, Massachusetts, and Connecticut. Information was documented regarding operating hours during “regular” weekends, spring break, intersession, summer, extended hours during final exams, and 24 hour facilities. See the section on “Peer Institutions Comparison” and Appendix C “Library Hours: SUNY Centers, “near peers” and aspirational peers”.

The task force also investigated the availability of study space on campus and found that the Campus Center, Business School, and Residential Life were the only departments that provided study space. These opportunities are very limited in availability, selective in who can use the space, and offer very limited technology in the available space. See the section on “Campus Resources for Study Space”.

During the 2016 summer intersessions, summer session, and fall semester, Access Services and Dewey Library performed floor counts which noted user activities and space use in all three libraries. Student Assistants walked through each building during weekday hours, weekend hours, after opening, and before closing and counted the number of users observed. The three libraries have conducted observational studies of users in the buildings by walking through the buildings and taking head counts and noting the activities taking place such as independent study, group study, PC use, and social interactions in the past, which is why this approach was chosen for data gathering for this study. The University & Science Library use gate counters that will provide the number of users that enter/exit the building but these data do not reliably quantify the number of users in a given building because the gate counters do not provide directional data. This data was used to answer questions related to building use by observation as well as assess the input received in the hours survey sent to the university community. See the section on “Current Building Use & Trends”.

## **Recommendations & Considerations**

Overall the data indicates that the current library hours meet most users' needs. There are cases where it may be useful to pilot some expansion of hours to see if these changes should be factored into the operating hours.

The task force recommends the following:

### **A. Academic Semester Hours**

**University Library:** No changes in the hours of operation are needed during academic semesters. Based on statistics collected through Library observational counts (see the section on “Current Building Use & Trends”) and survey responses, the current hours satisfy a great percentage of users.

**Science Library:** No recommendations at this time. Based on the data collected, current academic semester hours are adequate.

**Dewey Library:** It is suggested that a pilot study be conducted to allow Dewey to remain open later on Sundays during the academic semester. This could be accomplished by expanding the closing hours or shifting the operating hours by opening the library later and closing later. Shifting hours would allow for maintaining current staffing levels without negatively impacting users. Expanding the hours would necessitate additional staff resources. Observational studies (see the section on “Current Building Use & Trends”) indicate there are few users in the Dewey Library during early Sunday hours of operation but the average number of users in the Dewey Library prior to closing exceeded the overall daily average of users. Respondents to the Library Hours Survey indicated Sunday 4pm – 9pm is a very desirable time.

*Observational Studies:* The University and Science Libraries did not see large numbers of users immediately after opening or immediately prior to closing at any time. Peak usage occurs earlier in the day at each of these libraries and is extremely low around opening and closing times. These findings were mostly true for Dewey as well, except for on Sundays. The data show that Sundays have the highest average number of people in the building and a peak usage near the current closing time.

*Hours Survey:* Respondents were asked to provide input on what additional hours they would like implemented and 45% of the respondents skipped the question. Fewer than 20% indicated they wanted later closing times in general. See Appendix B: Library Survey Results Summary questions Q4, Q9, and Q10.

## B. Intersessions

**University Library:** It is recommend a pilot study be conducted to determine the feasibility of keeping the University Library **open on weekends during winter intersession**. The pilot would allow for the collection of data to determine the level of use staying open on weekends during intersessions. There is no available data to determine if this expansion of hours should be supported. Once the pilot is conducted and observational statistics are available Library administrators can determine the feasibility of expanding these hours. This would have little impact on staffing levels as the staff is currently in place for weekend coverage. Currently when an academic session ends and staff transition to intersession hours they have to adjust their schedules by working Monday – Friday. Staying open on weekends would allow the employees to maintain their regular schedules.

**Science Library:** No recommendations at this time. Based on the data collected, current intersession hours are adequate.

**Dewey Library:** It is recommend a pilot study be conducted to allow Dewey to keep the existing days of operation (Monday-Friday), but to expand the hours of operation by remaining open later during the **May intersession**. This change would allow for mostly maintaining current staffing levels without negatively impacting users. Depending on how late the library would remain open during the pilot study, compensating extra hours for a student staff may need to be considered. In general it is recommended to hire two students at minimum wage which would cost \$22/hour. In the hours survey, when asked about weekend hours during intersessions the majority of survey responses (56%) indicated that there was no need to be open weekends during intersessions. 33% of the participants skipped this question and 44% of the remaining respondents indicated they found it inconvenient when closed on weekends

(Appendix B, question Q15). Based on this information we do not recommend including weekends as part of the expanded hours of operations during the pilot study. Another consideration to keep in mind is covering potential staff vacations. May Intersession can be a popular time for staff to take time off. Staying open later could reduce the flexibility available amongst staff schedules in order to cover shifts for evening staff who may desire to take vacation during this time frame.

### C. Extended Hours

**University Library:** Consider staying open on weekends during extended hours to accommodate weekend exams. When there are exams scheduled on Saturday & Sunday it is recommended that the library continues a 24 hour operation on these days. Weekend exams were introduced during the fall 2016 semester with no notification to the University Libraries and it must be investigated to determine if this will be a regular or an infrequent occurrence.

Currently, during extended hours for final exams, UPD has been posting a guard in the University Library Monday – Friday from 11pm until early morning, approximately 7 am. UPD has not charged for this service. According to Aron Mull, Deputy Chief of Police – Operations, if the hours were expanded to remain open 24 hours on weekends they would be able to continue the free service.

There are significant staffing implications in expanding 24 hour services on weekends. None of the current staff can easily shift their hours to cover weekends. It is recommended that a security force is hired to supervise the building along with student assistants. See the sections on “Staffing and Safety & Security Issues”.

**Science Library:** No recommendations at this time. Based on the data collected, current extended hours are adequate.

**Dewey Library:** No recommendations at this time. Dewey has not offered extended hours in the past and based on the data collected, current hours are adequate during exam periods.

### D. Summer Sessions

**University Library:** No recommendations at this time. Based on the data collected, current summer hours are adequate.

**Science Library:** No recommendations at this time. Based on the data collected, current summer hours are adequate.

**Dewey Library:** No recommendations at this time. Based on the data collected, current summer hours are adequate.

### E. Study Space for 24/7

It is recommended that the University find an alternate location for this type of space. Utilizing library space is not a cost effective solution in providing this type of space. Implementation of this type of study space (see the section on “24/7 Study Space”) within any University Library facility is not recommended for the following reasons.

1. Observational data collected shows waning use in the later hours
2. The hours survey indicated very low demand for this type of space. See Appendix B: Library Survey Results Summary, question Q11.

3. The hours survey also indicates the most desired activities do not require traditional library services; for example, students prefer quiet study and connecting to campus Wi-Fi. These types of activities can be supported by other campus locations besides the University Libraries. See Appendix B, question Q13.
4. There are issues related to transportation, parking on campus, bus service, and personal safety.
5. Peer institutions, including other SUNY Centers, have buildings that are convenient for providing this type of space without major building modifications. See the section on “Peer Institutions Comparison” and Appendix C “Library Hours: SUNY Centers, “near peers” and aspirational peers”. Staffing at SUNY Centers varies but in general most provide 1 to 2 full time employees with a combination of 2 to 3 student assistants. Peer institutions typically had difficulties with staffing and security. Most institutions worked toward providing an optimal amount of services according to their needs and possibilities: taking into consideration architectural limitations, the availability of staffing, and providing a safe environment. The solutions to these issues varied widely from institution to institution.

#### **F. Assessing Future Changes to Library Hours**

Any changes in hours should be assessed for effectiveness. Assessment should be done by conducting observational floor counts to collect facility use data with the same methodology used by this task force. Access Services and Dewey Library staff should be charged with this task and then forward findings and recommendations to LPG for final consideration. These observational floor counts should be coordinated well in advance so that adequate staffing can be allocated to complete this task.

#### **G. Facility modifications to accommodate expanded hours**

It is recommended that facility modifications should not be pursued to facilitate an expansion of operating hours. The expense involved in modifying the facilities cannot be justified by the low use during late night hours. See the section on “Extended Hours and 24/7 Study Space” for details on building modification requirements. The majority of respondents to the Library Hours Survey indicated (Appendix B: Library Survey Results Summary question Q4) on any given day the heaviest use occurs between noon – 9pm with the period of noon - 4 pm seeing slightly more use than 4pm – 9pm they visit library facilities between noon – 9pm with. Observational studies have also concluded that late night use does not warrant these modifications.

#### **Other Considerations:**

How facilities are being used: See “Current Building Use & Trends” and Appendix D “Data Tables from Observational Studies”.

##### *1. Hours Survey:*

- **Preferred Libraries:** 70% of respondents preferred to use the University Library, 20% preferred Science and 10% preferred Dewey.
- **Preferred hours:** At all three Libraries the preference for use occurs between noon – 9pm with the period of noon - 4 pm seeing slightly more use than 4pm – 9pm. Less than 25% of the respondents indicated using the library on weekends.
- **Sunday hours:** University and Science Library respondents indicated that Sunday hours of 9pm – midnight is a desirable time to use the library; Dewey Library respondents indicated a preference for Sunday 4pm – 9pm.

- **Preferred Services:** 59% of all respondents indicated they came to the library for quiet study, 47% for the ability to connect to Wi-Fi, and 39% for collaborative study.
- **Intersession hours:** 81% of respondents indicated the hours were adequate during Winter intersession and 75% indicated the hours were adequate during Summer intersession.
- **Difficulties in accessing libraries:** 74% of respondents indicated there were no issues preventing them from visiting the library. Open comments for this question identified the following difficulties in order of most often cited: Inadequate hours, parking difficulties, too much noise, lack of available computers and poor Wi-Fi, smokers in the entrance, East Campus travel distance, 3 complaints about poor accessibility for disabled.
- **Feedback on Intersession hours:** 56% of respondents did not feel it was inconvenient that the libraries were closed on weekends. If the libraries were opened on weekends during intersessions 64% indicated they preferred Saturday noon – 4 pm, 56% preferred Sunday noon – 4 pm, 41% preferred Saturday 4pm – 8pm, and 43% preferred Sunday evening 4pm – 8pm.
- **Comprehensive Exams:** survey data is unreliable for making recommendations for comprehensive exams. When the task force researched how departments administer comp exams it was found there is a lot of inconsistency in terms of when comps are scheduled. A recommendation for expanded hours for comp exams cannot be made.

## 2. *Observational Studies:*

- **Current use:** The University and Science Libraries did not see large numbers of users immediately after opening or immediately prior to closing at any time. Peak usage occurs earlier in the day at each of these libraries and is extremely low around opening and closing times. Therefore, the task force found that operational hours for the University and Science Libraries are adequate given current use and demand.
- **Peak usage:** Each library saw the heaviest use during the academic semester. All three libraries saw the heaviest use in the early evening (i.e., 5:00pm) during late-September. The Dewey Library was busiest on Sundays during the fall semester; the Science and University Libraries were busiest on Mondays during the fall semester; all three libraries see the most use in the late-afternoon to early-evening on these days.
- **Use of space:** The three University Libraries provide a variety of user spaces in each facility and created various noise-level zones at the beginning of the Fall 2015 semester. In examining the building use for each library, the task force determined the spaces and types of activities in which most users engage in each library. In the University Library, the first floor is the most heavily used space, with most users engaged in independent study. In the Science Library, the first floor Information Commons is the most heavily used space, with most users engaged in PC use. In the Dewey Library, the first floor is the most heavily used space, with most users engaged in PC use.
- **Opening & closing times:** Each library saw the highest use around opening and closing during the fall semester from late-September to early-October.
- **Intersession use:** Each library saw low usage during the May intersession and heaviest intersession use occurred just prior to the fall semester in each library.

## Peer Institutions Comparison

To learn about library services provided by some peer institutions of the University at Albany, several libraries were selected to study their approach to offering library hours and services. See Appendix C, "Library Hours: SUNY Centers, "near peers" and aspirational peers". This included hours of operations during regular semester times and intersessions and extended hours, as well as services offered during regular and extended times. The task force was also interested in 24-hour services offered by the libraries. These libraries included SUNY peer institutions, so-called "near peer" institutions (i.e. those listed in ARL list of high level research institutions right above or below University at Albany ranked 111 in September 2016; and also "aspirational peers" those institutions that are listed above University at Albany in ARL rankings). Selected institutions included the following:

SUNY Centers: University at Buffalo, Binghamton University and Stony Brook University.

"Near peers" (as of September 2016): Southern Illinois University (ranked 109), Auburn University (ranked 110), University of California at Riverside (ranked 112) and Ohio University (ranked 113).

"Aspirational peers": University of Delaware (ranked 82), University of Massachusetts at Amherst (ranked 94), and University of Connecticut (ranked 64).

The SUNY Center libraries listed above were contacted with the questions about the availability of 24/7 space, and also questions about staffing, space in use, security, and services provided. Peer libraries generally were responsive to our requests and provided needed details about hours of operations and their services when classes were in session, including summer. The results are summarized below:

1. **24 hour service:** All three SUNY University Centers (Buffalo, Binghamton and Stony Brook) offer 24 hours service in various degrees. University at Buffalo opened a new branch after renovation in August 2016. The Oscar A. Silverman Library in Capen Hall, is open 24/7 when classes are in session, including summer. At Binghamton University, Bartle Library offers 24 hours space Sunday through Friday (Sunday noon – Friday 8p.m.). At Stony Brook University, Melville library offers 24 hours space in one of their reading rooms, the Central Reading Room. It is open from Sunday noon until midnight on Thursday for 24 hours, with shorter hours on Fridays (8:30 am -8 pm) and Saturdays (10am - 10 pm).
2. **24 hour space** offered differs among the institutions. Usually it is an enclosed space that has an outside access. For example, at UBuffalo, the Silverman Library occupies two floors of Capen Hall that are open 24 hours. It is achieved by locking the elevators to the top floors. Capen Hall has three more floors, of which one belongs to the Silverman Library but is not open to the public at night. At Binghamton, Bartle Library is open Sunday noon to Thursday midnight. This includes an entire building, which has four floors. At Stony Brook, the Central Reading room is open, and the access to elevators and other floors is blocked by installing the stanchions. Such an arrangement presents difficulties to staff in securing the rest of the building.
3. **Staffing** differs from institution to institution, and also between different times of day. At Buffalo's Silverman library there are two FT employees at day time, including

- a circulation supervisor. One evening FT staff works until 12 midnight, and then there is a night FT person that works with two-three student assistants. The students who work at night time are called student monitors (some have background in security). At Binghamton there is 2 professional staff until 11 p.m. After that there are two students, one graduate and one undergraduate, that work in a building. At Stony Brook, there is two staff members present at night, between 12 midnight and 8 a.m.
4. **Computers and Wi-Fi access** are usually provided. At Buffalo there is no technical assistance offered between midnight and 8 a.m. At Stony Brook there is an IT staff member available at night. At Binghamton the computer consultants are available until 2 a.m.
  5. **Security services** are usually not employed although one of Buffalo's student assistants has a background in security. Mostly the libraries have to rely on police help with monitoring the space, although no institution seems to secure police presence at all times.
  6. **Lending services** are either limited or not provided. For example, at Buffalo there are no circulation services available between midnight and 8 a.m. At Binghamton the circulation services close at 2 a.m. At Stony Brook the services are limited to checking-in materials and assisting patrons with online payments of fines.
  7. **Group study spaces** are usually open and available to students. For example, Silverman Library at Buffalo is a multimedia library with 17 group study rooms for multimedia purposes. At Binghamton group study rooms are open at all times with the exception of one hour per night for cleaning. At Stony Brook there are also group study rooms available at the Central Reading Room.

#### Non-SUNY peer institutions

Among the selected institutions some of the libraries offer 24-hour space. For example, Auburn University's Ralph Brown Draughon Library is open at all times when classes are in session. University of Massachusetts at Amherst Du Bois library offers 24-hour space from Sunday 11 am till Friday 9 pm. Ohio University Libraries provides 24-hour space at Alden library, which is considered their main library. The space offered is a second floor of the learning Commons. After midnight the access to other six floors of the library (both through stairway and elevator) is curtailed. Building passes are issued to the graduate students and faculty if they need to access other floors of the Alden Library; staff members can retrieve books for the undergraduate students when needed. Similarly, University of Delaware has a space, Morris Learning Commons, which is a part of the Morris Library, and is open 24/7/365, while Morris library itself is open until 2am Monday through Thursday.

University of California at Riverside offers 24-hour services only during finals and during the tenth week (quarter system) at the Orbach Science Library, one of the branch libraries. The main library is open until 2 am during that time.

Other libraries offer extended hours of service that are mostly offered on weekdays. For example, Morris Library at Southern Illinois University at Carbondale closes at midnight Sunday through Thursday; while similarly, the Babbidge Library at the University of Connecticut at Storrs is open Monday through Thursday from 7:30 am until 2 am.

### Services offered during extended hours

Some libraries either offer abbreviated circulation services or skip it altogether. UC Riverside, however, provides most of usual services except for reserves and technical help. Some libraries use the extended hours to fill the ILL requests.

### Reference and technical help

Most of the libraries do not offer reference assistance during night hours, but it is often provided via chat services. Ohio University offers reference and technical help along with the circulation services, copying and printing.

### Security

For the most part, the libraries rely on their staff or students to keep an eye on the order; however some libraries either employ security or heavily rely on the University police department. For example, UC Riverside has a Security department that consists of 2 security personnel and 14 students patrolling the building. Cost of hire is divided with the student association. At the University of Delaware Morris library, after midnight the building is patrolled by the police department and students assistants from the University Police Department.

### Problems:

- Maintaining clean library. At UC Riverside the library had to hire more custodial staff to maintain clean premises.
- Security issues. Ohio University library had problems with the community members who tried to live in the library. Police were called to assist and suggested to install the card-only entrance, which was later implemented.
- Staffing: Staffing was cited as one of major difficulties to plan for and implement the extended hours, especially 24-hours. In many instances institutions employed students to work during the extended hours, and as a result of that, some were considering creating a full time professional position in order to shift the duties.

### Summary

Institutions that were studied, in fact, were different in size and their origin. Some were private and some were public; some libraries offer just a working space with computers and desks, and some keep entire library buildings open. Every library was working to provide an optimal amount of services according to their needs and possibilities. A few libraries provide 24 hours space, some for an entire week, and some for the part of the week, either Sunday through Thursday or Friday. Other institutions provide at least extended hours during the regular semester and during summer. During the extended hours the libraries stay open until midnight or 2am, which are shorter than the extended hours offered at the UAlbany main library (until 3am).

*Technology and related services:* For most libraries technology is typically provided by another department, similar to UAlbany's ITS department, and a working relationship exists between such department and the library. Some libraries were able to have technical help during all extended hours, including night, but usually it was not a frequent occurrence; most of the libraries did not provide technical help after midnight or 2 am.

*General observation:* the libraries contacted are constantly seeking improvements to their services offered at any given time, and the reflections provided in this overview might not hold true in a year or so.

## Current Building Use & Trends

### Overview

The task force sought to corroborate survey response data with facilities use data by performing observational studies in all three libraries. The task force gathered people counts in each library at predetermined times to accomplish this. Access Services and Dewey Library staff members went through each building counting the number of library users at specific times following building opening, during the afternoon, in the evening, and prior to closing. The task force was able to compare facilities use and demand around opening and closing to other times during the day to determine the need and potential use for earlier opening times and later closing times in each library. Data were not gathered for all hours of operation, but provide a snapshot of facilities use and demand. Data collection times were selected based on information gathered during previous data collection initiatives completed by the Access Services Department. In past years, the Access Services Department completed hourly people counts in the University and Science Libraries to gauge demand on facilities and library services. The department has since identified high-, average-, and low-use times in the University and Science Library. Known High- and average-use hours were selected for data gathering in this study.

### Data Collection and Analysis

See Appendix D: “Data tables from Observational Studies”

The task force identified one to two-week periods during the calendar year to perform people counts to determine demand on library facilities during the academic semester, during intersessions, and during summer sessions. Floor count data was collected during for the week of May intersession (5/16/16-5/20/16), one week during the summer (7/18/16-7/24/16), the week of August Intersession (8/22/16-8/26/16), and 2 weeks during the Fall semester (the last week of the University Library closing at midnight: 9/18/16-9/24/16 and first week of the University Library closing at 3am: 9/25/16-10/2/2016). Sample statistics were gathered during these weeks because they represent the times library users have requested additional hours. By conducting floor counts during these selected weeks the task force was able to develop a better understanding of how many people were in the buildings and how they were using the facilities.

Library staff members and student employees walked around each building at designated times during the designated weeks with a floor map of the building containing a list of three activities—individual study, group study and PC use—and counted the number people on each floor engaged in each of these activities.

### Research Questions

The task force sought to answer the following questions with the people count data gathered:

- Do the data indicate that we should provide more hours than we currently offer for any/all of our three Libraries?
- When is each library most heavily used?
- Which spaces in each library are most heavily used?
- Which dates around opening and closing are each library most heavily used?
- When is each library most heavily used and least used during intersessions?

### Results & Discussion

The task force compared facility use immediately after opening and immediately prior to closing to the average facility use for each period, and looked for spikes in use at these times, to determine if the University Libraries should consider expanding hours in any of the three libraries.

The data indicated the need to consider expanding the Dewey Library's hours to remain open later during the May intersession and on Sundays during the academic semester. In both cases the average number of users in the Dewey Library prior to closing exceeded the overall daily average users; the observational count taken before closing was also the Dewey Library's peak usage at these times. The University and Science Libraries did not see large numbers of users immediately after opening or immediately prior to closing at any time. Peak usage occurs earlier in the day at each of these libraries and is extremely low around opening and closing times. Therefore, the task force found that operational hours for the University and Science Libraries are adequate given current use and demand.

Each library saw its heaviest use during the academic semester. All three libraries saw the heaviest use in the early evening (i.e., 5:00pm) during late-September. The Dewey Library was busiest on Sundays during the fall semester; the Science and University Libraries were busiest on Mondays during the fall semester; all three libraries see the most use in the late-afternoon to early-evening on these days.

The three University Libraries provide a variety of user spaces in each facility and created various noise-level zones at the beginning of the Fall 2015 semester. In examining the building use for each library, the task force determined the spaces and types of activities in which most users engage in each library. In the University Library, the first floor is the most heavily used space, with most users engaged in independent study. In the Science Library, the first floor Information Commons is the most heavily used space, with most users engaged in PC use. In the Dewey Library, the first floor is the most heavily used space, with most users engaged in PC use.

Each library saw the highest use around opening and closing during the fall semester from late-September to early-October. The University Library had 442 people using the facility within the first 2 hours of opening on Tuesday, September 20, and it had 433 people using the facility within the last hour of operation on Tuesday, September 27. The Dewey Library had 31 people using the facility within the first 2 hours of opening on Sunday, October 2, and it had 21 people using the facility within the last hour of operation on Monday, September 26. The Science Library had 136 people using the facility within the first 2 hours of opening on Monday, September 19, and it had 56 people using the facility within the last hour of operation on Wednesday, September 28.

Each library saw low usage during the May intersession with user counts as low as 14 people in the Dewey Library at 1pm on Monday, May 16, 36 people in the University Library on Thursday, May 19, and 23 people in the Science Library on Wednesday, May 18. Heaviest intersession use occurred just prior to the fall semester in each library with maximum user counts at 16 people in the Dewey Library at 1pm on Thursday, August 25; 131 people in the University Library at 1pm on Tuesday, August 23; and 62 people in the Science Library at 1pm on Tuesday, August 23.

Based on these data gathered, the task force found that the University Libraries hours adequately meet our users' needs. Overall, the task force does not support expanding hours; however, it is recommended that the Dewey Library trial a slightly later closing time during the May intersession and on Sundays during the academic semester.

## **Extended Hours and 24/7 Study Space**

### Extended Hours

- The Libraries extended hours for final exams largely meet student needs.
- Currently, during extended hours for final exams UPD has been posting a guard in the University Library Monday – Friday from 11pm until early morning, approximately 7 am. UPD

has not charged for this service. According to Aron Mull, Deputy Chief of Police – Operations, if the hours were expanded to remain open 24 hours on weekends they would be able to continue the free service.

- Weekend exams were introduced during the fall 2016 semester with no notification to the University Libraries. It must be investigated to determine if this will be a regular or an infrequent occurrence. During the fall weekend exam experience, it was difficult to get students out of the building at closing time. Weekend exams are scheduled intermittently based on the length of semester and exam demand. Coordination with the Registrar should be established to anticipate weekend exams.
- Collaborative, quiet study, Wi-Fi and PC use are the most heavily used resources based on observational data and user survey responses. Library services (borrowing books and equipment, research & technical help, etc.) were not heavily desired.
- Access Services has experienced difficulty recruiting staff and students to work until 3 a.m.
- The campus is not a convenient place to be at these hours: late night/early morning parking accommodations have become more restrictive and there are personal safety concerns of students traveling on campus at these hours, such as lack of exterior lighting.
- Bus service is not available which negatively impacts off-campus students both as users of Library services and potential library student assistants.

### 24/7 Study Space

There are no easy solutions for providing a 24/7 study space given the facility limitations that exist. Dewey Library should not be considered for providing 24/7 access due to its geographic location and because it is not a priority for the downtown population. The most efficient location for a 24/7 study space is a space that can be physically separated from the rest of the library with its own entrance. A 24/7 space must allow access to wheelchair users and differently abled individuals and there must be bathroom facilities included in the space. Currently, neither the University Library nor the Science Library has a space that can reasonably be closed off from the rest of the building or meet the access requirement.

The task force does not recommend providing 24/7 due to the following issues:

- Providing 24/7 study space would be far more economical if it was located elsewhere on campus.
- It would require a substantial amount of funding (easily \$500,000) to convert existing space in the University Library to a self-contained room that would provide bathrooms and ADA compliant access.
- The building would require modifications of all points of egress to segregate the 24/7 space from the rest of the building. For example, to create a 24/7 space in the Atrium of the Science Library Facilities estimated it would cost \$115,000 per floor in the Science Library to “lock” off the Atrium from the rest of the building.
- Keeping an entire building open will have substantial personnel costs and there are concerns about staff safety if a large space is minimally staffed. If the library staff covered this shift it would cost approximately \$45,000/year for one FTE and \$22/hour for two student assistants (\$11/hour for each student assistant). Deputy Chief Mull informed the task force UPD would either have to charge for providing this service or would need approval to expend and absorb the cost in their budget for the overtime. The current average UPD overtime rate (and they only charge University groups when the coverage necessitates OT) is about \$36/hour. UPD typically charges the actual cost so the invoices reflect who actually worked at the specific officer’s hourly rate, not a set rate. Deputy Chief Mull is going to provide a cost for hiring an outside security firm to provide this type of service.

- University Library options: Locking off all the floors of the building except the first floor could be considered however the bathroom facilities on the first floor are very limited and not ADA compliant. Access to the basement level bathrooms would have to be allowed which would increase the cost of the necessary facilities modification. The building is almost impossible to section off the many ways users can communicate between floors, especially the emergency stairwells which need to provide egress at all times. Once a user is inside the emergency stairwell they can travel to any floor.
- Science Library options: Convert the Atrium to 24/7 study space as it has bathrooms available. This would require all the doors & stairwells to be locked off, roughly \$115,000/floor, and a security gate to prevent access to the elevators. Staffing could be limited to security guards.
- Access Services is already experiencing difficulty recruiting staff and students to work until 3am and it is anticipated that finding staff to work later would be even more difficult.
- The campus is not a convenient place to be at these hours: late night/early morning parking accommodations have become more restrictive and there are personal safety concerns of students traveling on campus at these hours, such as lack of exterior lighting.
- Prior experience with using security personnel to supervise late night library hours has been unsuccessful and it is recommended that this type of supervision of an entire building not be used.
- The Library Hours Survey indicates that 28% of respondents declared they would never use 24/7 study space. 22% would use this type of space 3 or more times per week, see Appendix A Library Survey Results, Q11 for other responses.
- Some of our peer institutions provide various types of 24/7 service: See the section on “Peer Institutions Comparison”. Most of our peer institutions who provide this type of service either have a space that is self-contained or exists in a building that is easy to close off from the rest of the building, can be supervised by few staff members, and does not pose safety considerations due to lack of supervision. Most provide computers & Wi-Fi access while others are bare bones operations basically providing study space that varies from institution to institution.
- The University Libraries would have to employ staff that work different shifts: day, night, overnight, weekends, etc. See the section on “Staffing”.
- This would also impact custodial services requiring an increase in staffing during the hours the building is open. This cost would most likely have to be funded by the library.
- In addition some type of security presence would be necessary, See the section on “Safety & security issues”.

## **Staffing**

Access Services and Dewey Library staff the three Libraries with a minimum of three staff members—one professional or clerical staff member and two student employees—for all hours that these buildings are open. This allows staff to operate buildings safely and effectively, providing service at the circulation desks, ensuring the facility is safe, and leaving service desks to assist users throughout the buildings.

The Libraries will need to hire extra staff members or contract with UPD, as well as allocate additional temporary services funding, if hours are expanded in a way that cannot be accommodated by shifting existing staff schedules.

## **Safety & Security Issues**

Late night hours are not supported by the rest of the campus. Late night parking accommodations

have become more restrictive and there are personal safety concerns of students traveling on campus at these hours. Bus service is not available which negatively impacts off-campus students both as users of Library services and potential library student assistants. It is becoming more difficult recruiting staff and students to work late hours.

Currently, during extended hours for final exams UPD has been posting Security Service Assistants (SSA) in the University Library Monday – Friday from 11pm until early morning, approximately 7 am. SSA's are uniformed, unarmed assistants with walkie/talkies that serve as the "eyes and ears" of UPD and are responsible to relay any unusual activity they observe to dispatch police assistance when needed. While on duty in the library they will inform and enforce library policies with users. To date UPD has not charged for this service. According to Aron Mull, Deputy Chief of Police for Operations, if the hours were expanded to remain open 24 hours on weekends during extended hours they would be able to continue the free service. In addition the library would need to provide two student assistants to work during these hours.

### **Campus Resources for Study Space**

There is very limited study space on the uptown campus and the options that do exist are not very flexible. The Campus Center has very limited study space and it doesn't appear that there are any plans to increase this type of space. The Commuter Lounge provides some space until midnight Monday - Saturday and until 10:00 pm on Sundays. The new east extension dining area has potential as a study space but it won't be a quiet space as it has a large screen TV and Sunday night football will be a priority in that space.

According to Todd Jones, Assistant Director of Facilities for Residential Life, the following study space options are offered by Residential Life:

- There are lounges in most of the low rise residential buildings in the basement of the buildings and there are some located on the second floors. The tower penthouses also offer study space. Alumni Quad also has study lounges in Waterbury Hall on the 2<sup>nd</sup> & 3<sup>rd</sup> floors & Pierce Hall on the 1<sup>st</sup> floor.
- All the study spaces are limited in use to on-campus students only. All on-campus students have swipe access to any building on campus until 11 pm. After 11 pm only students who reside in the building can enter the building. The low rise study lounges can be used until 11 pm by any on-campus student but only building residents can use the lounge after 11 pm. Students are able to use the study lounge all night long. The penthouse study spaces are open until 11 pm and are supervised by student assistants due to vandalism problems. Residents cannot use penthouse study spaces after 11 pm.
- Study lounges have movable tables and chairs, lounge furniture, and they are starting to add whiteboards. As they renovate buildings they upgrade the lounges to provide these amenities. They do not offer any technology in these spaces.
- Students residing on campus have late night space they can use to study without leaving their dorms. However, off-campus and graduate students do not have a place to go other than the library.

The Business School has eight group study rooms that are available to any student on campus and they are very popular. The rooms can only be used when the building is open but not past 11 pm. The building is closed on weekends but they are considering keeping it open in 2017. The Standish

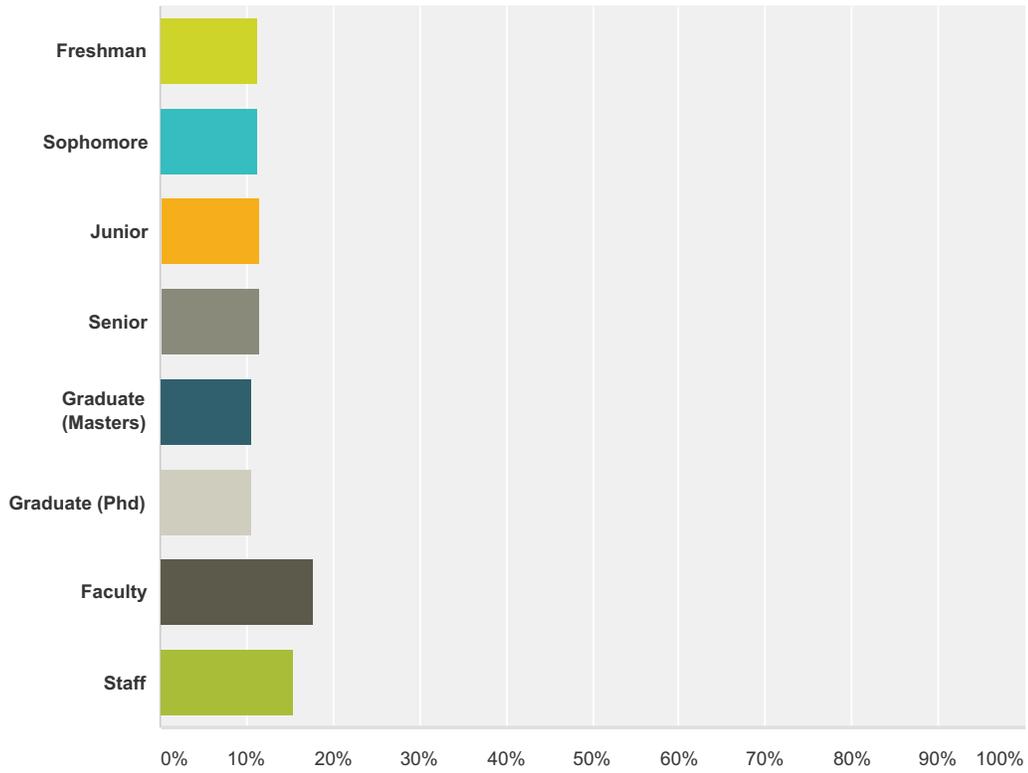
Living Room is a large open space that students use as study space as well as a gathering spot for socializing. There are 3 MBA accounting labs and a trading room that students in the program are authorized to use and receive SUNYCard access to the rooms. The school does not give these students SUNYCard swipe access to the building but students stay in the building after closing to use this space which is very problematic.

# Library Hours & Services Survey

## Appendix A: Library Hours Survey Results

### Q1 I am ...

Answered: 1,351 Skipped: 0



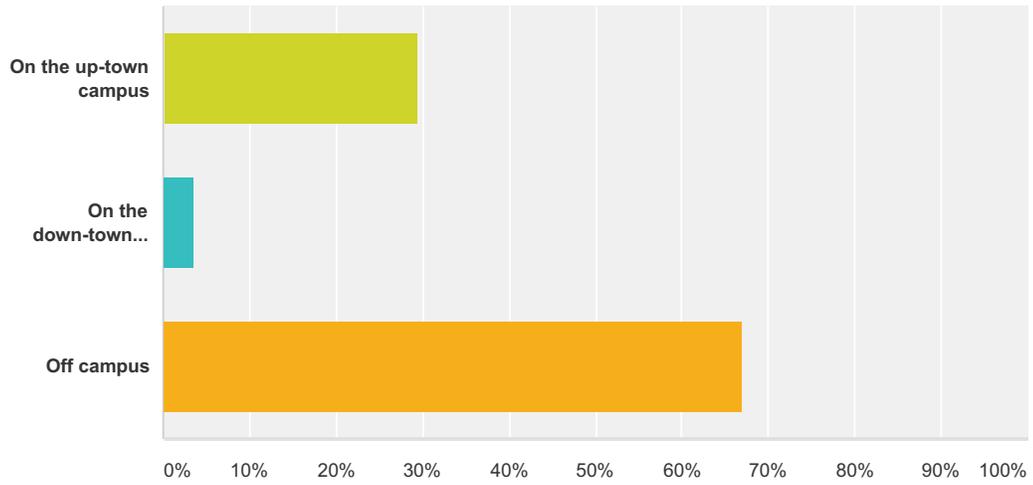
Answer Choices	Responses	Count
Freshman	11.25%	152
Sophomore	11.18%	151
Junior	11.40%	154
Senior	11.55%	156
Graduate (Masters)	10.58%	143
Graduate (Phd)	10.66%	144
Faculty	17.84%	241
Staff	15.54%	210
<b>Total</b>		<b>1,351</b>

# Library Hours & Services Survey

## Appendix A: Library Hours Survey Results

### Q2 I live ...

Answered: 1,289 Skipped: 62



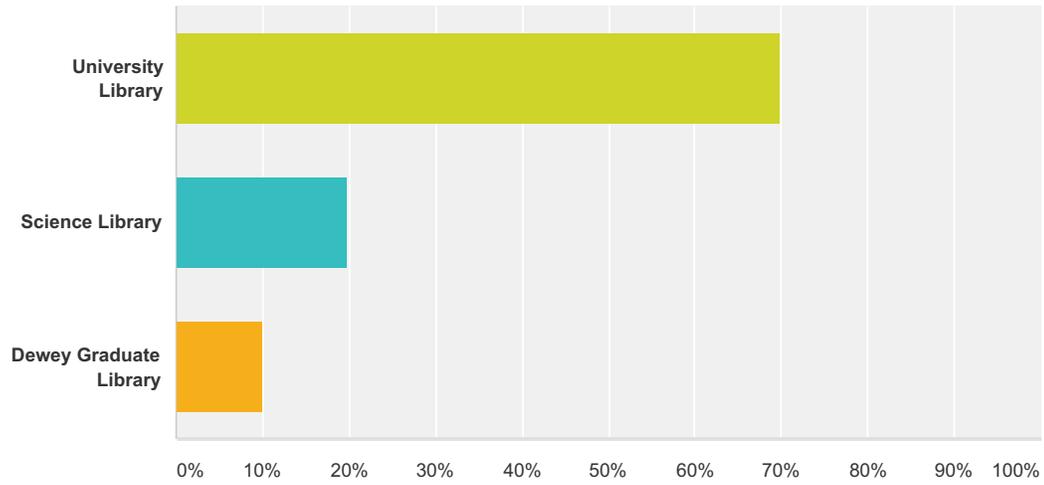
Answer Choices	Responses	
On the up-town campus	29.48%	380
On the down-town campus/Alumni Quad	3.57%	46
Off campus	66.95%	863
<b>Total</b>		<b>1,289</b>

# Library Hours & Services Survey

Appendix A: Library Hours Survey Results

## Q3 I use the following library most often:

Answered: 1,295 Skipped: 56



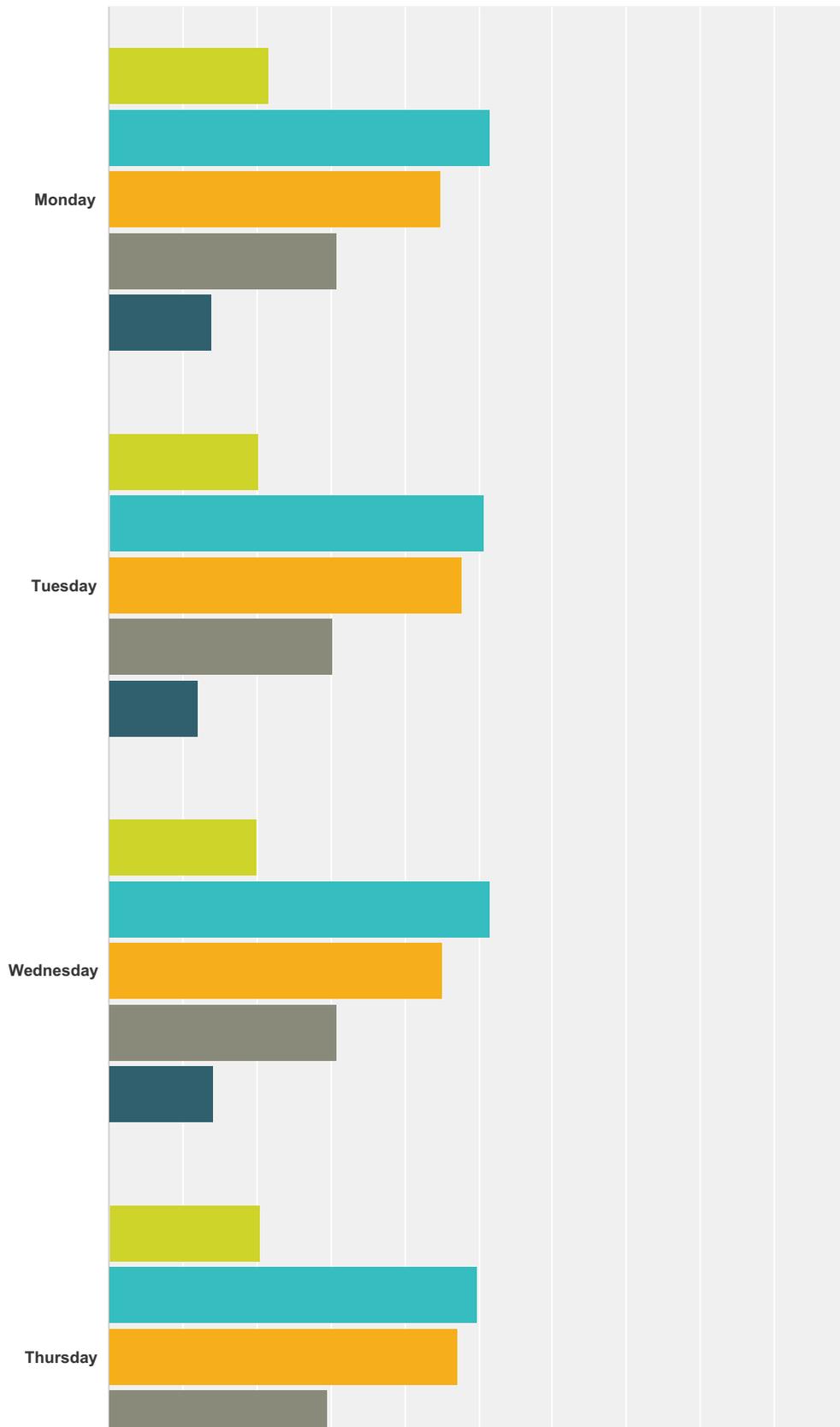
Answer Choices	Responses
University Library	70.04% 907
Science Library	19.85% 257
Dewey Graduate Library	10.12% 131
<b>Total</b>	<b>1,295</b>

# Library Hours & Services Survey

Appendix A: Library Hours Survey Results

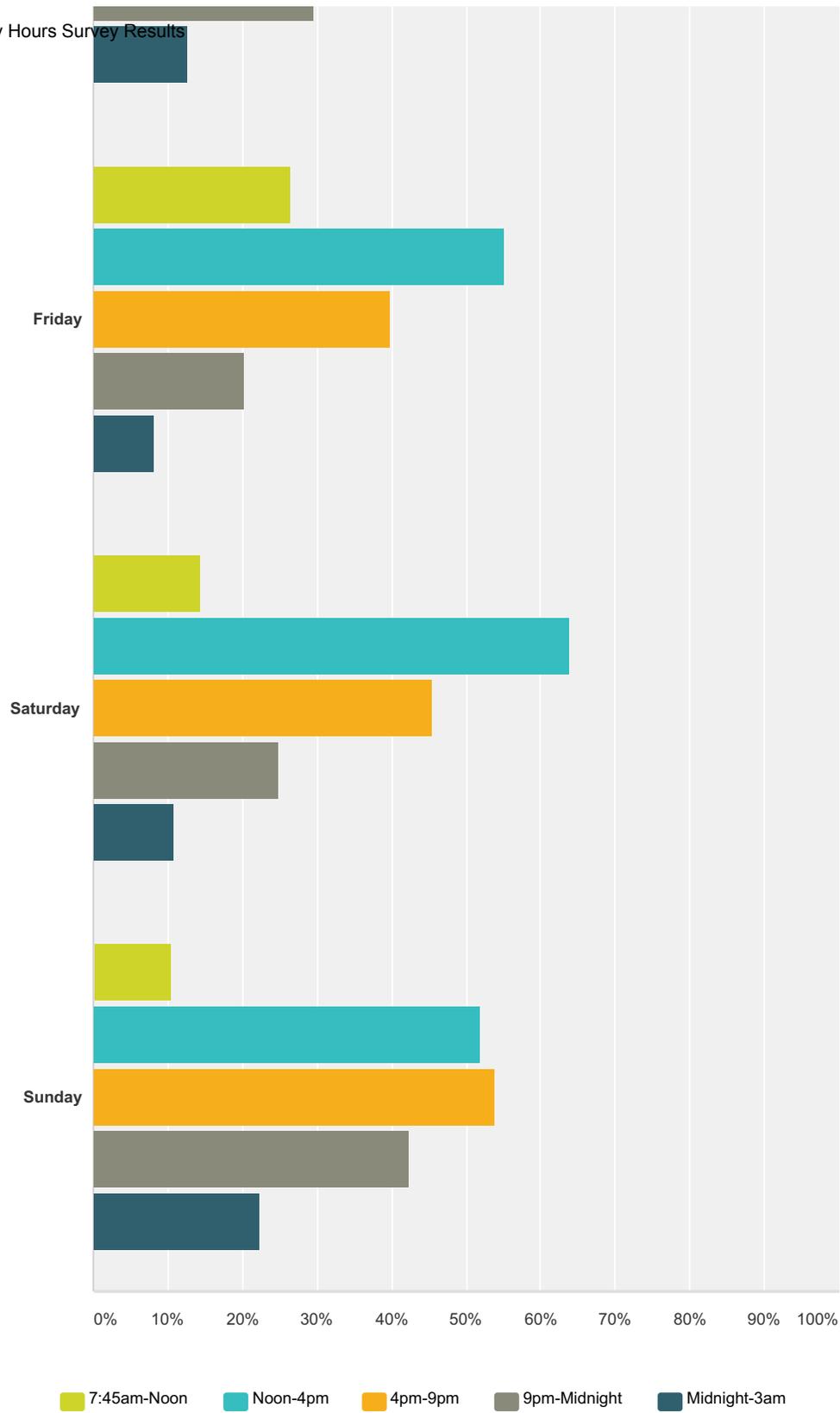
## Q4 University Library -- I usually visit the library on ...

Answered: 722 Skipped: 629



# Library Hours & Services Survey

Appendix A: Library Hours Survey Results



	7:45am-Noon	Noon-4pm	4pm-9pm	9pm-Midnight	Midnight-3am	Total Respondents
Monday	21.72% 124	51.66% 295	44.83% 256	30.82% 176	14.01% 80	571

## Library Hours & Services Survey

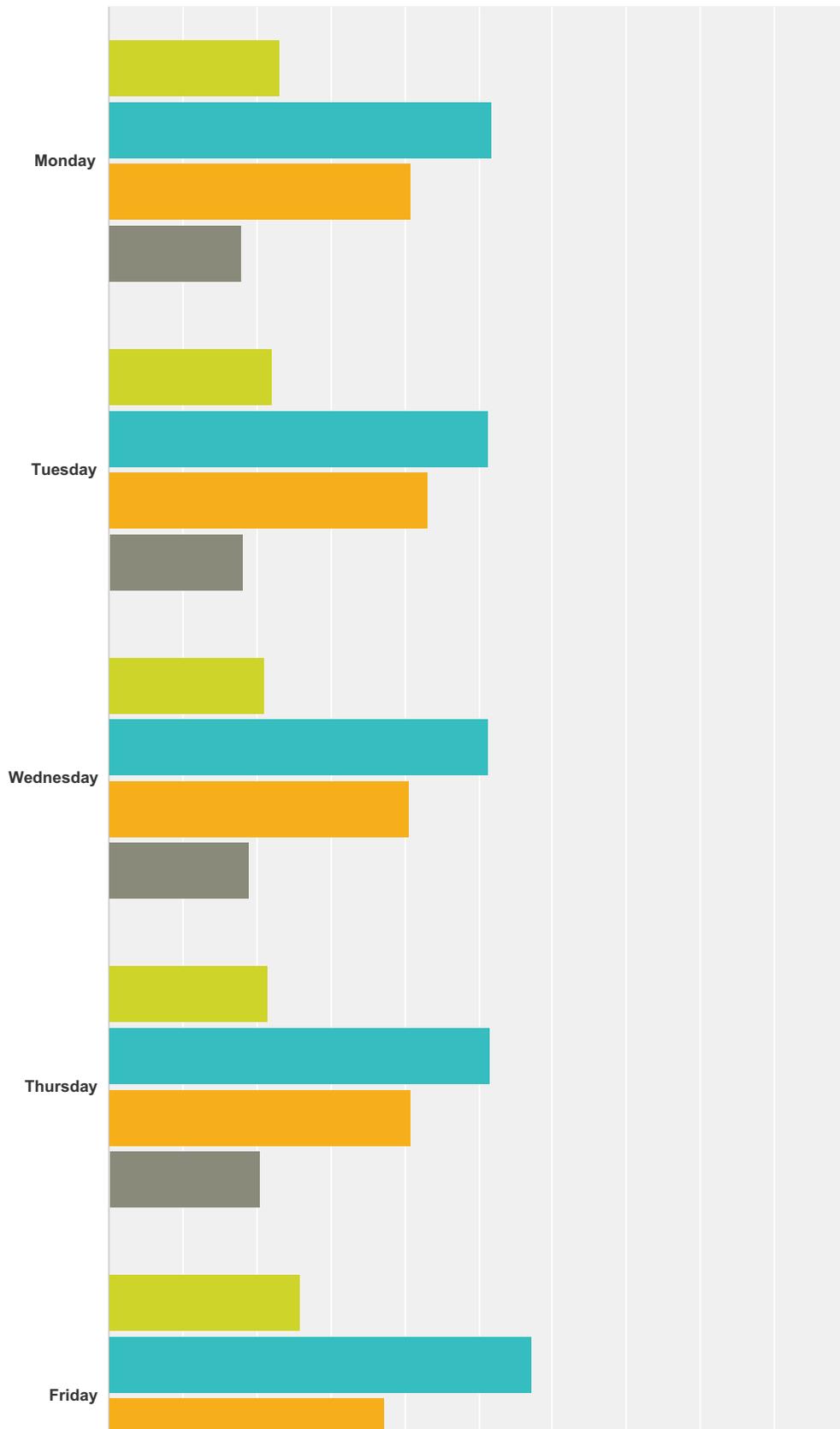
Appendix A: Library Hours Survey Results		50.70%	47.91%	30.31%	12.20%	
Tuesday	26.21% 116	291	275	174	70	574
Wednesday	20.10% 115	295	258	177	81	572
Thursday	20.45% 117	286	270	170	73	572
Friday	26.60% 125	259	187	95	38	470
Saturday	14.34% 41	183	130	71	31	286
Sunday	10.38% 33	165	171	135	71	318

# Library Hours & Services Survey

Appendix A: Library Hours Survey Results

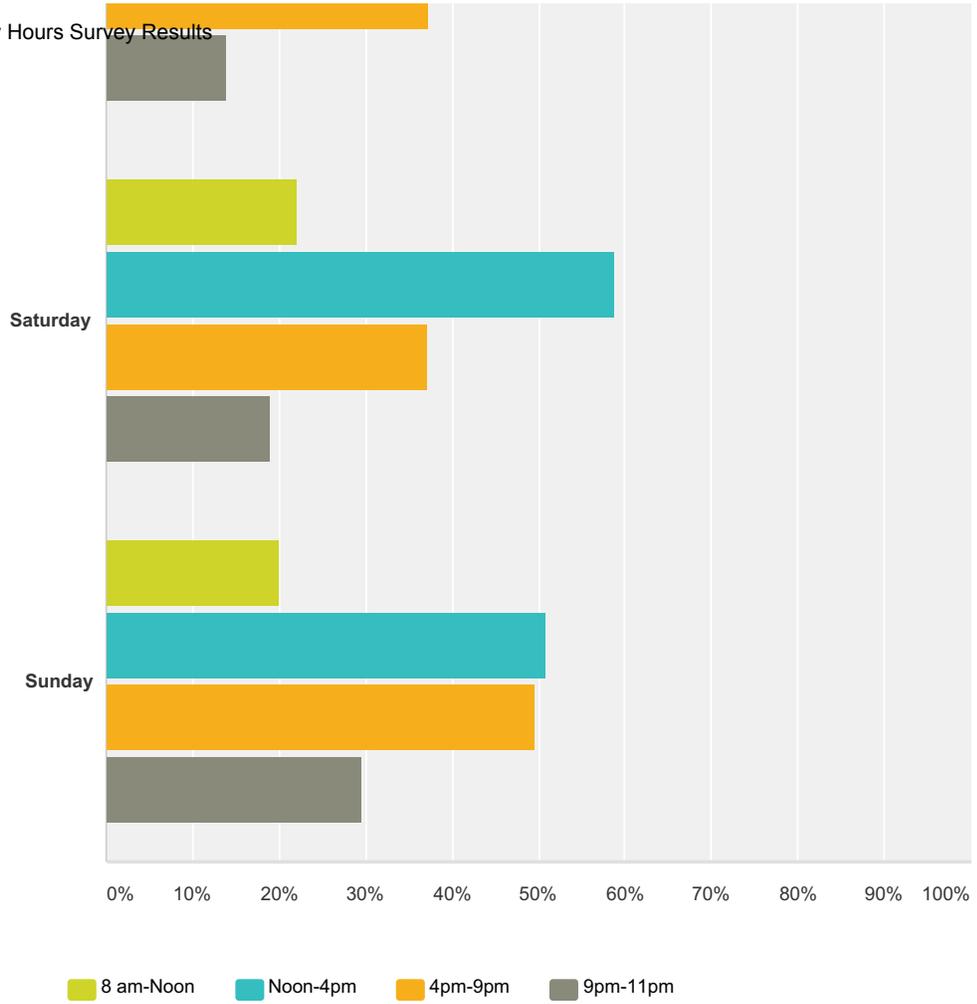
## Q5 Science Library -- I usually visit the library on ...

Answered: 410 Skipped: 941



# Library Hours & Services Survey

Appendix A: Library Hours Survey Results



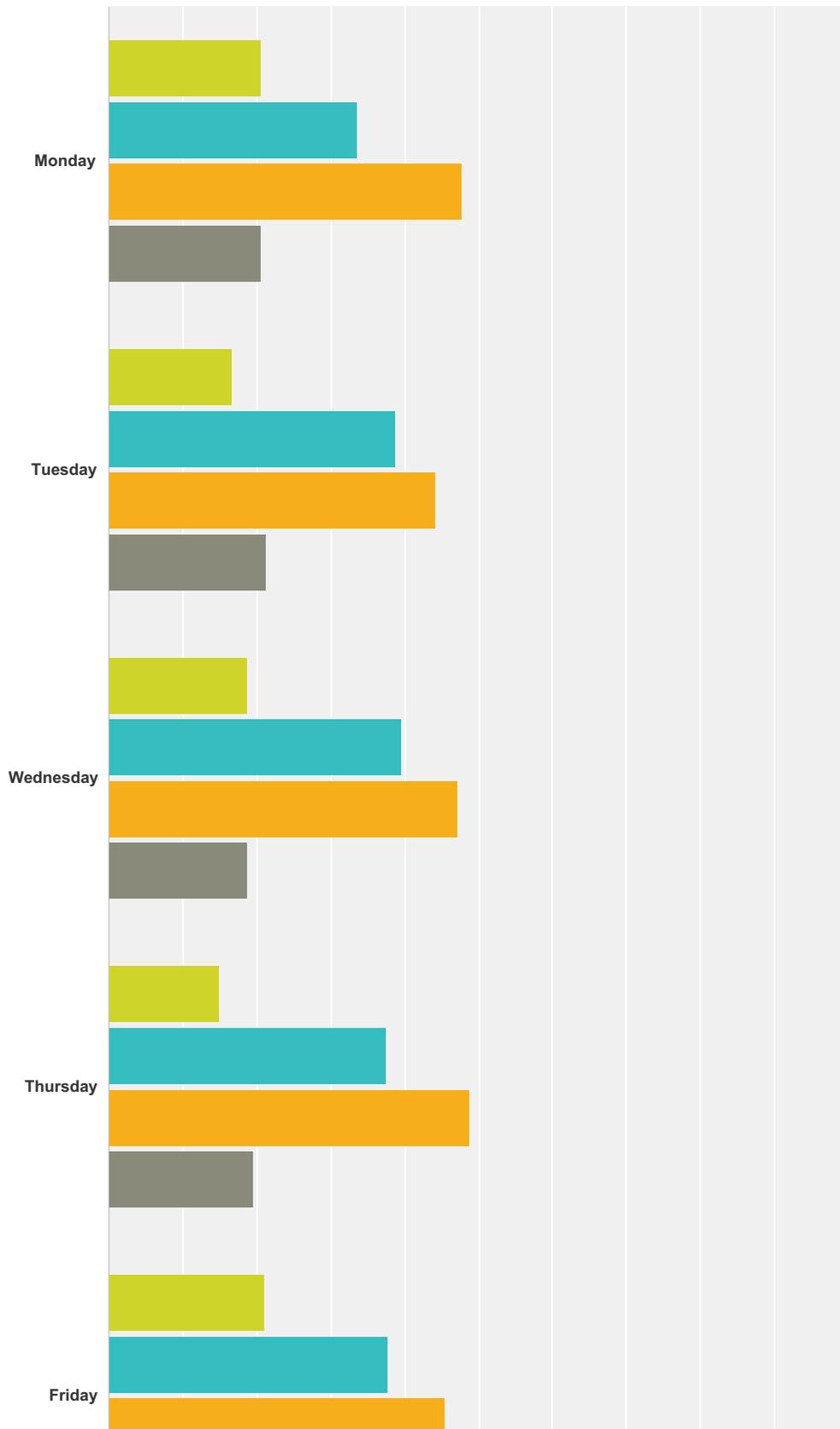
	8 am-Noon	Noon-4pm	4pm-9pm	9pm-11pm	Total Respondents
Monday	23.26% 67	51.74% 149	40.97% 118	18.06% 52	288
Tuesday	22.14% 62	51.43% 144	43.21% 121	18.21% 51	280
Wednesday	21.18% 61	51.39% 148	40.63% 117	19.10% 55	288
Thursday	21.50% 63	51.54% 151	40.96% 120	20.48% 60	293
Friday	25.93% 63	57.20% 139	37.45% 91	13.99% 34	243
Saturday	22.22% 34	58.82% 90	37.25% 57	18.95% 29	153
Sunday	20.00% 33	50.91% 84	49.70% 82	29.70% 49	165

# Library Hours & Services Survey

Appendix A: Library Hours Survey Results

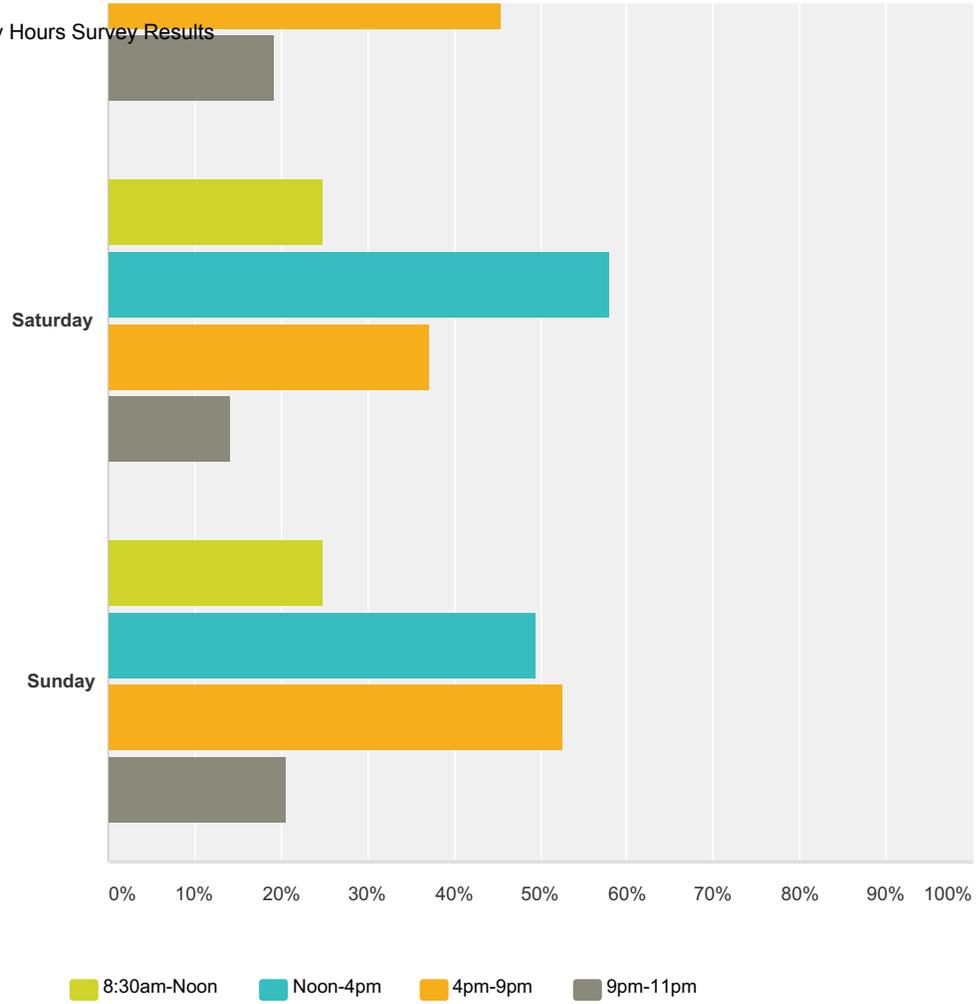
## Q6 Dewey Graduate Library -- I usually visit the library on ...

Answered: 220 Skipped: 1,131



# Library Hours & Services Survey

Appendix A: Library Hours Survey Results



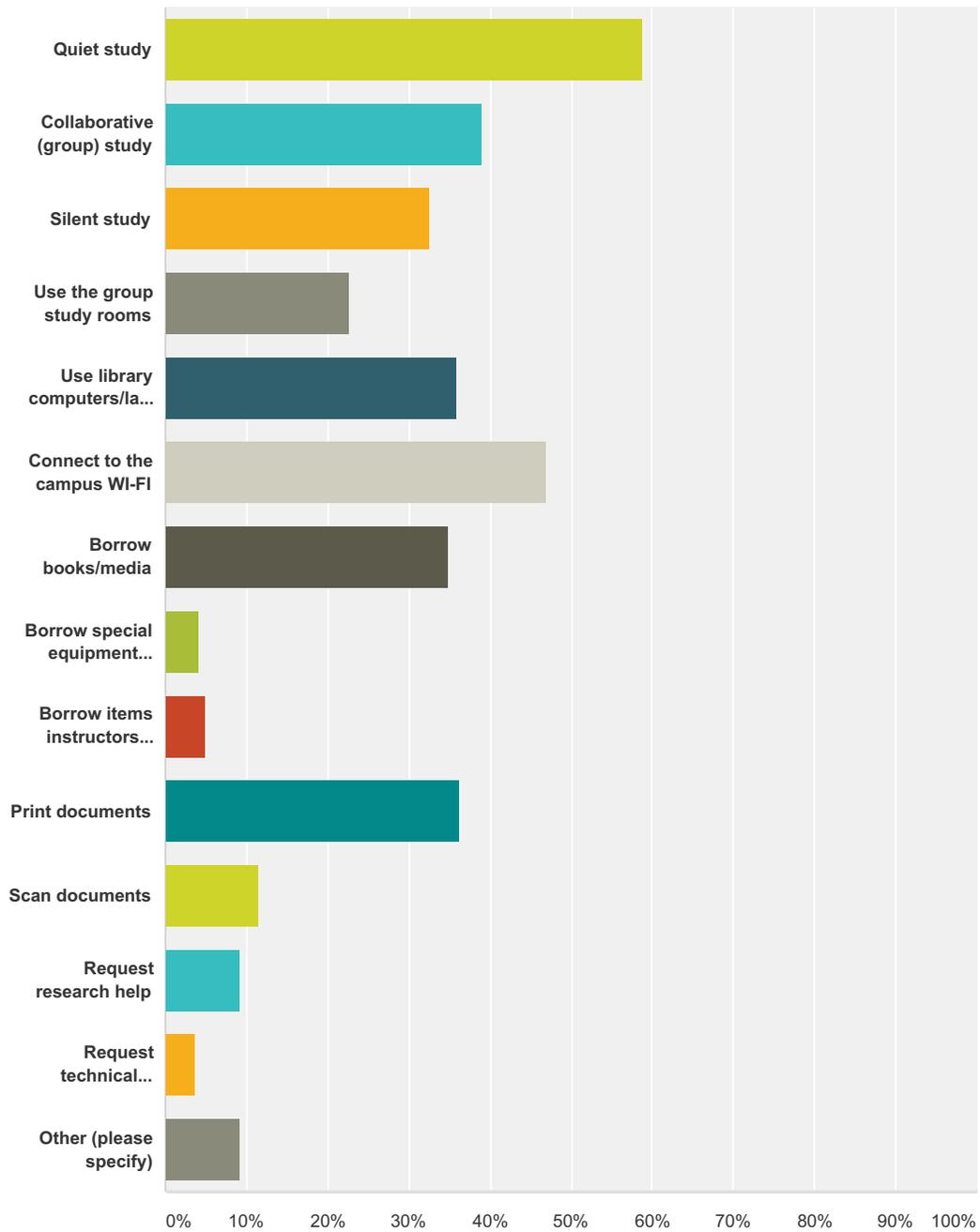
	8:30am-Noon	Noon-4pm	4pm-9pm	9pm-11pm	Total Respondents
Monday	20.71% 29	33.57% 47	47.86% 67	20.71% 29	140
Tuesday	16.79% 22	38.93% 51	44.27% 58	21.37% 28	131
Wednesday	18.75% 27	39.58% 57	47.22% 68	18.75% 27	144
Thursday	15.04% 20	37.59% 50	48.87% 65	19.55% 26	133
Friday	21.05% 24	37.72% 43	45.61% 52	19.30% 22	114
Saturday	24.76% 26	58.10% 61	37.14% 39	14.29% 15	105
Sunday	24.74% 24	49.48% 48	52.58% 51	20.62% 20	97

# Library Hours & Services Survey

Appendix A: Library Hours Survey Results

## Q7 What do you do at the library when you visit? (select all that apply)

Answered: 1,107 Skipped: 244



Answer Choices	Responses
Quiet study	58.90% 652
Collaborative (group) study	39.11% 433
Silent study	32.52% 360
Use the group study rooms	22.85% 253

## Library Hours & Services Survey

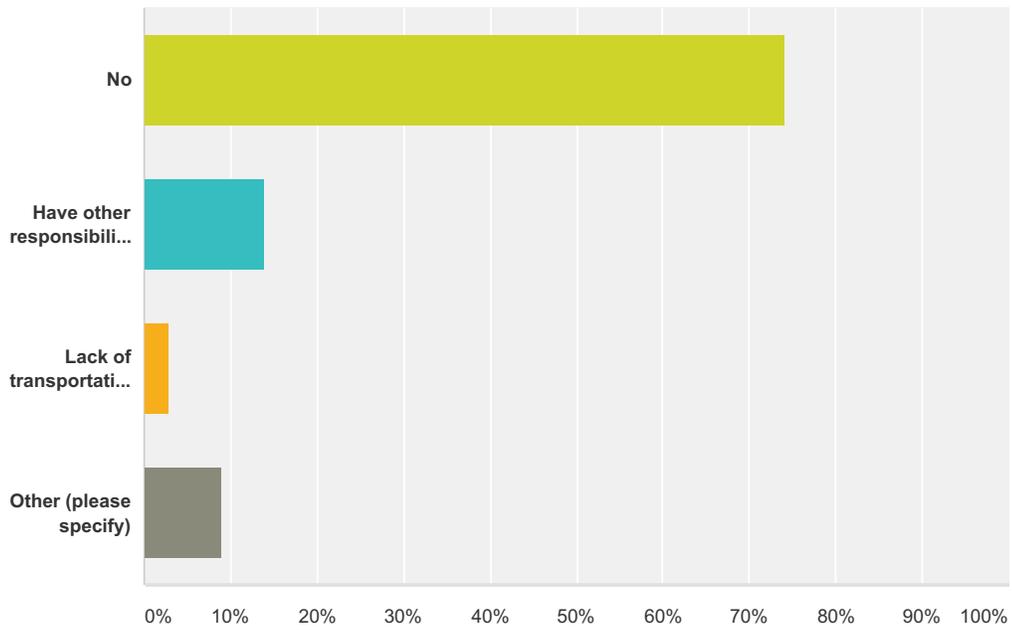
<b>Appendix A: Library Hours Survey Results</b>		
Use library computers/laptops	<b>35.95%</b>	398
Connect to the campus WI-FI	<b>46.97%</b>	520
Borrow books/media	<b>34.78%</b>	385
Borrow special equipment (digital recorder, sound, camera, etc.)	<b>4.25%</b>	47
Borrow items instructors have placed on reserve for your classes	<b>4.97%</b>	55
Print documents	<b>36.40%</b>	403
Scan documents	<b>11.38%</b>	126
Request research help	<b>9.21%</b>	102
Request technical assistance	<b>3.70%</b>	41
Other (please specify)	<b>9.21%</b>	102
<b>Total Respondents: 1,107</b>		

# Library Hours & Services Survey

Appendix A: Library Hours Survey Results

## Q8 Are there issues that present difficulties to visiting the libraries?

Answered: 1,080 Skipped: 271



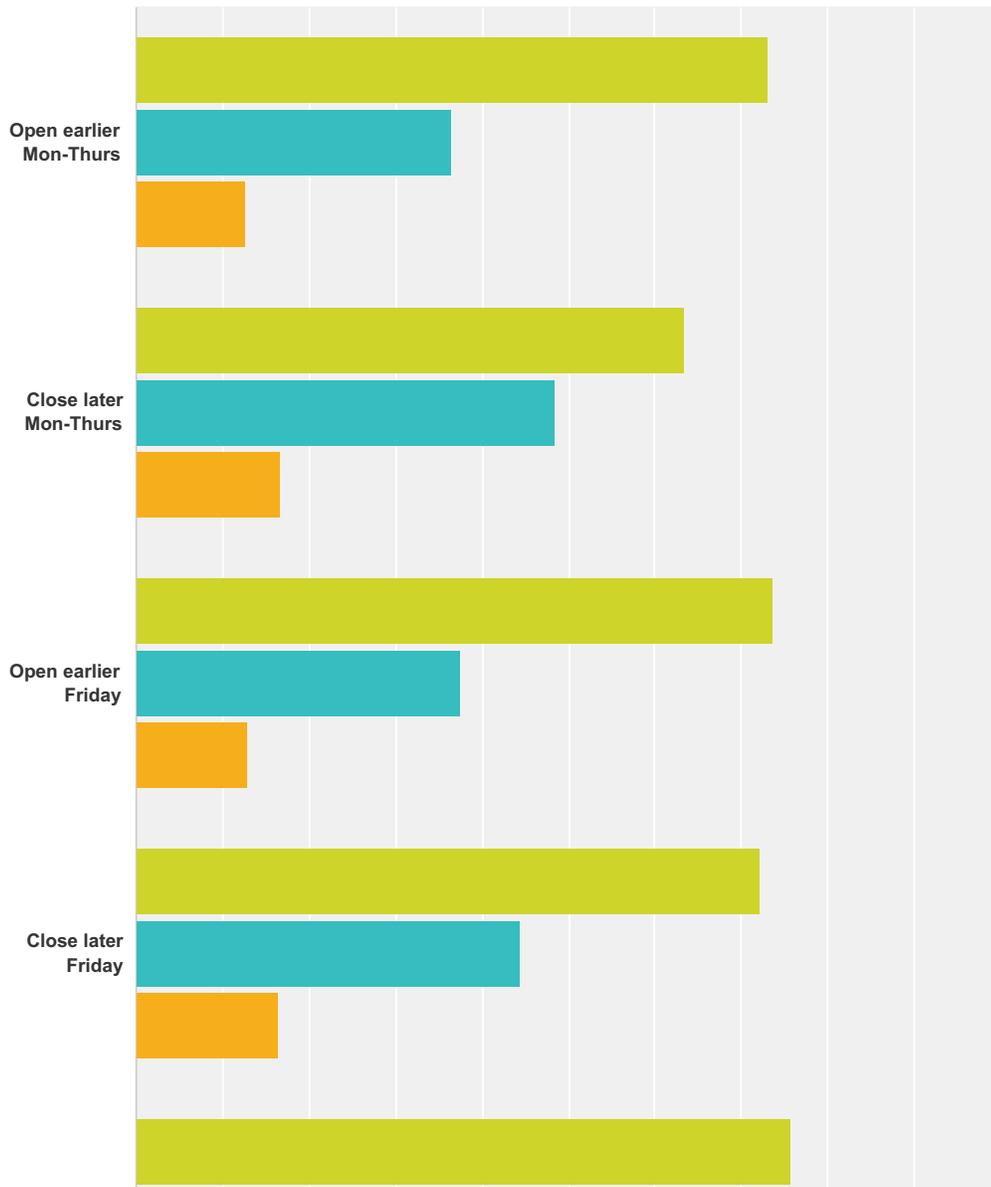
Answer Choices	Responses	
No	74.17%	801
Have other responsibilities when the the library is open	13.98%	151
Lack of transportation to/from campus	2.87%	31
Other (please specify)	8.98%	97
<b>Total</b>		<b>1,080</b>

# Library Hours & Services Survey

## Appendix A: Library Hours Survey Results

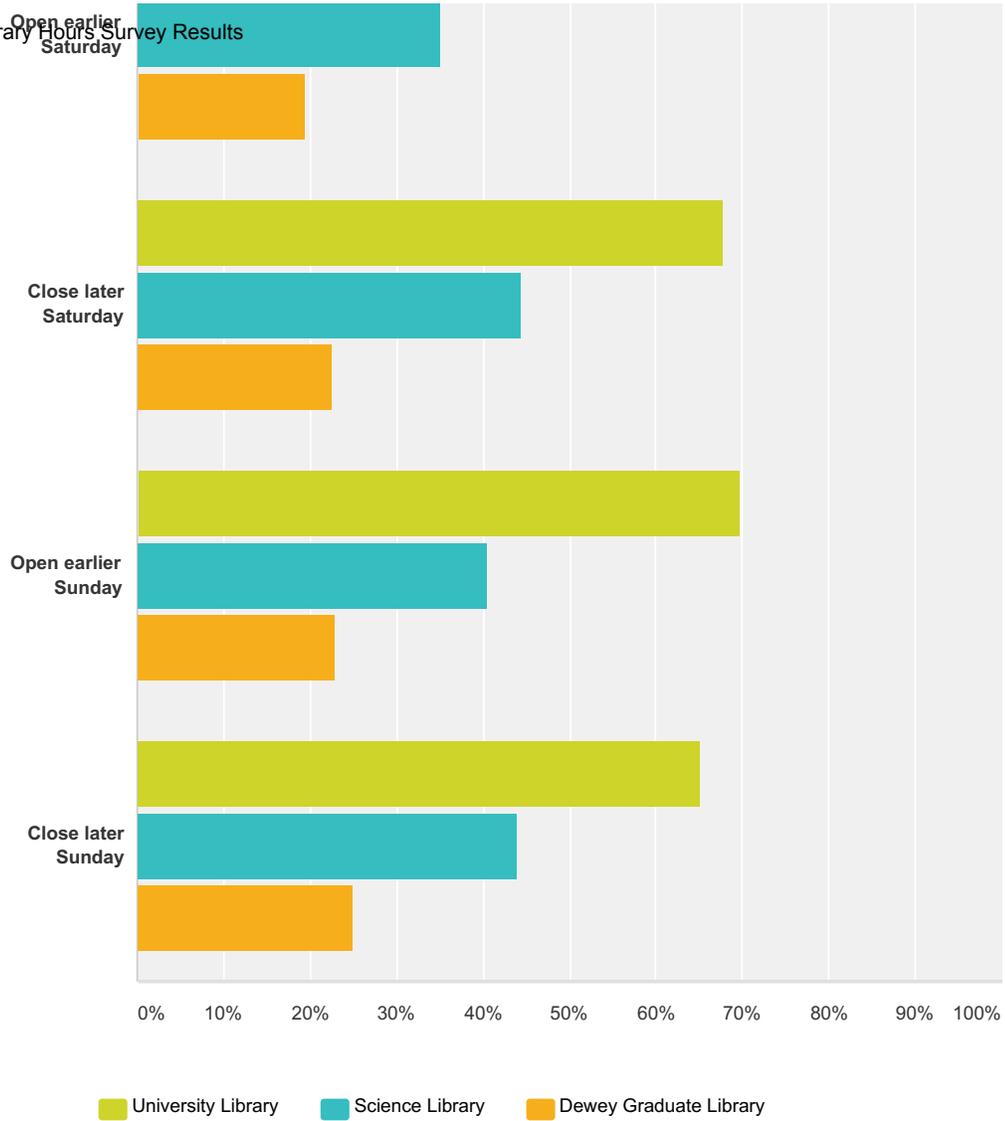
**Q9 Typical library hours for fall and spring semesters are: University Library: Monday-Thursday (7:45am- 3am) Fridays (7:45am- 8pm), Saturdays (10am-8pm), Sundays (11am-3am) Science Library Hours: Monday-Thursday (8am- 11pm) Fridays (8am-6pm), Saturdays (10am-5pm), Sundays (Noon- 11pm) Dewey Graduate Library Hours: Monday-Thursday (8:30am- 11pm) Fridays (8:30am-7pm), Saturdays (10am-6pm), Sundays (11am-7pm) If the libraries could be open additional hours, what hours would you likely use (select all that apply):**

Answered: 747 Skipped: 604



# Library Hours & Services Survey

Appendix A: Library Hours Survey Results



	University Library	Science Library	Dewey Graduate Library	Total Respondents
Open earlier Mon-Thurs	73.08% 190	36.54% 95	12.69% 33	260
Close later Mon-Thurs	63.41% 253	48.37% 193	16.79% 67	399
Open earlier Friday	73.66% 137	37.63% 70	12.90% 24	186
Close later Friday	72.16% 311	44.55% 192	16.47% 71	431
Open earlier Saturday	75.75% 203	35.07% 94	19.40% 52	268
Close later Saturday	67.76% 288	44.47% 189	22.59% 96	425
Open earlier Sunday	69.76% 203	40.55% 118	23.02% 67	291
Close later Sunday	65.18% 249	43.98% 168	25.13% 96	382

## Library Hours & Services Survey

Appendix A: Library Hours Survey Results

**Q10 List specific days and times not captured in the previous question that you would like to see hours expanded for a particular library:**

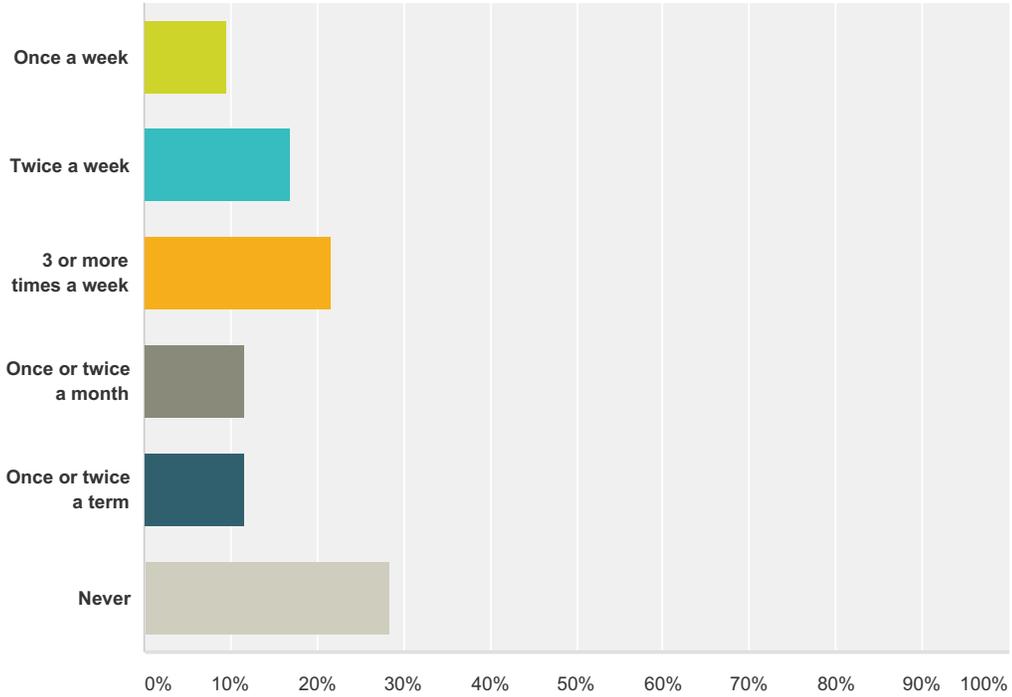
Answered: 112 Skipped: 1,239

# Library Hours & Services Survey

Appendix A: Library Hours Survey Results

## Q11 If the Libraries could provide a 24 hour study space, I would use it:

Answered: 1,133 Skipped: 218



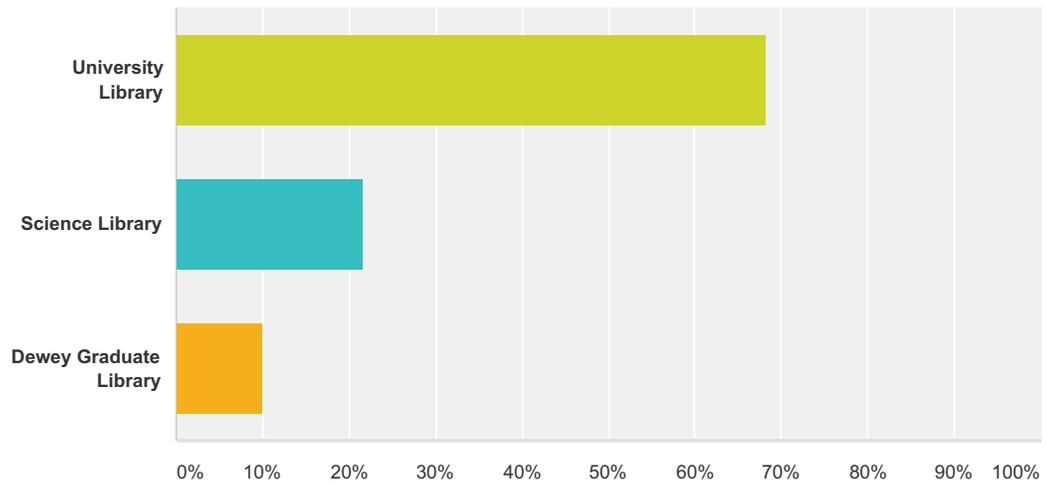
Answer Choices	Responses	Count
Once a week	9.62%	109
Twice a week	16.86%	191
3 or more times a week	21.71%	246
Once or twice a month	11.65%	132
Once or twice a term	11.74%	133
Never	28.42%	322
<b>Total</b>		<b>1,133</b>

# Library Hours & Services Survey

Appendix A: Library Hours Survey Results

## Q12 Which library would you prefer for 24 hour study space?

Answered: 798 Skipped: 553



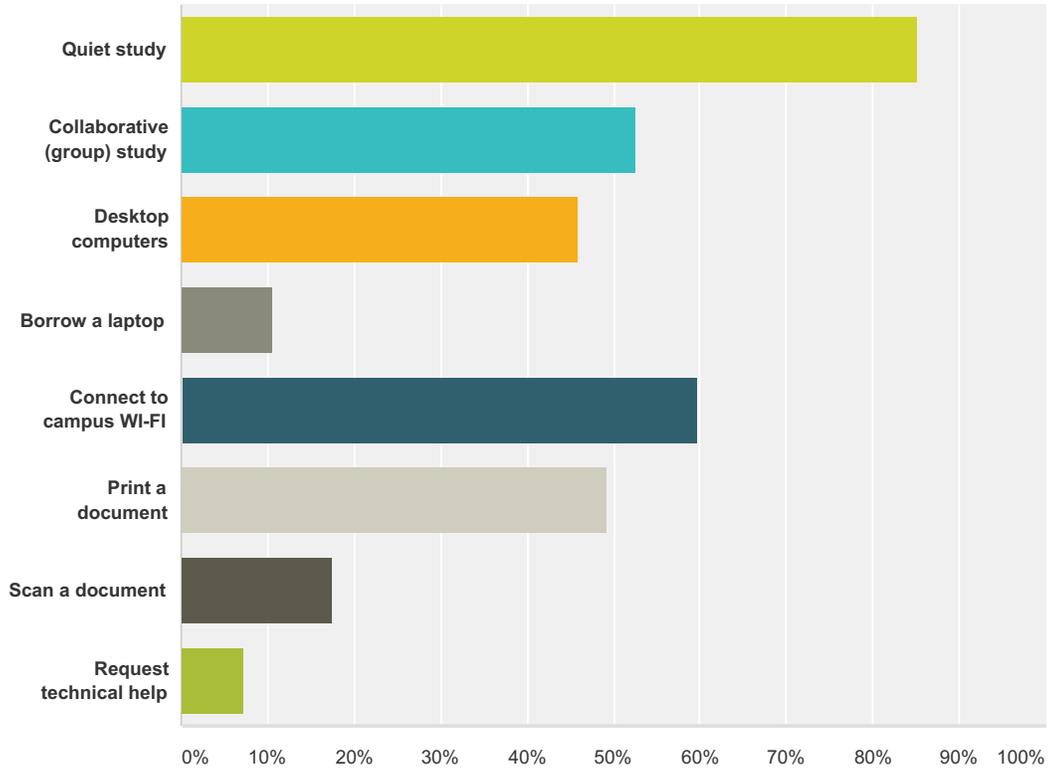
Answer Choices	Responses
University Library	68.17% 544
Science Library	21.80% 174
Dewey Graduate Library	10.03% 80
<b>Total</b>	<b>798</b>

# Library Hours & Services Survey

Appendix A: Library Hours Survey Results

## Q13 What services would you use if the Libraries could provide a 24 hours space? (select all that apply)

Answered: 786 Skipped: 565



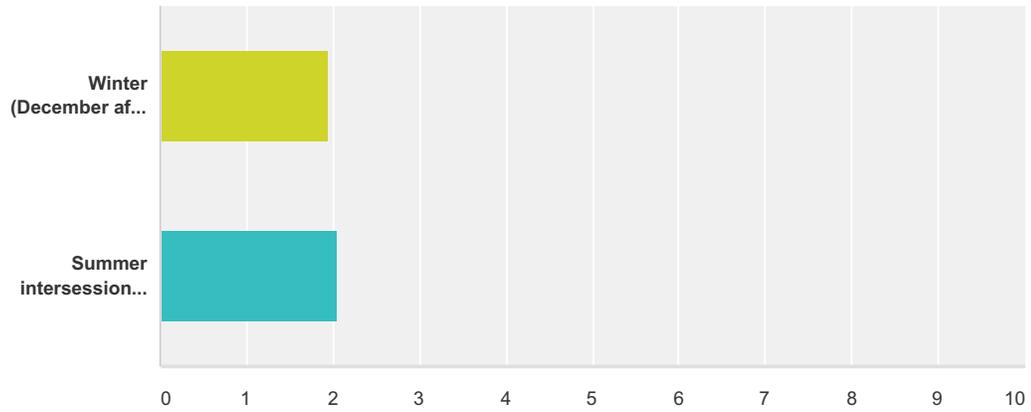
Answer Choices	Responses	Count
Quiet study	85.11%	669
Collaborative (group) study	52.54%	413
Desktop computers	45.93%	361
Borrow a laptop	10.69%	84
Connect to campus WI-FI	59.67%	469
Print a document	49.36%	388
Scan a document	17.56%	138
Request technical help	7.38%	58
<b>Total Respondents: 786</b>		

# Library Hours & Services Survey

Appendix A: Library Hours Survey Results

## Q14 I find the libraries' hours during intersessions adequate for my needs:

Answered: 956 Skipped: 395



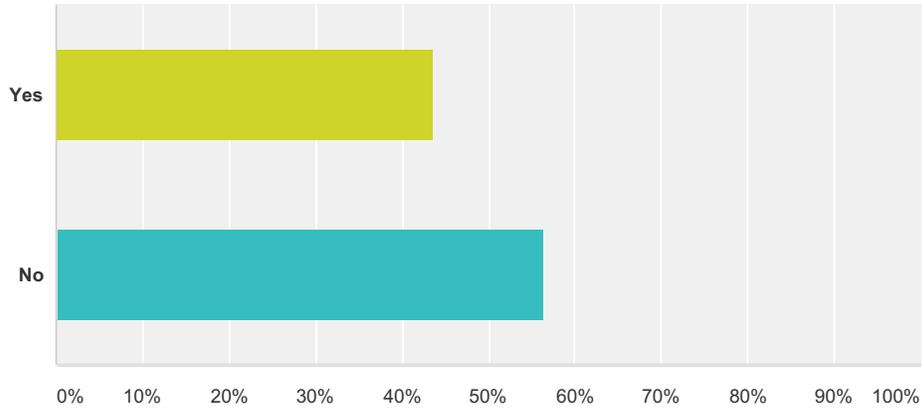
	strongly agree	agree	disagree	strongly disagree	Total	Weighted Average
Winter (December after finals to January prior to start of spring semester)	26.85% 254	55.18% 522	14.06% 133	3.91% 37	946	1.95
Summer intersessions (late May; late August)	22.88% 208	55.56% 505	16.72% 152	4.84% 44	909	2.04

# Library Hours & Services Survey

Appendix A: Library Hours Survey Results

## Q15 Do you find it inconvenient when the library is closed on the weekends during intersessions?

Answered: 1,018 Skipped: 333



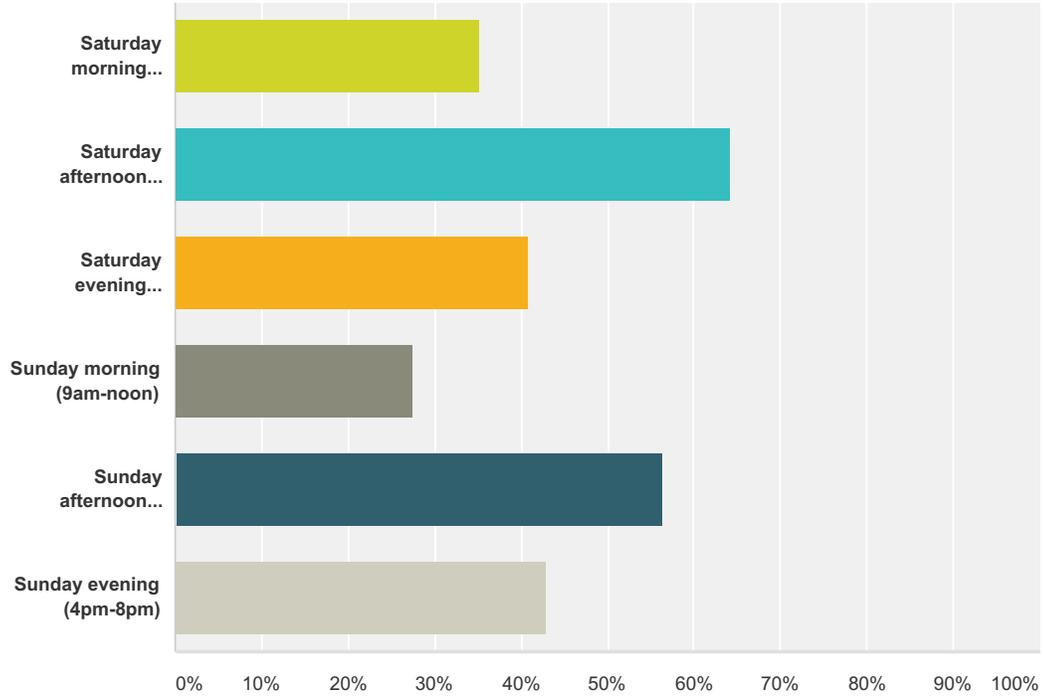
Answer Choices	Responses	
Yes	43.71%	445
No	56.29%	573
<b>Total</b>		<b>1,018</b>

# Library Hours & Services Survey

Appendix A: Library Hours Survey Results

## Q16 During intersessions what weekend hours would you prefer? (select all that apply)

Answered: 732 Skipped: 619



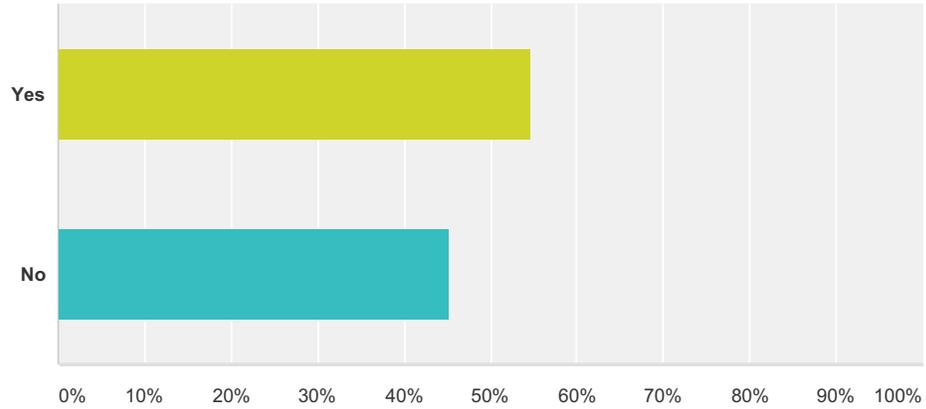
Answer Choices	Responses
Saturday morning (9am-noon)	35.25% 258
Saturday afternoon (noon-4pm)	64.34% 471
Saturday evening (4pm-8pm)	40.85% 299
Sunday morning (9am-noon)	27.60% 202
Sunday afternoon (noon-4pm)	56.28% 412
Sunday evening (4pm-8pm)	43.03% 315
<b>Total Respondents: 732</b>	

# Library Hours & Services Survey

## Appendix A: Library Hours Survey Results

**Q17 If you are taking or planning to take comprehensive exams would you use the library as a place to prepare for the exam? (This question applies only to Masters and PhD students)**

Answered: 1,095 Skipped: 256



Answer Choices	Responses
Yes	54.79% 600
No	45.21% 495
<b>Total</b>	<b>1,095</b>

## Library Hours & Services Survey

Appendix A: Library Hours Survey Results

### **Q18 Which days and times during the week would you use the Libraries and which library would you use?**

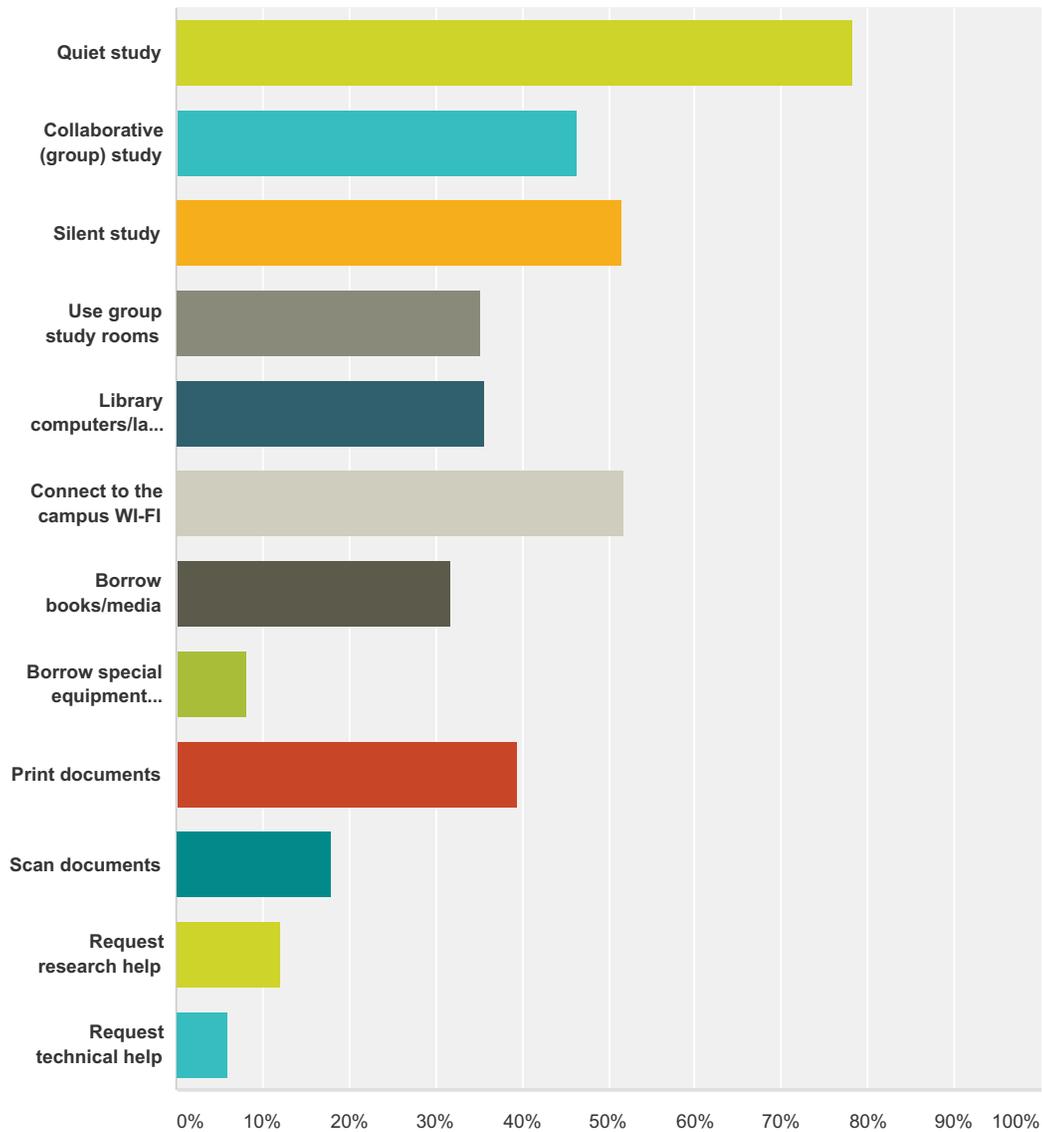
Answered: 366 Skipped: 985

# Library Hours & Services Survey

Appendix A: Library Hours Survey Results

## Q19 Which of the following services would you use? (select all that apply)

Answered: 820 Skipped: 531



Answer Choices	Responses
Quiet study	78.29% 642
Collaborative (group) study	46.34% 380
Silent study	51.59% 423
Use group study rooms	35.24% 289
Library computers/laptops	35.61% 292
Connect to the campus WI-FI	51.83% 425
Borrow books/media	31.71% 260

## Library Hours & Services Survey

Appendix A: Library Hours Survey Results		
Borrow special equipment (digital recorder, camera, etc.)	<b>8.05%</b>	66
Print documents	<b>39.39%</b>	323
Scan documents	<b>18.05%</b>	148
Request research help	<b>12.07%</b>	99
Request technical help	<b>5.98%</b>	49
<b>Total Respondents: 820</b>		

## Library Hours & Services Survey

Appendix A: Library Hours Survey Results

**Q20 Do you have any additional comments, suggestions, observations regarding University Libraries hours and services?**

Answered: 279 Skipped: 1,072

## Appendix A: Question #7

Question #7: What do you do at the Library when you visit?  
"Other" responses

use online library

11/18/2016 11:06 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

Use periodicals over the internet

11/18/2016 7:43 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

connect to the library databases to find verified sources for information

11/17/2016 3:53 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

I'm a library staff member

11/17/2016 1:47 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

get or return ILL books

11/17/2016 1:39 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

I use online services

11/17/2016 1:31 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

at this time exclusively using library via website

11/17/2016 1:25 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

I work off site and only have access to UA library via the internet

11/17/2016 1:04 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

use from off-campus

11/17/2016 12:35 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

Read

11/17/2016 12:22 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

attend a meeting

11/17/2016 12:22 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

Chair Yoga with EAP

11/17/2016 11:32 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

photocopy journal articles

11/17/2016 11:28 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

I'm new and haven't yet visited the library

11/17/2016 11:10 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

i work here

11/17/2016 10:50 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

Read

11/17/2016 10:49 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

Use Databases

11/17/2016 10:47 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

Student workshops with librarians

11/17/2016 10:29 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

## Appendix A: Question #7

I work here.

11/17/2016 10:10 AM [View respondent's answers](#) [Categorize as...](#) α

quiet reading for breaks

11/17/2016 10:06 AM [View respondent's answers](#) [Categorize as...](#) α

I am a staff member, I do not go to the library

11/17/2016 9:58 AM [View respondent's answers](#) [Categorize as...](#) α

work related

11/17/2016 9:57 AM [View respondent's answers](#) [Categorize as...](#) α

pick up books

11/17/2016 9:57 AM [View respondent's answers](#) [Categorize as...](#) α

meetings only

11/17/2016 9:56 AM [View respondent's answers](#) [Categorize as...](#) α

use meeting/event space

11/17/2016 9:51 AM [View respondent's answers](#) [Categorize as...](#) α

meeting rooms

11/17/2016 9:48 AM [View respondent's answers](#) [Categorize as...](#) α

Don't use it.

11/17/2016 9:48 AM [View respondent's answers](#) [Categorize as...](#) α

consult with staff

11/17/2016 9:47 AM [View respondent's answers](#) [Categorize as...](#) α

pick up requested on-line items

11/17/2016 9:40 AM [View respondent's answers](#) [Categorize as...](#) α

view microfilm

11/17/2016 9:39 AM [View respondent's answers](#) [Categorize as...](#) α

Use the Standish room for events

11/17/2016 9:38 AM [View respondent's answers](#) [Categorize as...](#) α

pick up items from interlibrary loan or from main campus libraries sent downtown

11/17/2016 9:38 AM [View respondent's answers](#) [Categorize as...](#) α

research

11/17/2016 9:37 AM [View respondent's answers](#) [Categorize as...](#) α

Attend a meeting

11/17/2016 9:37 AM [View respondent's answers](#) [Categorize as...](#) α

Meetings

11/17/2016 9:37 AM [View respondent's answers](#) [Categorize as...](#) α

I do not use any of the librarys

11/17/2016 9:36 AM [View respondent's answers](#) [Categorize as...](#) α

copies

11/17/2016 9:36 AM [View respondent's answers](#) [Categorize as...](#) α

Don't visit, use on-line resources

## Appendix A: Question #7

11/17/2016 9:36 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

Don't visit the library unless it's to cover an event for news

11/17/2016 9:36 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

put things on reserve

11/17/2016 9:34 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

reserves

11/17/2016 9:33 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

staff members

11/17/2016 9:32 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

Library employee

11/15/2016 2:44 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

review materials at the library

11/15/2016 2:01 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

Provide reference services, conduct my own work

11/14/2016 1:10 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

my office is in the Science Library

11/14/2016 10:40 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

I work here.

11/14/2016 9:44 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

sometimes I read microfilm

11/14/2016 9:36 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

Presentations

11/14/2016 9:20 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

Have meetings

11/14/2016 9:19 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

place items on reserve

11/14/2016 9:09 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

randomly use library

11/14/2016 8:52 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

Research/writing

11/14/2016 8:42 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

Meetings

11/14/2016 8:38 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

I use the libraries online/electronic resources. I also place books on reserve in the main library

11/12/2016 12:30 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

I almost never go to the library. I do everything online

11/12/2016 8:16 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

work and research

11/11/2016 2:57 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

## Appendix A: Question #7

i work in the library

11/11/2016 2:09 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

I work in the Science Library (IELP).

11/11/2016 1:26 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

Use the statistical programs available on the computers at the library that I do not have access to in my office/lab.

11/11/2016 1:11 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

Rely on the IMC for machine access and support

11/11/2016 1:09 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

photocopy journal articles

11/11/2016 12:35 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

I rarely use the libraries at all.

11/11/2016 12:32 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

Hold class in the Science Library computer labs

11/11/2016 11:52 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

attend an event

11/11/2016 11:19 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

meet with librarians

11/11/2016 11:09 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

I've never visited the library in person. I've only used online resources.

11/11/2016 10:46 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

Haven't user library

11/11/2016 10:22 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

work

11/11/2016 10:15 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

pick up and drop off inter-library loans; consult reference books

11/11/2016 10:12 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

meet with reference librarian

11/11/2016 10:07 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

Na

11/11/2016 10:06 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

Research

11/11/2016 10:06 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

All of the above

11/11/2016 10:03 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

meetings

11/11/2016 10:01 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

Visit with Carol Anne for Scholarship Search Info for our students.

11/11/2016 9:59 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

## Appendix A: Question #7

Access articles via Minerva

11/11/2016 9:51 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

Look up and copy/print specific subscription Journal Articles

11/11/2016 9:51 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

work

11/11/2016 9:50 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

I only use the library website to obtain journal articles or other resources. I do not physically come to the library.

11/1/2016 11:50 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

Lab

10/31/2016 8:03 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

Work study

10/31/2016 6:16 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

Use specialty programs such as Photoshop

10/31/2016 4:28 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

Study

10/31/2016 3:55 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

Use the SPSS statistics software in the library computer

10/31/2016 3:30 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

Eat lunch and dinner while studying

10/31/2016 3:28 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

I work for the libraries

10/31/2016 1:19 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

Use iMacs - Adobe Software

10/26/2016 11:06 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

Homework Assignments

10/26/2016 9:49 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

Netflix

10/26/2016 7:12 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

No

10/26/2016 6:32 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

I typically use library online to find resources and obtain research material not available directly online.

10/26/2016 3:27 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

I walked in one time to see what it's like.

10/26/2016 2:57 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

I love the feeling of being surrounded by books.

10/26/2016 1:43 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

Spend time in my carrel

10/26/2016 1:27 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

## Appendix A: Question #7

Hang out

10/26/2016 11:24 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

Study

10/26/2016 11:21 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

class

10/26/2016 11:04 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

Research

10/26/2016 11:04 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

Work

10/26/2016 10:40 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

Career services

10/26/2016 10:28 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

Remote access journals and studies from home.

10/26/2016 10:23 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

## Appendix A: Question #8

Question #8: Are there issues that present difficulties to visiting the Libraries?  
"Other" responses

parking is a factor b/c it is difficult for me to walk very far  
11/18/2016 11:06 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

For books, I tend to use my local library.  
11/18/2016 9:49 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

My office is off site.  
11/17/2016 2:49 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

distance from the Health Science Campus  
11/17/2016 2:22 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

I prefer using online services  
11/17/2016 1:31 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

lack of parking for faculty whose main function is off-campus  
11/17/2016 12:51 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

Books needed are frequently misshelved or missing  
11/17/2016 11:02 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

not accessible for those with walking disability -- long walk from parking  
11/17/2016 10:25 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

ULIB front entrance, inner doors: one door on the south side is permanently propped open and all traffic tends to TRY to go through that door. could we prop open a door on the north side in the same way?  
11/17/2016 10:10 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

I am faculty on the East Campus, so I don't get to the Library on the Uptown campus very often  
11/17/2016 10:00 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

Smokers in front of library  
11/17/2016 10:00 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

I am a staff member, I do not go to the library  
11/17/2016 9:58 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

wish there were access to Dewey from the adjacent parking lot -- you either have to go all the way around the building or through Draper basement then upstairs and back out to Dewey.  
11/17/2016 9:50 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

Don't use it.  
11/17/2016 9:48 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

Parking  
11/17/2016 9:45 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

It's tough to drive to, and in foul weather transporting items to scan is a challenge  
11/17/2016 9:44 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

Parking  
11/17/2016 9:40 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

parking, lack of, and costs, if not in one of the classifications that has permits

## Appendix A: Question #8

11/17/2016 9:39 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

There should be closer parking or a book drop near the parking lot. It is not convenient at all.

11/17/2016 9:39 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

Library should be open longer on weekends because grad students who frequent Dewey often work over the weekend instead of partying like undergrads. Also, there is coffee or vending machine accessible over the weekends.

11/17/2016 9:39 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

people working there are not helpful

11/17/2016 9:39 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

I work so I cannot always attend the library when it is open. I also live in Clifton Park so I do not come down to Albany unless I have class or work.

11/17/2016 9:38 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

I don't really use the libraries

11/17/2016 9:37 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

NA

11/17/2016 9:36 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

Work on Health Sciences campus, inconvenient

11/17/2016 9:36 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

Don't visit the library unless it's to cover an event for news

11/17/2016 9:36 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

Parking at meters is limited to 30 min. Up to an hour would be preferable. Need close access as I often have bags of books to carry to or from libraries.

11/15/2016 1:23 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

parking

11/14/2016 3:08 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

Walking through the cloud of cigarette smoke is very difficult.

11/14/2016 9:44 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

Reduction of hours on Saturdays.

11/14/2016 9:20 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

campus safety

11/14/2016 8:42 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

now that I am no longer a student and I am staff on the east campus, parking is the biggest issue

11/14/2016 8:21 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

Not enough food options in/near library

11/12/2016 12:59 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

Kids are smoking in front of the University library - although it is smoking free area; I want students to be quiet in quiet areas; open longer hours - especially early mornings in weekends

11/11/2016 4:55 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

parking is an issue for the university library

11/11/2016 2:09 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

smoking out front

## Appendix A: Question #8

11/11/2016 12:36 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

The availability of study space

11/11/2016 11:13 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

Limited weekend hours and hours during intercessions.

11/11/2016 10:50 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

I take classes at East Campus. We have no library at all. Also, Dewey is not open Sunday mornings.

11/11/2016 10:32 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

Hours in dewey on the weekend

11/11/2016 10:15 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

Hours are very short when there are no undergraduates around

11/11/2016 10:12 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

computers not enough, chairs in computer labs not confortable and nosiy

11/6/2016 11:59 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

Library does not open before 10 on weekends.

11/4/2016 1:17 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

People talking in the silent zones make it difficult for me to want to come to them..

11/2/2016 2:24 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

no computer available

11/1/2016 9:49 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

Too crowded

11/1/2016 6:03 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

Didn't find the librarians very interested...now do everything by internet.

11/1/2016 1:31 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

On Sunday it opens at 1pm. I would love to visit it around 10 am.

11/1/2016 11:40 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

We need book delivery to the Health Sciences Campus. Going to the library to check out books on main campus is burdensome, especially with parking.

11/1/2016 9:30 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

Wifi

10/31/2016 11:08 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

it can be loud a lot of the times

10/31/2016 10:09 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

Distance from home, 15 min travel each way makes it hard.

10/31/2016 9:23 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

Sometimes it is too loud to do work and there is not enough seating in the quiet areas

10/31/2016 8:55 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

too much noise

10/31/2016 7:33 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

Long distance away from campus;on campus once a week

## Appendix A: Question #8

10/31/2016 7:15 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

Smoking outside of main library

10/31/2016 6:05 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

There are excessive talking from other students at times but usually very quiet and peaceful.

10/31/2016 5:20 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

Library can more quiet

10/31/2016 5:04 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

slow computers when signing in to print

10/31/2016 4:36 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

I use online resources onlu

10/31/2016 3:41 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

The trading room in the business building suits my needs better

10/31/2016 3:40 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

It would be nice if science library were opened earlier on weekends. It is generally a nicer place to study. Main library is dirty and noisy.

10/31/2016 3:37 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

wifi

10/31/2016 3:36 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

Library isn't open late enough.

10/31/2016 3:21 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

no need to physically go to the library

10/31/2016 3:18 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

I have an emotional support animal that I would feel uncomfortable bringing to the library

10/27/2016 4:09 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

Fear of walking at night from the library to the quad.

10/27/2016 2:44 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

many students use the University library as a hangout location rather than a place to get work done and the people working in the library rarely do anything about this

10/27/2016 1:08 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

Library hours are too short on Fridays and Saturdays

10/27/2016 12:30 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

All of my classess and my assistantship are on the downtown campus so I try to make due with the resources Dewey has to avoid the annoying transportation trek to the uptown campus.

10/27/2016 8:59 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

I feel we should have another color printer or at least turn on the color printer during the break

10/27/2016 1:24 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

Tech center closes early. Only the Macs are screen reader friendly for my disability. PCs are not clearly marked and are often in use.

10/26/2016 11:06 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

Not open later on weekends, when I am not working.

## Appendix A: Question #8

10/26/2016 9:18 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

no one explains how to use printers and finding the document you want.

10/26/2016 7:19 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

The collaborative section of the main library can get too loud for me to hear my group, I understand that it isn't a silent section but there is no need for people to shout across the whole room

10/26/2016 7:12 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

NB

10/26/2016 6:32 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

Online the Dewey library is said to be open until 9 but closes at 7 in real life

10/26/2016 6:28 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

Science library is very difficult to go to because of all the construction. Also the science library is really cold and provides no vending machines.

10/26/2016 4:53 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

Too much noise in the quiet study areas. Kids telling me to "piss off" when I ask them to please be quiet and respect others' right to the designated quiet space; lack of staff enforcement of the rules

10/26/2016 3:17 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

Time

10/26/2016 1:43 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

closes too early on friday and saturday

10/26/2016 12:45 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

It's hard to find a computer during the more busy times at the library

10/26/2016 12:43 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

Not enough computers available, that's why I usually go to Science Library

10/26/2016 12:12 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

Pay to print

10/26/2016 12:05 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

I live on Alumni. One day I was studying until 3am in the library, when I left to take the bus back to my room I find out that the last bus arrived at 2:30. Whose great idea was it to cut off the bus line 30 minutes before the last wave of students want to go home? I walked back in the rain that day it totally sucked.

10/26/2016 11:32 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

discrepancies between hours online and hours actually open

10/26/2016 11:31 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

people do not follow the quiet study guidelines aka there is loud talking anywhere you go

10/26/2016 11:30 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

Dewey closes very early

10/26/2016 11:28 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

Closed Friday night

10/26/2016 11:24 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

People smoking outside kills me every time I walk in, I have asthma

10/26/2016 11:24 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

## Appendix A: Question #8

Lost books, unavailable items (books or articles)

10/26/2016 11:23 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

The quiet areas are loud

10/26/2016 11:05 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

Time in my schedule to go there

10/26/2016 11:05 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

Too crowded

10/26/2016 11:05 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

Ebsco Host is limited.

10/26/2016 10:23 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

library needs to be open more, especially on the weekends

10/26/2016 10:22 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

Hours ok Saturday's are too short

10/26/2016 10:22 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

Appendix A: Question #10

**Q10 List specific days and times not captured in the previous question that you would like to see hours expanded for a particular library:**

**Answered: 112 Skipped: 1,239**

none

11/17/2016 4:23 PM [View respondent's answers](#) [Categorize as...](#) [œ](#)

The University Library really ought to be open as much as possible -- this is a research institution, and research goes on around the clock.

11/17/2016 2:55 PM [View respondent's answers](#) [Categorize as...](#) [œ](#)

None needed for me.

11/17/2016 1:39 PM [View respondent's answers](#) [Categorize as...](#) [œ](#)

Close at 8 pm on Saturday, open at 10 on Sundays

11/17/2016 1:31 PM [View respondent's answers](#) [Categorize as...](#) [œ](#)

all good

11/17/2016 1:31 PM [View respondent's answers](#) [Categorize as...](#) [œ](#)

Library hours/schedule works fine for me now

11/17/2016 1:19 PM [View respondent's answers](#) [Categorize as...](#) [œ](#)

Fridays till 9pm at both U and Sci libraries

11/17/2016 12:20 PM [View respondent's answers](#) [Categorize as...](#) [œ](#)

I am a staff member, I do not go to the library

11/17/2016 9:58 AM [View respondent's answers](#) [Categorize as...](#) [œ](#)

Remain open during holidays

11/17/2016 9:55 AM [View respondent's answers](#) [Categorize as...](#) [œ](#)

24 hrs University Library

11/17/2016 9:51 AM [View respondent's answers](#) [Categorize as...](#) [œ](#)

I have not heard any students complain

11/17/2016 9:47 AM [View respondent's answers](#) [Categorize as...](#) [œ](#)

24 hr

11/17/2016 9:46 AM [View respondent's answers](#) [Categorize as...](#) [œ](#)

No requests at this time.

11/17/2016 9:45 AM [View respondent's answers](#) [Categorize as...](#) [œ](#)

6:30 AM M-F

11/17/2016 9:44 AM [View respondent's answers](#) [Categorize as...](#) [œ](#)

## Appendix A: Question #10

open as close to 24 hours

11/17/2016 9:42 AM [View respondent's answers](#) [Categorize as...](#) [œ](#)

Faster book delivery

11/17/2016 9:39 AM [View respondent's answers](#) [Categorize as...](#) [œ](#)

N/A

11/17/2016 9:36 AM [View respondent's answers](#) [Categorize as...](#) [œ](#)

I don't have an opinion, the students matter more

11/14/2016 9:36 AM [View respondent's answers](#) [Categorize as...](#) [œ](#)

I appreciate the hours you offer. Please don't cut them.

11/12/2016 1:55 PM [View respondent's answers](#) [Categorize as...](#) [œ](#)

I'm fine with the hours as they are

11/11/2016 6:12 PM [View respondent's answers](#) [Categorize as...](#) [œ](#)

Would like Main and Dewey Libraries open every weekend, year round.

11/11/2016 5:46 PM [View respondent's answers](#) [Categorize as...](#) [œ](#)

winter break for science and dewey libraries

11/11/2016 2:57 PM [View respondent's answers](#) [Categorize as...](#) [œ](#)

no preference

11/11/2016 11:19 AM [View respondent's answers](#) [Categorize as...](#) [œ](#)

NO

11/11/2016 10:47 AM [View respondent's answers](#) [Categorize as...](#) [œ](#)

I want any East Campus services at all during the week when I cannot get to the other libraries.

11/11/2016 10:32 AM [View respondent's answers](#) [Categorize as...](#) [œ](#)

24 hour library hours earlier in the semester (such as during midterms)

11/11/2016 10:13 AM [View respondent's answers](#) [Categorize as...](#) [œ](#)

NA

11/11/2016 10:11 AM [View respondent's answers](#) [Categorize as...](#) [œ](#)

None

11/11/2016 10:06 AM [View respondent's answers](#) [Categorize as...](#) [œ](#)

I do everything on line so not an issue and because I am staff I can easily access the library during its hours

11/11/2016 9:53 AM [View respondent's answers](#) [Categorize as...](#) [œ](#)

## Appendix A: Question #10

N/A

11/1/2016 9:55 AM [View respondent's answers](#) [Categorize as...](#) [œ](#)

a 24 hour library day especially around midterms

10/31/2016 8:47 PM [View respondent's answers](#) [Categorize as...](#) [œ](#)

Evening times for the University Library

10/31/2016 8:03 PM [View respondent's answers](#) [Categorize as...](#) [œ](#)

N/A

10/31/2016 7:15 PM [View respondent's answers](#) [Categorize as...](#) [œ](#)

Science library open until 1am every night

10/31/2016 6:42 PM [View respondent's answers](#) [Categorize as...](#) [œ](#)

Nothing to add

10/31/2016 5:02 PM [View respondent's answers](#) [Categorize as...](#) [œ](#)

Sunday -- 10am, Friday -- close at 9:30/10pm

10/31/2016 4:51 PM [View respondent's answers](#) [Categorize as...](#) [œ](#)

Science Library Mon - Thurs close at 3am as well on Sunday

10/31/2016 4:19 PM [View respondent's answers](#) [Categorize as...](#) [œ](#)

Illiad services can be made 24/7 (except national holidays)

10/31/2016 4:02 PM [View respondent's answers](#) [Categorize as...](#) [œ](#)

open till mdinight

10/31/2016 3:41 PM [View respondent's answers](#) [Categorize as...](#) [œ](#)

Saturday and Sunday

10/31/2016 3:31 PM [View respondent's answers](#) [Categorize as...](#) [œ](#)

Midterms

10/31/2016 3:22 PM [View respondent's answers](#) [Categorize as...](#) [œ](#)

Open at 6 a.m.

10/31/2016 3:20 PM [View respondent's answers](#) [Categorize as...](#) [œ](#)

24 hours

10/31/2016 3:18 PM [View respondent's answers](#) [Categorize as...](#) [œ](#)

N/A

10/31/2016 1:39 PM [View respondent's answers](#) [Categorize as...](#) [œ](#)

24 hours for University Library

10/28/2016 10:32 AM [View respondent's answers](#) [Categorize as...](#) [œ](#)

## Appendix A: Question #10

Dewey: Fridays close at 8pm or 9pm, Saturdays close at 7pm or 8pm, Sundays open at 10am close at 9pm (10pm or 11pm during mid-terms/finals

10/27/2016 10:31 PM [View respondent's answers](#) [Categorize as...](#) [œ](#)

11.00

10/27/2016 5:49 PM [View respondent's answers](#) [Categorize as...](#) [œ](#)

n/a

10/27/2016 2:44 PM [View respondent's answers](#) [Categorize as...](#) [œ](#)

Friday's past 8

10/27/2016 10:11 AM [View respondent's answers](#) [Categorize as...](#) [œ](#)

Open later Wednesdays

10/27/2016 9:03 AM [View respondent's answers](#) [Categorize as...](#) [œ](#)

University Library - hours after 3am

10/27/2016 6:06 AM [View respondent's answers](#) [Categorize as...](#) [œ](#)

During midterm and final week I wish at least university library have 24 hours study space

10/27/2016 1:24 AM [View respondent's answers](#) [Categorize as...](#) [œ](#)

N/A

10/26/2016 11:30 PM [View respondent's answers](#) [Categorize as...](#) [œ](#)

MON-THUR 8am-1am

10/26/2016 11:03 PM [View respondent's answers](#) [Categorize as...](#) [œ](#)

More evening and late night weekend hours

10/26/2016 9:18 PM [View respondent's answers](#) [Categorize as...](#) [œ](#)

Have the university library close later like around 10pm

10/26/2016 8:27 PM [View respondent's answers](#) [Categorize as...](#) [œ](#)

24/7

10/26/2016 7:19 PM [View respondent's answers](#) [Categorize as...](#) [œ](#)

University Library Open until 5 am every weeknight

10/26/2016 7:00 PM [View respondent's answers](#) [Categorize as...](#) [œ](#)

Science library has better group study rooms, it should be available after 8pm

10/26/2016 6:52 PM [View respondent's answers](#) [Categorize as...](#) [œ](#)

none

10/26/2016 6:38 PM [View respondent's answers](#) [Categorize as...](#) [œ](#)

## Appendix A: Question #10

n/a

10/26/2016 3:58 PM [View respondent's answers](#) [Categorize as...](#) [œ](#)

later hours during the summer

10/26/2016 3:39 PM [View respondent's answers](#) [Categorize as...](#) [œ](#)

Saturday nights.

10/26/2016 3:30 PM [View respondent's answers](#) [Categorize as...](#) [œ](#)

24 hours a day

10/26/2016 3:07 PM [View respondent's answers](#) [Categorize as...](#) [œ](#)

Wednesday 3-11

10/26/2016 2:26 PM [View respondent's answers](#) [Categorize as...](#) [œ](#)

12 pm to like 3 am

10/26/2016 2:15 PM [View respondent's answers](#) [Categorize as...](#) [œ](#)

N/A

10/26/2016 2:09 PM [View respondent's answers](#) [Categorize as...](#) [œ](#)

24 hours university and science libraries

10/26/2016 2:01 PM [View respondent's answers](#) [Categorize as...](#) [œ](#)

I would like to see the Science Library operate under similar hours as the University library.

10/26/2016 1:59 PM [View respondent's answers](#) [Categorize as...](#) [œ](#)

24 hours

10/26/2016 1:44 PM [View respondent's answers](#) [Categorize as...](#) [œ](#)

open 7:30 AM

10/26/2016 1:33 PM [View respondent's answers](#) [Categorize as...](#) [œ](#)

It would be helpful if the University Library was open to 5am, and the Science Library open to at least 3am

10/26/2016 1:27 PM [View respondent's answers](#) [Categorize as...](#) [œ](#)

On Fridays the University and Science library close at 9

10/26/2016 1:17 PM [View respondent's answers](#) [Categorize as...](#) [œ](#)

until 1 am

10/26/2016 1:14 PM [View respondent's answers](#) [Categorize as...](#) [œ](#)

Sundays science lib open to 3am

10/26/2016 1:14 PM [View respondent's answers](#) [Categorize as...](#) [œ](#)

weekends

## Appendix A: Question #10

10/26/2016 1:10 PM [View respondent's answers](#) [Categorize as...](#) [œ](#)

Sundays

10/26/2016 12:51 PM [View respondent's answers](#) [Categorize as...](#) [œ](#)

Dewey Grad library - Sundays til 11

10/26/2016 12:50 PM [View respondent's answers](#) [Categorize as...](#) [œ](#)

N/A

10/26/2016 12:46 PM [View respondent's answers](#) [Categorize as...](#) [œ](#)

Finals and midterms

10/26/2016 12:43 PM [View respondent's answers](#) [Categorize as...](#) [œ](#)

Close University Library at 12AM Midnight Friday-Saturday, Open University Library 7AM Mon-Thurs

10/26/2016 12:37 PM [View respondent's answers](#) [Categorize as...](#) [œ](#)

Tuesday from 6am

10/26/2016 12:36 PM [View respondent's answers](#) [Categorize as...](#) [œ](#)

M-Sun: close at 3am

10/26/2016 12:26 PM [View respondent's answers](#) [Categorize as...](#) [œ](#)

Stay open later a few days more prior to midterms and finals

10/26/2016 12:25 PM [View respondent's answers](#) [Categorize as...](#) [œ](#)

I think there should be at least one library that is open 24 hours.

10/26/2016 12:13 PM [View respondent's answers](#) [Categorize as...](#) [œ](#)

none

10/26/2016 12:12 PM [View respondent's answers](#) [Categorize as...](#) [œ](#)

Start at 5 a.m.

10/26/2016 12:05 PM [View respondent's answers](#) [Categorize as...](#) [œ](#)

Any day as long as there's more time

10/26/2016 12:02 PM [View respondent's answers](#) [Categorize as...](#) [œ](#)

close later mon-thurs

10/26/2016 12:00 PM [View respondent's answers](#) [Categorize as...](#) [œ](#)

9-1

10/26/2016 11:36 AM [View respondent's answers](#) [Categorize as...](#) [œ](#)

24 hours, 7 days a week- university library

10/26/2016 11:24 AM [View respondent's answers](#) [Categorize as...](#) [œ](#)

## Appendix A: Question #10

Friday's 8pm - 12

10/26/2016 11:24 AM [View respondent's answers](#) [Categorize as...](#) [œ](#)

There is no place on campus for 24 hours

10/26/2016 11:23 AM [View respondent's answers](#) [Categorize as...](#) [œ](#)

i would like the library to be opened for longer on weekends

10/26/2016 11:22 AM [View respondent's answers](#) [Categorize as...](#) [œ](#)

All days open later ESPECIALLY Friday-Sunday

10/26/2016 11:22 AM [View respondent's answers](#) [Categorize as...](#) [œ](#)

24/7 - university library

10/26/2016 11:17 AM [View respondent's answers](#) [Categorize as...](#) [œ](#)

N/a

10/26/2016 11:16 AM [View respondent's answers](#) [Categorize as...](#) [œ](#)

Saturday University Library open at 9

10/26/2016 11:14 AM [View respondent's answers](#) [Categorize as...](#) [œ](#)

9 am on sundays

10/26/2016 11:11 AM [View respondent's answers](#) [Categorize as...](#) [œ](#)

Monday. Wednesday

10/26/2016 11:09 AM [View respondent's answers](#) [Categorize as...](#) [œ](#)

Mon-Thurs open at 7am

10/26/2016 11:05 AM [View respondent's answers](#) [Categorize as...](#) [œ](#)

Open at 7 am Monday -Thursday regular library. And leave basement areas open till midnight

10/26/2016 11:05 AM [View respondent's answers](#) [Categorize as...](#) [œ](#)

N/A

10/26/2016 11:04 AM [View respondent's answers](#) [Categorize as...](#) [œ](#)

Most holidays (ex. Thanks giving)

10/26/2016 11:02 AM [View respondent's answers](#) [Categorize as...](#) [œ](#)

Final week

10/26/2016 11:00 AM [View respondent's answers](#) [Categorize as...](#) [œ](#)

Just to reiterate I think the library should close at least at 10 or 11 on Friday

10/26/2016 10:59 AM [View respondent's answers](#) [Categorize as...](#) [œ](#)

none

10/26/2016 10:40 AM [View respondent's answers](#) [Categorize as...](#) [œ](#)

## Appendix A: Question #10



24 hrs

10/26/2016 10:40 AM [View respondent's answers](#) [Categorize as...](#) [œ](#)



I don't really go to the library

10/26/2016 10:28 AM [View respondent's answers](#) [Categorize as...](#) [œ](#)



Science Library open later on Friday and Saturday

10/26/2016 10:26 AM [View respondent's answers](#) [Categorize as...](#) [œ](#)



specifically Science Library needs to open much earlier on Sundays

10/26/2016 10:24 AM [View respondent's answers](#) [Categorize as...](#) [œ](#)



Saturday 8 pm, Sunday open at 10 am

10/26/2016 10:22 AM [View respondent's answers](#)

### Q18 Which days and times during the week would you use the Libraries and which library would you use?

Answered: 366 Skipped: 985

#	Responses	Date
1	Everyday at University of Science Library	11/18/2016 1:01 PM
2	random	11/18/2016 11:08 AM
3	Usually Tuesday or Thursday, University	11/18/2016 9:51 AM
4	Monday through Friday work hours	11/18/2016 7:44 AM
5	university m to sun 10p to 3a	11/17/2016 8:20 PM
6	Mo-Fri 8:00 am to 6:00 pm Science Lybrary	11/17/2016 3:40 PM
7	any day any time / campus library	11/17/2016 3:20 PM
8	University Library, weekdays	11/17/2016 1:32 PM
9	M-F, 7 am - 5pm	11/17/2016 1:29 PM
10	Uptown Library, usually on Tuesdays, Thursdays, some Wednesdays	11/17/2016 1:21 PM
11	Mondays-Fridays, 9am-5pm; Weekends, Noon-6pm	11/17/2016 11:59 AM
12	University Library	11/17/2016 11:33 AM
13	evenings/ late night	11/17/2016 11:12 AM
14	M-Th University Library	11/17/2016 10:55 AM
15	M-F	11/17/2016 10:49 AM
16	from 8 am to 4 pm all week, university and science library	11/17/2016 10:46 AM
17	I would primarily use the Graduate Library in the morning and early afternoon (8 AM - 2 PM) on Mondays, Wednesdays, and Fridays.	11/17/2016 10:44 AM
18	M/W University	11/17/2016 10:32 AM
19	The previous question was for grad students only, but you required an answer from me, an administrator.	11/17/2016 10:27 AM
20	University Library daily, noon until 9 pm	11/17/2016 10:22 AM
21	all - university	11/17/2016 10:17 AM
22	8 - 8 Monday - Friday Note: not grad or phd student	11/17/2016 10:17 AM
23	University Library MWF afternoon evening	11/17/2016 10:13 AM
24	Monday afternoon	11/17/2016 10:07 AM
25	I am a staff member, I do not go to the library	11/17/2016 9:59 AM
26	I have erratic schedules, so I would use the main library at pretty random times	11/17/2016 9:58 AM
27	University	11/17/2016 9:52 AM
28	N/A, STAFF	11/17/2016 9:48 AM
29	all	11/17/2016 9:48 AM
30	University Library	11/17/2016 9:45 AM
31	evenings / all days	11/17/2016 9:44 AM
32	I don't know. My schedule is always in flux so if the library was open 24 hours it would always fit the needs of my schedule	11/17/2016 9:44 AM

33	Dewey all week	11/17/2016 9:41 AM
34	weekdays, midday	11/17/2016 9:41 AM
35	NONE	11/17/2016 9:39 AM
36	Science Library everyday noon - 7pm	11/17/2016 9:39 AM
37	I don't use them	11/17/2016 9:38 AM
38	NA	11/17/2016 9:37 AM
39	Science Library	11/17/2016 9:34 AM
40	Weekend afternoons, weekday evenings	11/17/2016 9:33 AM
41	Tuesdays, Thursdays between 9:00am-noon	11/16/2016 1:21 PM
42	Tues Main 4-8 p.m.	11/16/2016 9:07 AM
43	Saturday, noon- 4 pm, university library	11/14/2016 10:31 AM
44	didn't apply to me but forced to answer	11/14/2016 9:37 AM
45	university library and mon-thurs 12pm-4pm	11/14/2016 9:20 AM
46	Tuesdays and Thursdays 12 noon to 2 PM Main Library	11/14/2016 9:12 AM
47	M-F 9 - 4 Could be any time during the working day	11/14/2016 8:39 AM
48	dewey library -mon -thrs 6pm - 12am	11/14/2016 8:30 AM
49	University Library	11/14/2016 7:06 AM
50	All 7 days, 8am to midnight, Dewey	11/12/2016 5:51 PM
51	University library evening to late evening	11/12/2016 1:38 PM
52	Mon-Fri 10-5	11/11/2016 7:20 PM
53	University library and the science library whenever I have work	11/11/2016 7:19 PM
54	Monday	11/11/2016 6:24 PM
55	7pm - 3am	11/11/2016 4:57 PM
56	University Library	11/11/2016 3:53 PM
57	Before 5 Monday through Thursday on downtown or in the late evenings on Saturday and Sunday	11/11/2016 3:05 PM
58	Friday Science Library	11/11/2016 1:43 PM
59	Main Library	11/11/2016 1:26 PM
60	I used my study carrel and I used in during the afternoon on weekdays when I was on campus. (Either T/Th or MWF depending on my teaching schedule)	11/11/2016 12:39 PM
61	I am faculty....so the previous question doe NOT apply to me. However, the survey did not let me continue unless I answered that question.....Hopefully you do NOT get too many irrelevant responses.....	11/11/2016 12:37 PM
62	rarely ever	11/11/2016 12:35 PM
63	Weekdays, afternoon-night	11/11/2016 11:47 AM
64	Every day either Univeristy or Science Library during early morning hours.	11/11/2016 11:46 AM
65	Saturday, Science Library	11/11/2016 11:43 AM
66	On a weekday typically University library	11/11/2016 11:22 AM
67	Monday-Friday after 5 usually. Sometimes late into the evening - after 11	11/11/2016 10:58 AM
68	afternoon	11/11/2016 10:49 AM
69	Weekends all day / week days nights after 6pm	11/11/2016 10:47 AM
70	MWF University	11/11/2016 10:40 AM
71	U Library	11/11/2016 10:39 AM

72	9-5 Mon-Fri University Library	11/11/2016 10:38 AM
73	I would use an East Campus library since my classes and classmates are on East Campus.	11/11/2016 10:37 AM
74	Science Library	11/11/2016 10:27 AM
75	Monday - Sunday early mid day	11/11/2016 10:24 AM
76	M-Th University Library or Dewey	11/11/2016 10:23 AM
77	dewey library, weekends	11/11/2016 10:15 AM
78	Saturday Sunday Science Library	11/11/2016 10:13 AM
79	Dewey	11/11/2016 10:12 AM
80	Dewey, mondays & tuesdays	11/11/2016 10:09 AM
81	M Th 8pm to midnight	11/11/2016 10:09 AM
82	Na	11/11/2016 10:07 AM
83	4pm-8pm	11/11/2016 10:02 AM
84	At least three days a week, university library	11/11/2016 9:56 AM
85	Science Library, weekday afternoons	11/11/2016 9:53 AM
86	Mon-Fri 10am-9pm, university library	11/6/2016 12:02 PM
87	Friday Saturday and Sunday early mornings science library	11/5/2016 11:49 AM
88	Monday - Saturday, 4 p.m. until closing	11/4/2016 10:17 PM
89	TUESDAY TO SATURDAY,UNIVERSITY LIBRARY	11/4/2016 1:21 PM
90	Monday and Wednesday U library	11/2/2016 10:40 PM
91	monday-thursday 5-11 science library	11/2/2016 12:07 AM
92	university library. 12:25-1:40 mon wed fri. after 2:35 all days of week	11/1/2016 8:52 PM
93	Monday - Thursday from 9pm -11pm at the University Library	11/1/2016 5:40 PM
94	main	11/1/2016 3:04 PM
95	university library, weekdays	11/1/2016 2:38 PM
96	Grad Lib Nights - Am staff during day.	11/1/2016 1:32 PM
97	Monday-Wednesday at the university library	11/1/2016 12:39 PM
98	On sunday (6-10pm )Dewery library	11/1/2016 11:54 AM
99	all days during the week and from morning to night	11/1/2016 11:26 AM
100	monday	11/1/2016 11:15 AM
101	university library everyday	11/1/2016 11:14 AM
102	University library , Tuesday-Thursday 2-4pm	11/1/2016 11:12 AM
103	M-F morning/evening	11/1/2016 10:18 AM
104	University Library	11/1/2016 9:57 AM
105	Dewey - Saturday/Sunday	11/1/2016 9:47 AM
106	weekdays afternoons, mornings	11/1/2016 9:41 AM
107	science library m-f 4-10 and sat and sun 12-5	11/1/2016 8:18 AM
108	TUES WEND THURSDAY FRI	11/1/2016 12:40 AM
109	Monday, Thursday, Friday primarily (noon-9PM)	10/31/2016 11:37 PM
110	Wednesdays 5-10	10/31/2016 10:56 PM
111	M-F university library	10/31/2016 10:34 PM
112	Saturday and Sunday - Dewey	10/31/2016 9:39 PM

113	Sunday, Monday, Tuesday at the Dewey	10/31/2016 9:30 PM
114	Science library Saturday 6-10PM	10/31/2016 9:29 PM
115	Friday and Saturday 12-11pm	10/31/2016 9:16 PM
116	Monday-Friday 5-12, Science & University Library	10/31/2016 8:58 PM
117	Fridays and 9pm-9am	10/31/2016 8:49 PM
118	University Library, weekend afternoons	10/31/2016 8:05 PM
119	Dewey library Saturday and Sunday 4-10pm	10/31/2016 7:40 PM
120	Depends on class schedule for semester; Wed for this semester (1-4pm); next semester (Monday 3-7pm)	10/31/2016 7:25 PM
121	Wednesdays and Thursdays from 10 am - 6 pm	10/31/2016 7:07 PM
122	MWTH 8-1130PM	10/31/2016 7:00 PM
123	Mon-Thur	10/31/2016 6:49 PM
124	)	10/31/2016 6:46 PM
125	Science library- all days- 10-4	10/31/2016 6:43 PM
126	Monday-Thursday From 6pm-10pm(University Library)	10/31/2016 6:24 PM
127	university library	10/31/2016 5:53 PM
128	university	10/31/2016 5:45 PM
129	Friday night. University library	10/31/2016 5:41 PM
130	University Library, weekdays at night and weekends at night	10/31/2016 5:23 PM
131	M-F, Sat and Sun	10/31/2016 5:21 PM
132	Weekdays, 4 pm- 11 pm, University	10/31/2016 5:16 PM
133	university library	10/31/2016 5:06 PM
134	Mon. & Wed. 1:30-2:30, 4-6 / Thurs. 6pm-12am / Sun. 8pm-12am	10/31/2016 4:54 PM
135	University library and Monday-thrusday 4pm-3am	10/31/2016 4:36 PM
136	Weekdays from 5-7. Science Library.	10/31/2016 4:30 PM
137	Monday, University library	10/31/2016 4:25 PM
138	Mon- Thurs Main Library	10/31/2016 4:18 PM
139	Mostly Weekends at the Science Library	10/31/2016 4:12 PM
140	University Library on weekends	10/31/2016 4:10 PM
141	Tuesday and Thursday, 12-4pm	10/31/2016 4:08 PM
142	Science library on Friday	10/31/2016 4:05 PM
143	University Library or Science Library Mon-Sun 24 hours a day	10/31/2016 4:02 PM
144	Science library. Morning hours	10/31/2016 3:52 PM
145	Weekends science library	10/31/2016 3:46 PM
146	Tuesdays and Thursdays University Library	10/31/2016 3:44 PM
147	weekend and nights	10/31/2016 3:39 PM
148	Mon tues thurs Sunday during the afternoon and evenings	10/31/2016 3:37 PM
149	The times that I do not have conflicts with my classes. Currently, I usually visit Dewey library on Mondays, Tuesdays and/or Fridays.	10/31/2016 3:34 PM
150	University library daily	10/31/2016 3:29 PM
151	mon-thurs Science, University	10/31/2016 3:29 PM
152	late night, University library	10/31/2016 3:27 PM

153	Weekday afternoons, Science library	10/31/2016 3:26 PM
154	Almost everyday, afternoon, at Science Library	10/31/2016 3:25 PM
155	Either main library or science library. Afternoon hours.	10/31/2016 3:24 PM
156	University and Dewey Libraries; after 5 pm until 9-10 pm	10/31/2016 3:24 PM
157	Weekdays, noon to closing time	10/31/2016 3:24 PM
158	science library all day	10/31/2016 3:23 PM
159	Dewey	10/31/2016 3:22 PM
160	Week day afternoons	10/31/2016 3:21 PM
161	weekends. whenever fits my schedule	10/31/2016 3:19 PM
162	Monday-Thursday, Sunday	10/31/2016 3:19 PM
163	university library	10/31/2016 3:19 PM
164	Dewey Library, weekday evenings	10/31/2016 3:19 PM
165	Daily (including Saturday & Sunday) 9am-4pm	10/31/2016 3:19 PM
166	Dewey Graduate Library, depends on class schedule (usually Saturdays or Tuesdays)	10/31/2016 1:40 PM
167	University Library on Thursday and Sunday from 12 pm to 4pm	10/30/2016 3:58 PM
168	All the time, University Library	10/29/2016 7:18 PM
169	University library 8-10 pm	10/29/2016 9:13 AM
170	University library, after 4pm, Thursday and Thursday	10/28/2016 3:00 PM
171	University Library	10/28/2016 2:09 PM
172	Dewey Graduate Library -- weekends	10/28/2016 12:46 PM
173	University Library	10/28/2016 10:36 AM
174	Wed-Sun Dewey Library	10/28/2016 9:50 AM
175	Dewey Library, primarily Saturdays and Sundays	10/27/2016 10:35 PM
176	Saturday	10/27/2016 9:10 PM
177	Saturday/Sunday, 6am to 3am	10/27/2016 8:47 PM
178	Mornings all week days, University and Science libraries	10/27/2016 8:34 PM
179	University library, weekdays and some weekend if its open longer	10/27/2016 8:13 PM
180	Everday 9-5, university library	10/27/2016 3:20 PM
181	noon weekdays main library	10/27/2016 3:05 PM
182	all week	10/27/2016 2:58 PM
183	University Library. Mon, Tues, Thur, Fri, Sat and Sun	10/27/2016 2:47 PM
184	M-Th 6:30am-4pm University	10/27/2016 11:08 AM
185	Mondays, Wednesday, Friday, Saturday	10/27/2016 9:42 AM
186	Dewey on Wednesdays	10/27/2016 9:05 AM
187	Dewey, depends on the schedules of others for group study, individual study and use would be in the mornings on a Monday-Friday	10/27/2016 9:01 AM
188	Tu/Th and the regular lib	10/27/2016 8:33 AM
189	Tues-Thurs noon-5pm	10/27/2016 6:54 AM
190	Everyday, university library	10/27/2016 1:44 AM
191	7pm-3am, Science Library	10/27/2016 12:59 AM
192	Any	10/26/2016 11:31 PM

193	Friday nights/ university library	10/26/2016 11:31 PM
194	I use university library every day, mostly noon~3 am. (except Friday, and Weekend)	10/26/2016 11:30 PM
195	I already answered this	10/26/2016 11:09 PM
196	during the day the University Library and at night the Science Library	10/26/2016 11:05 PM
197	monday through wednesday 4-10	10/26/2016 10:33 PM
198	n/a	10/26/2016 9:54 PM
199	Weekdays morning-late afternoon at the University Library	10/26/2016 9:29 PM
200	I like science library the most, but university library is ok. I want more weekend evening and night hours.	10/26/2016 9:21 PM
201	Monday - Friday , University Library	10/26/2016 9:05 PM
202	university library	10/26/2016 8:42 PM
203	sunday	10/26/2016 8:34 PM
204	I mostly use the university library late at night Wednesday's, Thursday's, and Friday's. But I also use it mid afternoon Sunday's.	10/26/2016 8:30 PM
205	friday universith main	10/26/2016 8:11 PM
206	Sunday	10/26/2016 7:37 PM
207	monday and tuesday 9-12	10/26/2016 7:20 PM
208	Monday, Wednesday, Thursday, Saturday, Sunday - University Library	10/26/2016 7:17 PM
209	Science Library	10/26/2016 7:14 PM
210	I'm not a phd student	10/26/2016 7:02 PM
211	mon-fri 6am - 11:30am University Library	10/26/2016 6:54 PM
212	Science library, 5-8pm	10/26/2016 6:53 PM
213	tuesdays thursdays and the University Library	10/26/2016 6:46 PM
214	university library, in the noon- afternoon	10/26/2016 6:39 PM
215	Science library all day every day - I have a flexible schedule	10/26/2016 6:11 PM
216	University Library, almost all weekdays at any hour	10/26/2016 6:03 PM
217	Dewey Sunday mornings	10/26/2016 5:59 PM
218	university library every weekday 12-4	10/26/2016 5:50 PM
219	Evening in the science library	10/26/2016 5:18 PM
220	Mon-Fri 9-4pm	10/26/2016 5:11 PM
221	Everyday, including weekends. Usually in the evening to late night time	10/26/2016 4:56 PM
222	I would use the Dewey Library various times 24/7	10/26/2016 4:27 PM
223	afternoon	10/26/2016 4:26 PM
224	Afternoons and evenings	10/26/2016 4:24 PM
225	Sun-Sat 10qam-10pm	10/26/2016 4:13 PM
226	university library 7am	10/26/2016 3:44 PM
227	dewey- monday pm	10/26/2016 3:40 PM
228	late at night, university or science	10/26/2016 3:35 PM
229	I'd use the library from 06:00 forward during the weekdays	10/26/2016 3:19 PM
230	Afternoon/Evening and University Library	10/26/2016 3:13 PM
231	University Library	10/26/2016 3:03 PM
232	Tues, Thurs, and both weekend days after 2	10/26/2016 2:57 PM

233	University Library	10/26/2016 2:54 PM
234	University library 24/7	10/26/2016 2:52 PM
235	mostly afternoons in the university library	10/26/2016 2:28 PM
236	None	10/26/2016 2:26 PM
237	University Library	10/26/2016 2:19 PM
238	Everyday but only like 2 hours a day	10/26/2016 2:16 PM
239	M-S 24/7	10/26/2016 2:11 PM
240	N/A	10/26/2016 2:10 PM
241	All day during the weekdays	10/26/2016 2:02 PM
242	The Science Library, i would use it daily.	10/26/2016 2:01 PM
243	Mon-Fri, University	10/26/2016 1:50 PM
244	Night during the week, University Library	10/26/2016 1:45 PM
245	Every day university library	10/26/2016 1:41 PM
246	at night, university library	10/26/2016 1:40 PM
247	7:00 AM - 4:00 PM University Library	10/26/2016 1:36 PM
248	Science Library and University Library until 5am	10/26/2016 1:30 PM
249	Mon thru Sun, early morning to mid afternoon	10/26/2016 1:30 PM
250	monday-thursday	10/26/2016 1:28 PM
251	University library- evening	10/26/2016 1:20 PM
252	science library, monday -friday and sunday 12-12	10/26/2016 1:16 PM
253	Sundays	10/26/2016 1:16 PM
254	Sci lib	10/26/2016 1:10 PM
255	weekends	10/26/2016 1:10 PM
256	Sundays through Thursdays during late afternoons and evening periods at the University Library.	10/26/2016 1:10 PM
257	Monday 4-12	10/26/2016 1:07 PM
258	Monday 3 p.m. to 10 p.m. (main library)	10/26/2016 12:50 PM
259	Everyday/ University Library	10/26/2016 12:50 PM
260	noon through 8 pm monday through thursday Science Library	10/26/2016 12:49 PM
261	University library on weekends from morning to evening	10/26/2016 12:48 PM
262	Mostly EVERYDAY AFTER 5PM -SCIENCE LIBRARY	10/26/2016 12:47 PM
263	Monday Through friday, University Library.	10/26/2016 12:46 PM
264	tues/thurs university library	10/26/2016 12:39 PM
265	Tuesday-Saturday 4:00 PM - 10:00 PM	10/26/2016 12:38 PM
266	All	10/26/2016 12:37 PM
267	Science Library, 7 days a week	10/26/2016 12:37 PM
268	Friday 5-midnight	10/26/2016 12:33 PM
269	Im usually there every day and I use the university library.	10/26/2016 12:33 PM
270	M-F:12-3am Dewey and University	10/26/2016 12:30 PM
271	University library-- M-Th 9am-1pm	10/26/2016 12:27 PM
272	M-F 6am-9am (Before classes) University Library	10/26/2016 12:26 PM
273	science library- late evenings and nights. 8pm-3am	10/26/2016 12:25 PM

274	University	10/26/2016 12:23 PM
275	mon- fri, science	10/26/2016 12:20 PM
276	Already answered that	10/26/2016 12:19 PM
277	University Library, Mondays, Tuesdays, Wednesdays, Sundays	10/26/2016 12:15 PM
278	Tuesdays-Thursday various times throughout the day.	10/26/2016 12:14 PM
279	Weekday evenings 7-10pm or Weekend afternoons noon-4pm	10/26/2016 12:13 PM
280	Mon-Sun 10am-11pm	10/26/2016 12:08 PM
281	University library at night.	10/26/2016 12:07 PM
282	Would depend on the semester - University Library	10/26/2016 12:06 PM
283	University Library, all days 11am-8pm	10/26/2016 12:06 PM
284	All days and University Library	10/26/2016 12:04 PM
285	Mon-friday at the university library	10/26/2016 12:03 PM
286	every day of the week, university library	10/26/2016 12:02 PM
287	Saturday and Sunday, noon to seven, Dewey	10/26/2016 11:59 AM
288	mornings and the main library	10/26/2016 11:56 AM
289	Monday-Thursday in time intervals between 9am-9pm, University library	10/26/2016 11:50 AM
290	monday and wednesday	10/26/2016 11:48 AM
291	Science library 3-8	10/26/2016 11:48 AM
292	saturday	10/26/2016 11:46 AM
293	Main Thursday 4-8	10/26/2016 11:46 AM
294	University library 11am to 2 am	10/26/2016 11:45 AM
295	Everyday	10/26/2016 11:44 AM
296	Either the university library or science library	10/26/2016 11:42 AM
297	Monday-Thursday Main Library	10/26/2016 11:42 AM
298	University Library	10/26/2016 11:40 AM
299	mon-fri, 6-10, university library	10/26/2016 11:40 AM
300	Monday- Friday 4pm-12am. University Library	10/26/2016 11:40 AM
301	Friday	10/26/2016 11:39 AM
302	Science library weeknights and days during weekends	10/26/2016 11:36 AM
303	University library	10/26/2016 11:35 AM
304	Monday-Friday	10/26/2016 11:34 AM
305	I go nearly every day but it depends on the day and amount of work to be done. Normally every time I visit the library it will be from 3-6 hours of my being there.	10/26/2016 11:34 AM
306	I would use Dewey Library on various days including weekends	10/26/2016 11:34 AM
307	7 days a week, University and Dewey	10/26/2016 11:29 AM
308	sunday 4-8	10/26/2016 11:28 AM
309	Tuesday and Thursday at noon. University Library	10/26/2016 11:28 AM
310	Later on Saturday	10/26/2016 11:27 AM
311	Monday	10/26/2016 11:26 AM
312	everyday,science library	10/26/2016 11:26 AM
313	Mon - Thurs 24 hours, University Library	10/26/2016 11:26 AM

314	Usually Tuesday/Thursday afternoon but sometimes other days	10/26/2016 11:26 AM
315	M-Sunday university library	10/26/2016 11:25 AM
316	Tues-Sun	10/26/2016 11:25 AM
317	afternoon and late nights on weekdays. mornings and late nights weekends. science library	10/26/2016 11:24 AM
318	Science Library All day, preferably night	10/26/2016 11:23 AM
319	Science Library	10/26/2016 11:22 AM
320	Weekends 9 am	10/26/2016 11:21 AM
321	before exam days, evening to late night hours (8pm-3am)	10/26/2016 11:19 AM
322	24/7 - university library	10/26/2016 11:18 AM
323	University Library Tuesday- Saturday	10/26/2016 11:18 AM
324	everyday, the main library	10/26/2016 11:17 AM
325	University library	10/26/2016 11:17 AM
326	N/a	10/26/2016 11:16 AM
327	Night (4pm-4am), Science or University	10/26/2016 11:16 AM
328	Monday, Wednesdays, Fridays in the evening	10/26/2016 11:15 AM
329	University and all 7 days	10/26/2016 11:14 AM
330	University Library, Weekday evenings	10/26/2016 11:14 AM
331	Univeristy libraty 5-8:30	10/26/2016 11:14 AM
332	Science library 9 am-9 pm	10/26/2016 11:13 AM
333	M,W,F 9pm-12am University Library	10/26/2016 11:11 AM
334	Saturday, 9 am - noon, University Library	10/26/2016 11:10 AM
335	Monday. Noon tjme. University	10/26/2016 11:10 AM
336	Science library	10/26/2016 11:10 AM
337	University Library at night	10/26/2016 11:08 AM
338	M-Sat; afternoon, evening, night	10/26/2016 11:08 AM
339	Mon-thurs 8-12 pm regular basement	10/26/2016 11:08 AM
340	mon-fri,and sunday science and main	10/26/2016 11:07 AM
341	Every day 6-10 am at University library or Dewey graduate library	10/26/2016 11:07 AM
342	Mon-Thurs 6pm-close	10/26/2016 11:06 AM
343	sunday 24 hrs	10/26/2016 11:06 AM
344	Mondays and Wednesdays from 8-11	10/26/2016 11:06 AM
345	Friday all day, University Library	10/26/2016 11:05 AM
346	University library	10/26/2016 11:04 AM
347	Any time that I need to prepare for exams. ML	10/26/2016 11:03 AM
348	all week and main library	10/26/2016 11:01 AM
349	all	10/26/2016 10:53 AM
350	Main library M-F	10/26/2016 10:50 AM
351	All	10/26/2016 10:46 AM
352	weekends	10/26/2016 10:42 AM
353	N/A	10/26/2016 10:41 AM
354	Weekdays at Night, Weekends in morning/afternoon/night, University Library	10/26/2016 10:36 AM

355	Monday to Sunday Main library	10/26/2016 10:35 AM
356	Science library - Sundays	10/26/2016 10:30 AM
357	Don't use library	10/26/2016 10:29 AM
358	Science Library - Mon-Fri - 5-8PM	10/26/2016 10:29 AM
359	University Library 5-9	10/26/2016 10:29 AM
360	Weekday evenings, general library	10/26/2016 10:28 AM
361	University Library - week nights, saturday and sunday	10/26/2016 10:28 AM
362	Saturday and Sunday 9AM-12PM or 5PM-10PM Science Library	10/26/2016 10:26 AM
363	Science library	10/26/2016 10:26 AM
364	Wednesday thursday, university lib	10/26/2016 10:24 AM
365	Dewey	10/26/2016 10:23 AM
366	everyday at the university library from like 5-10pm	10/26/2016 10:22 AM

## Q20 Do you have any additional comments, suggestions, observations regarding University Libraries hours and services?

Answered: 279 Skipped: 1,072

#	Responses	Date
1	Open more hours on weekends and intersessions PLEASE!	11/18/2016 1:02 PM
2	No	11/18/2016 11:49 AM
3	everyone is very helpful there. they have many great collections of peer reviewed journals; they even have some very NEW books on evidenced based practices and autism! Great experience overall	11/18/2016 11:09 AM
4	I've only used the library once; during regular work hours to borrow materials. As such, my survey responses are probably not helpful.	11/18/2016 10:33 AM
5	Have somebody look over this survey to help write better questions and fix spelling and grammar typos.	11/18/2016 9:17 AM
6	The ILL people and system are/is wonderful!	11/18/2016 7:39 AM
7	You all do a great job. Thanks for your support, and keep up the fine work!	11/18/2016 12:40 AM
8	I took my comps 10 years ago and not here	11/17/2016 8:52 PM
9	no	11/17/2016 4:24 PM
10	no	11/17/2016 3:41 PM
11	No	11/17/2016 3:40 PM
12	if possible, change those old and slow bookscanners	11/17/2016 3:21 PM
13	The library desks are never clean and it is very gross. This is regardless of the time of day or day of the week you go.	11/17/2016 3:10 PM
14	there is mo much noise and cell phone peeping all the time everywhere.	11/17/2016 2:17 PM
15	I like the hours over all. For me as a faculty member, library access just before classes start can be important for finding materials for my classes, so somewhat longer hours would be better then.	11/17/2016 1:42 PM
16	Comp exam question isn't relevant to me.	11/17/2016 1:40 PM
17	Book delivery for faculty!!!!	11/17/2016 1:32 PM
18	Thanks for everything that you do.	11/17/2016 1:21 PM
19	I really appreciate the new chairs it makes studying a bit more comfortable. If we could transition in some new furniture that'd be great too. University Library is a hub of information but the way our library actually looks is very outdated.	11/17/2016 12:47 PM
20	As a research active faculty member, I very rarely use the library since everything I need can be done by computer.	11/17/2016 12:14 PM
21	Students need access to information commons computers in the library 24 hours a day. Otherwise you essentially force students who aren't rich to major in non-computing majors, which reinforces income inequality. It would be even better if you could come up with long-term laptop loans so students can check one out for the entire semester if they are taking computationally intensive courses. That would do a lot to level the playing field.	11/17/2016 11:58 AM
22	This survey is confusing. If you're not an MA or PhD student, why do you need to fill out the question that is only for them, before going on to the next page? when the following questions say "would," what circumstance is the "would" referring to?	11/17/2016 11:45 AM
23	i use the library electronically, operating hours notwithstanding	11/17/2016 11:29 AM
24	wonderful Inter-lib. loan!	11/17/2016 11:28 AM
25	None that I can think of!	11/17/2016 10:53 AM
26	need adult supervision in basement or close it earlier	11/17/2016 10:52 AM
27	I'm not a Masters or PhD student.	11/17/2016 10:31 AM
28	Carol Anne Germain is awesome! Very knowledgable and helpful.	11/17/2016 10:30 AM

29	no	11/17/2016 10:22 AM
30	Thanks for teh collaboratiosn taht make your reference desk chats available virtually all hours - super helpful!	11/17/2016 10:15 AM
31	I appreciate the library taking the time to ask these questions	11/17/2016 10:13 AM
32	I appreciate the electronic delivery system SO MUCH thank you!	11/17/2016 10:11 AM
33	To clarify--I am faculty but live very close to the downtown campus--I do not live in university housing.	11/17/2016 10:10 AM
34	It would be great to have a library-like space on the East (Health Sciences) Campus.	11/17/2016 10:09 AM
35	No	11/17/2016 10:08 AM
36	many of these questions didn't pertain to me as a staff member	11/17/2016 10:06 AM
37	stop pestering me with a survey---the one question that applies to only masters or PHD students required a mandatory answer---I am neither	11/17/2016 10:00 AM
38	Adding ebook and other book streaming services would be helpful.	11/17/2016 10:00 AM
39	I am a staff member, I do not go to the library	11/17/2016 9:59 AM
40	Please have more journal subscriptions.	11/17/2016 9:59 AM
41	Subscribe to more journals! I always have to ask colleagues at other institutions for articles in my own discipline!	11/17/2016 9:59 AM
42	The librarians are the best!!!!	11/17/2016 9:53 AM
43	No	11/17/2016 9:51 AM
44	Strongly encourage later closing hours during intercession	11/17/2016 9:49 AM
45	You are doing a great job. I have not heard from any student that your services are not accessible. Great Job!	11/17/2016 9:48 AM
46	The staff is wonderfully helpful!	11/17/2016 9:46 AM
47	No. I appreciate being able to inter-library loan books and have them delivered to the Dewey Library.	11/17/2016 9:46 AM
48	I work for RF so this survey is not very applicable to my work. I have never been to any of the libraries, so you may want to delete my responses from your data as they will skew your overall results. Thank you.	11/17/2016 9:45 AM
49	At the very least have 24 hours of service in the summer during comps	11/17/2016 9:44 AM
50	Science and Dewey Library staff are super helpful and professional. UAlbany should look into hiring more personnel for extended hours.	11/17/2016 9:42 AM
51	this survey is looking vey narrowly at in-person, on-site services; many of us interact primarily with the libraries fully online, remotely, because we are not physically on campus; it's important to keep those services in mind, and improve them	11/17/2016 9:41 AM
52	I find the Library responsive and helpful. Online services could perhaps be made more transparent and efficient, but let me commend you again for providing an excellent service with limited resources.	11/17/2016 9:41 AM
53	I only go to the library to borrow a book. The times it is open are irrelevant to me as I pop over during my work day when I have chance. And the Q about taking comps shouldn't be limited to specific students and then required for everyone to answer.	11/17/2016 9:41 AM
54	ILL IS EXCELLENT. Book drop should be near parking lot. Faculty should have faster delivery service and pick up service.	11/17/2016 9:41 AM
55	As a staff member who works off campus I rarely use the Univ Libraries. Occassional will have a meeting there. However, we have a several visiting scholars from different countries at my office thoroughout the year and the love using the library to work and use the library resources.	11/17/2016 9:40 AM
56	no	11/17/2016 9:40 AM
57	NA	11/17/2016 9:37 AM
58	Does not apply to my line of work	11/17/2016 9:36 AM
59	increase funding for journals; free new york times and chronicle subscription for all	11/17/2016 9:35 AM
60	There should be money allocated to graduate and undergraduate students to print in the library each semester - a set number of pages for each student to print papers and articles they need for class. I think 24 hour service is unnecessary and would really only serve undergraduates. the extended hours during intersession is the better placement of resources - it will help graduate and undergraduate students	11/17/2016 9:35 AM

61	It would be beneficial if the library had emergency contact when closed during intersession. While taking my comprehensive exam this August, the library site was down for about 36 hours and there was no one to contact and make aware of the problem.	11/17/2016 9:34 AM
62	Close more hours around holidays (day after Thanksgiving, week between Christmas and New Years)	11/15/2016 2:53 PM
63	no	11/14/2016 11:43 AM
64	No, but this survey was inadequate.	11/14/2016 9:45 AM
65	thanks for doing this and thinking about more hours	11/14/2016 9:37 AM
66	There is a question on this survey that is specific to Masters and PhD students but yet it made me answer it. I said No.	11/14/2016 9:21 AM
67	No	11/14/2016 9:20 AM
68	first floor of library gets too loud during finals week	11/14/2016 9:20 AM
69	I do not typically visit the library but I do use the online data bases to search for journal articles and titles frequently and have requested paper copies of articles from time to time.	11/14/2016 9:17 AM
70	None	11/14/2016 7:06 AM
71	Remind Alumni of the resources available to them...	11/13/2016 8:22 PM
72	I would like to see campus mail delivery of books and resources for faculty and staff. Additionally, I would like to see the Libraries website updated to be more user-friendly.	11/13/2016 12:06 PM
73	I am very happy with your services. Jesus Alonso-Regalado has done wonders for our department.	11/12/2016 1:57 PM
74	It would be nice if there were food options inside of or very close to the library	11/12/2016 1:00 PM
75	This survey did not take into consideration that many people, i.e. faculty, access the electronic resources from home and therefore seldom go into the library. However, for students it may be essential to have the library open 24/7, on weekends, holidays, and the semester break	11/12/2016 12:33 PM
76	Your data for Q#15 will be off. It is a forced choice yet only applies to Masters respondents	11/12/2016 8:20 AM
77	Just friday's and saturdays to be open a little later around 10 would be nicer than 8, also saturday morning maybe open around fish	11/11/2016 7:19 PM
78	no, works well for my needs thank you	11/11/2016 6:14 PM
79	The library of a public research university should be open during weekends, year round, including semester breaks.	11/11/2016 5:49 PM
80	Please open in mornings on weekends	11/11/2016 4:58 PM
81	I think the library and library staff are great! Keep on doing good work.	11/11/2016 1:38 PM
82	If there was a way to do this, I would like to see priority given to those writing and researching on computers rather than using it for social media. It can be frustrating walking around trying to find a computer to do work on and seeing student after student using it simply connect to their facebook or twitter account. I respect the fact that some can't afford to own a personal computer, but social media usage should be second to class work.	11/11/2016 1:36 PM
83	This is about the survey form: Your survey says that question 14 only applies to master's and PhD students, but then you required that I answer it. I'm faculty.	11/11/2016 1:28 PM
84	Thank you for thinking of our patronage!	11/11/2016 1:26 PM
85	Requiring non-phd students to answer question 15 will produce some bad data	11/11/2016 1:10 PM
86	I would use ILL on the weekends if it were open, but that may be outside the scope of this survey.	11/11/2016 12:40 PM
87	As I have most of the research resources I need (books, journals), I have little concern for library hours. (I do occasionally use interlibrary loan.)	11/11/2016 12:39 PM
88	No	11/11/2016 11:47 AM
89	If the desks can be cleaned more often that will be nice.	11/11/2016 11:47 AM
90	The staff is terrific.	11/11/2016 11:23 AM
91	I use Interlibrary loan and article delivery and the library does a great job in those departments	11/11/2016 11:02 AM
92	I think for the number of students you must accommodate, and the three libraries that need to be staffed, you are doing a great job.	11/11/2016 10:59 AM

93	open earlier on Saturday and Sunday	11/11/2016 10:50 AM
94	More charging stations	11/11/2016 10:40 AM
95	For the staff, the library hours are more than adequate. Thank you for all you do!	11/11/2016 10:40 AM
96	Yes. Provide a library, or at least a place to reserve books and access interlibrary loan, at East Campus.	11/11/2016 10:38 AM
97	Please hire additional librarians	11/11/2016 10:35 AM
98	you guys are super duper awesome! Thank you for your diligence and care!! (:	11/11/2016 10:25 AM
99	Not at the moment	11/11/2016 10:24 AM
100	Not at this time	11/11/2016 10:23 AM
101	There are times when no-one is on the check-out desk and no-one seems to want to help with check-out	11/11/2016 10:15 AM
102	No. Thank you!	11/11/2016 10:12 AM
103	Q15 said it applied only to masters & phd students but forced an answer. As faculty my answer should be N/A but that wasn't an option so I selected No to be able to move on. For your aggregation purposes you should update my submitted answer accordingly.	11/11/2016 10:11 AM
104	They are doing a great job	11/11/2016 10:10 AM
105	Need more journals on human performance and perception	11/11/2016 10:10 AM
106	I hope university library has more journal subscriptions. It is very hard to download journal articles which are important resources for graduate students to conduct research. I hope the university library provide more and better resources to make research-friendly environments. Thank you!	11/11/2016 10:09 AM
107	I mainly use the Science library due to it being a newer building and size.	11/11/2016 10:08 AM
108	More choices for delivery of items requested online	11/11/2016 9:57 AM
109	The exam question for MS and PhD required an answer even for faculty	11/11/2016 9:50 AM
110	more computers	11/6/2016 12:03 PM
111	Open earlier on weekends, close later on Friday nights	11/5/2016 11:50 AM
112	I hope hot drinks could be saled on first floor.	11/4/2016 1:25 PM
113	This survey doesn't apply to me because I am almost done with my PhD and live off campus in NYC. I love UAlbany Libraries and always have. I primarily use books now and the databases, not the physical space as much. Love the UA Libraries though, excellent collections, staff and services.	11/3/2016 3:47 PM
114	The wi-fi in areas in the Dewey Library is a serious problem, especially in the basement group study areas. It's not strong enough and continually kicks people off if there are multiple people connected to it at a time.	11/2/2016 2:39 PM
115	more computers in the library	11/1/2016 9:54 PM
116	More computers. During peak hours it's really hard finding a open spot	11/1/2016 7:30 PM
117	The libraries are over crowded with minimal seating due to people taking up more space than is necessary, at least at the university library I never feel welcome our comfortable because it takes so long to find an empty space to sit	11/1/2016 6:07 PM
118	free printing	11/1/2016 4:05 PM
119	no	11/1/2016 11:26 AM
120	stay open later on friday nights	11/1/2016 11:14 AM
121	I'm content currently with the hours offered.	11/1/2016 10:59 AM
122	N/A	11/1/2016 9:57 AM
123	I borrowed a book that I needed for one of my classes and was frustrated that it was recalled long before the original due date. I was not able to use it in accordance with my syllabus even though I planned ahead.	11/1/2016 9:43 AM
124	Please provide book requests to be delivered to the Health Sciences Campus	11/1/2016 9:32 AM
125	staying open later on fridays would be nice.	11/1/2016 8:18 AM
126	Better wifi	10/31/2016 11:10 PM
127	No	10/31/2016 10:34 PM

128	No	10/31/2016 10:22 PM
129	Later hours downtown!	10/31/2016 9:30 PM
130	nope	10/31/2016 9:24 PM
131	Nope	10/31/2016 8:49 PM
132	No	10/31/2016 8:40 PM
133	no	10/31/2016 7:55 PM
134	nope thanks	10/31/2016 7:42 PM
135	no	10/31/2016 7:40 PM
136	I am.pleased with the services at the Dewey library	10/31/2016 7:08 PM
137	none	10/31/2016 6:49 PM
138	No	10/31/2016 6:44 PM
139	forbid smoking!	10/31/2016 6:07 PM
140	No	10/31/2016 5:52 PM
141	no	10/31/2016 5:45 PM
142	It would be nice to have the library open 24/7. However maybe close a little after midnight on Weekends.	10/31/2016 5:22 PM
143	I appreciate the survey and I appreciate the workers who stay back until 3 am during the week! Your hard work does not go unnoticed.	10/31/2016 5:16 PM
144	No, thank you for the survey!	10/31/2016 4:30 PM
145	the science lib should have the same hours as the main lib	10/31/2016 4:18 PM
146	I hope libraries stay open on weekends	10/31/2016 4:13 PM
147	The workshops held by our libraries are really good!	10/31/2016 4:05 PM
148	Would like to write to thank library services for responding quickly to requests for materials-much appreciated	10/31/2016 3:43 PM
149	No	10/31/2016 3:31 PM
150	no	10/31/2016 3:29 PM
151	The basement in the University library needs more outlets	10/31/2016 3:29 PM
152	No	10/31/2016 3:28 PM
153	The university library should have extended hours during the 2/3 weeks during/around the midterm point of the semester. However, I do appreciate the 3am closing hours.	10/31/2016 3:25 PM
154	I've transferred here from 2 other colleges and I really like the different zones (colaborative, silent,etc) my past libraries had no spaces for quiet studying.	10/31/2016 3:21 PM
155	difficult to say. I've walked in once for help and typically use the research library's online resources	10/31/2016 3:20 PM
156	no	10/31/2016 3:19 PM
157	Reference staff who answer phones should have better customer service and be better prepared to answer questions (e.g. about online requests)	10/31/2016 1:41 PM
158	24 hour all year sounds really good	10/29/2016 7:19 PM
159	None	10/29/2016 9:14 AM
160	No	10/28/2016 2:09 PM
161	None	10/28/2016 12:47 PM
162	I think the study rooms should be available to all students and not be locked or available for just 2 hours - that's nothing	10/28/2016 11:54 AM
163	I cannot speak for all of the graduate programs located on the Downtown Campus, but there are many MPA students who are working professionals with full-time jobs. Later hours at Dewey on weekend would be very helpful, as staying at the Library until 11pm during the work week is not any option for many of us.	10/27/2016 10:40 PM

164	Please open earlier for commute students. Sometimes we get early to campus just to find somewhere to sit and study.	10/27/2016 8:48 PM
165	Extend weekend hours	10/27/2016 8:14 PM
166	Nope.	10/27/2016 3:20 PM
167	make it free to print, I pay so much to go here	10/27/2016 2:58 PM
168	n/a	10/27/2016 2:47 PM
169	Have more library staff encouraging students to lower their voices to respect others who are also trying to use the area to get work done	10/27/2016 1:10 PM
170	Could you allow the library close little late on Fridays and Saturdays?	10/27/2016 12:32 PM
171	Put the printers closer to the computers	10/27/2016 11:08 AM
172	There should be more areas where students can use university laptops and computers.	10/27/2016 6:55 AM
173	I would like to see more clean desk in the library whenever someone walk in	10/27/2016 1:48 AM
174	No	10/26/2016 11:31 PM
175	Coming from another University, the one thing I really miss is being able to sit comfortably for long hours reading. I tried in the upstairs because the atmosphere is nice, but seating is very uncomfortable.	10/26/2016 11:10 PM
176	no, thanks for everything though! :)	10/26/2016 11:05 PM
177	N/a	10/26/2016 9:54 PM
178	Thank you to the staff for being so caring and always attentive to meet our needs.	10/26/2016 9:29 PM
179	Not directly related to library services, but on campus food is important to me. I need to study for extended period of time but I can't stay in the library because the choice of food on campus is so limited and worst on weekends.	10/26/2016 9:27 PM
180	I wish there was a 24 hour study space to set up a laptop alone or with a few classmates, with power, and quiet.	10/26/2016 9:21 PM
181	dont close so early during the weekeneds	10/26/2016 9:17 PM
182	not at this time	10/26/2016 9:12 PM
183	Nope	10/26/2016 9:05 PM
184	Thanks for doing a great job :)	10/26/2016 8:34 PM
185	Free prints!!!!	10/26/2016 8:31 PM
186	I find the library staff to be very helpful-great job!	10/26/2016 8:11 PM
187	we need to educate incoming freshman on how to use library tools such as printers and library desktops that they have never seen but are expected to know	10/26/2016 7:21 PM
188	Every time I go to the library, I go to the third floor to read and work in silence, but every time, no matter when I go or where I sit I am interrupted by people talking and then I can't concentrate on my work. The third floor is supposed to be silent but that rule is never enforced and it is infuriating and makes me want to stop going to the library altogether. There needs to be more silent study areas where silence will be enforced. Also, I would like there to be more computers available, especially ones in the silent areas of the library such as the third floor.	10/26/2016 7:05 PM
189	Printers should have less interruptions. Print the document for the student instead of telling them to go elsewhere to solve the issue.	10/26/2016 6:54 PM
190	more vending, snack options	10/26/2016 6:41 PM
191	none	10/26/2016 6:39 PM
192	No	10/26/2016 6:03 PM
193	It would be nice to not have to pay for printing.	10/26/2016 6:01 PM
194	no	10/26/2016 5:50 PM
195	Bring vending machines to the science library, and maybe a coffee/tea shop/station to the university library (especially for times when Argo, Jazzmans and 518 is closed)	10/26/2016 4:58 PM
196	no	10/26/2016 4:41 PM
197	A 24/7 study space is essential in my opinion	10/26/2016 4:28 PM

198	should open even on holidays	10/26/2016 4:27 PM
199	Decrease the time necessary to login to the library computers and time printing.	10/26/2016 3:58 PM
200	No! I would prefer 24hrs/7days a week	10/26/2016 3:45 PM
201	no	10/26/2016 3:40 PM
202	No, I believe the University Libraries have been an excellent resource.	10/26/2016 3:32 PM
203	Look, you don't need to worry about the noise if the staff simply enforced the preexisting rules surrounding the quiet study zones. Don't be a baby about it, enforce the rules so students don't have to deal with other kids telling them to "piss off." Why should we as students have to deal with escalating conflict when simply enforcing the rules would do the job?	10/26/2016 3:21 PM
204	No	10/26/2016 3:05 PM
205	I transferred from a previous institution and I was never at their library much. However, this library is so massive and helpful and I can easily get a lot done here.	10/26/2016 2:57 PM
206	No	10/26/2016 2:54 PM
207	no	10/26/2016 2:52 PM
208	No	10/26/2016 2:26 PM
209	No	10/26/2016 2:16 PM
210	The inter library loan system is incredibly fast and useful	10/26/2016 2:15 PM
211	No	10/26/2016 2:11 PM
212	Thank you for considering any of these changes	10/26/2016 2:02 PM
213	24 hour libraries	10/26/2016 2:02 PM
214	none at the moment.	10/26/2016 2:01 PM
215	Stay opened late night during weekends	10/26/2016 1:41 PM
216	no	10/26/2016 1:28 PM
217	No	10/26/2016 1:20 PM
218	No	10/26/2016 1:16 PM
219	no	10/26/2016 1:10 PM
220	Looking for early morning hours on weekends	10/26/2016 1:04 PM
221	Some computers are not working.	10/26/2016 12:51 PM
222	Nope	10/26/2016 12:37 PM
223	Would be easier to check things at home during off hours if library website was more user-friendly; would also like to be able to use proxy card when requesting ILLIAD books	10/26/2016 12:29 PM
224	I think a 24 hour library would be very helpful if it is possible. If not, an earlier start time would be helpful as well, possibly around 6 am.	10/26/2016 12:27 PM
225	Have a cafe	10/26/2016 12:23 PM
226	Nope	10/26/2016 12:19 PM
227	The Keyboards, Mouses, and screens in the main library are absolutely disgusting. They are so old and used. The screens should be cleaned regularly, and the keyboards and mouses need to be replaced. There is dust, and food particles; they are so old and used that the keys are shiny from all the oil on peoples fingertips. Also, I feel like there should be disinfecting wipes available in the library to wipe down the keyboard and mouse.	10/26/2016 12:17 PM
228	no	10/26/2016 12:15 PM
229	Fix more of the down computers and provide longer laptop rentals	10/26/2016 12:09 PM
230	More desktop computers on the second and third floors of the University Library.	10/26/2016 12:08 PM
231	Keep all rooms open when the library is open because sometimes the basement of the University Library is closed and I prefer to study there.	10/26/2016 12:07 PM

232	No	10/26/2016 12:04 PM
233	Nope	10/26/2016 12:03 PM
234	n/a	10/26/2016 12:02 PM
235	Expand hours later	10/26/2016 11:57 AM
236	Keeping the Science Library open later	10/26/2016 11:53 AM
237	Nope	10/26/2016 11:48 AM
238	Fix the university library's chairs please	10/26/2016 11:46 AM
239	Expanding hours on weekend nights will definitely be useful and appreciated !	10/26/2016 11:41 AM
240	No	10/26/2016 11:40 AM
241	no	10/26/2016 11:37 AM
242	somehow get people to talk so much in the silent study rooms. more vending machines.	10/26/2016 11:35 AM
243	I live closer to Dewey but it's always closed very early. Those who work till 5 and then need to eat can't get to study until 7ish. Having to drive uptown because Dewey closes at 9 is frustrating.	10/26/2016 11:30 AM
244	no	10/26/2016 11:28 AM
245	Please please please stop people from smoking outside the library door. It's disgusting and negatively effects anyone with breathing difficulties such as asthma	10/26/2016 11:27 AM
246	No	10/26/2016 11:26 AM
247	No	10/26/2016 11:26 AM
248	Business building trade room should be open 24 hours for FAH students	10/26/2016 11:26 AM
249	i love the library keep it open later!	10/26/2016 11:24 AM
250	I feel the library hours are appropriate. The library is very clean and the atmosphere is very motivating and silent.	10/26/2016 11:24 AM
251	Science library open later or 24 hours!!	10/26/2016 11:23 AM
252	You really need to enforce the quiet/silent areas. I have stopped going to the library unless absolutely necessary because it is far too difficult to concentrate and find some quiet in the specifically designated areas.	10/26/2016 11:22 AM
253	Now	10/26/2016 11:21 AM
254	Maybe the only way to pay for printing shouldn't be on student ID card	10/26/2016 11:19 AM
255	it is too cold in the library, I have to bring a blanket to keep myself warm.	10/26/2016 11:18 AM
256	I would LOVE a 24 hour library on campus	10/26/2016 11:16 AM
257	No	10/26/2016 11:14 AM
258	No	10/26/2016 11:13 AM
259	Not enough printers. Printing is expensive	10/26/2016 11:11 AM
260	Leave the basement in university library areas open till midnight !!!!	10/26/2016 11:08 AM
261	Add a coffee/ bagel shop to all the libraries	10/26/2016 11:08 AM
262	The periodicals in the basement of the University Library close at 11, which I find to be very inconvenient. Extending hours for that section would be great	10/26/2016 11:08 AM
263	no	10/26/2016 11:07 AM
264	n/a	10/26/2016 11:07 AM
265	its a great service:)	10/26/2016 11:05 AM
266	no	10/26/2016 11:02 AM
267	need more quiet during finals and midterms week	10/26/2016 11:02 AM
268	Not having to pay for printing	10/26/2016 11:02 AM
269	Nope, I love the library. They have so many great events	10/26/2016 11:00 AM

270	Dewey Library should have better hours for students who live downtown and don't have access to transportation late at night.	10/26/2016 10:48 AM
271	None	10/26/2016 10:46 AM
272	staff needs to enforce quiet study areas	10/26/2016 10:43 AM
273	I've been mostly pleased with the libraries during my time at UAlbany	10/26/2016 10:42 AM
274	No	10/26/2016 10:41 AM
275	I personally think that there is no need to have 24-hour study room in libraries. It's UNHEALTHY behavior. If you have a 24-hour studyroom in library, there will be people who use it, but it's not good for them. Students need to form good study habits rather than last-minute study habit. Don't foster any bad habits. In my opinion, libraries already are doing their best to serve students needs. DON'T SPOIL STUDENTS. Put students' interests first but DON'T SPOIL US.	10/26/2016 10:38 AM
276	Larger monitors in the Dewey and University libraries. The main reason why I prefer the Science Library is because the computer monitors are much larger there. It makes doing work with Excel, Stata, ArcGIS, etc...much easier!	10/26/2016 10:31 AM
277	No	10/26/2016 10:29 AM
278	It would be nice to have some dual monitor desktop set ups.	10/26/2016 10:26 AM
279	I like that the period of time to take out books has changed, this has helped as I can keep books longer and do not need to make extra trips to renew books.	10/26/2016 10:24 AM

**Library Hours Survey Results Summary**  
January 9, 2017

**Response rate:**

- 5793 individuals were surveyed
- Response rate = 23.32%
- Total responses received = 1351
- Total student responses = 803
- Total Faculty/staff responses = 548

**Q1 I am...**

**Answered: 1,351 Skipped: 0**

- Of these respondents response rates are as follows: Freshman 11.25%, Sophomore 11.18%, Junior 11.40%, Senior 11.55%, Graduate/masters 10.58%, Graduate/Phd 10.66%.
- Faculty response rate was 17.84%, staff 15.45%

**Q2 I live ...**

**Answered: 1,289 Skipped: 62**

- The on-campus responses accurately represents the number of responses received from the undergraduate population
- There was a good number of on-campus responses (380 out of 1289 responses)

**Q3 I use the following library most often:**

**Answered: 1,295 Skipped: 56**

- 70% use the University Library
- 20% use the Science Library
- 10% use the Dewey Library

**Q4 University Library -- I usually visit the library on ...**

**Answered: 722 Skipped: 629**

- On any given day the heaviest use occurs between noon – 9pm with the period of noon - 4 pm seeing slightly more use than 4pm – 9pm
- Less than 25% of the respondents indicated using the library on weekends
- Monday through Friday during the hours of 7:45am – noon use is half of what it is between noon – 9pm
- Monday through Friday during the hours of midnight – 3am use is slightly above half of the use experienced during the period of 7:45am – noon
- Sunday during the hours of 9pm – midnight is a desirable time

**Q5 Science Library -- I usually visit the library on ...**

**Answered: 410 Skipped: 941**

- On any given day the heaviest use occurs between noon – 9pm with the period of noon - 4 pm seeing slightly more use than 4pm – 9pm
- Approximately 20% of the users who come during the week come on the weekends
- Monday through Friday during the hours of 7:45am – noon use is less than half of what it is between noon – 4pm and slightly above half the use experienced during 4pm – 9pm

## Appendix B: Library Survey Results Summary

- Monday through Friday during the hours of 9pm – 11pm use in the Science Library is slightly less than the use experienced at the same time in the University Library
- Less than ¼ of the respondents indicated using the library on weekends
- Sunday during the hours of 9pm – midnight is a desirable time

### **Q6 Dewey Graduate Library -- I usually visit the library on ...**

**Answered: 220 Skipped: 1,131**

- On any given day the heaviest use occurs between noon – 9pm with the period of 4pm - 9pm seeing slightly more use than 4pm– 9pm which is opposite of what is experienced in the other two libraries
- Sunday during the hours of 4pm – 9pm is a desirable time

### **Q7 What do you do at the library when you visit? (select all that apply)**

**Answered: 1,107 Skipped: 244**

- 59% of the people come to the library for quiet study, it is assumed that some of this use also includes people working together quietly
- Ability to connect to WiFi was the next highest use at 47%
- Collaborative study was the third highest use at 39%
- Printing came in at 36%
- Requesting research help came in at 9% and technical help at 4%
- Users are more interested in using library space than services which is in line with our observed behaviors

### **Q8 Are there issues that present difficulties to visiting the libraries?**

**Answered: 1,080 Skipped: 271**

- 74% indicated no difficulties
- “Other” comments received identified the following difficulties in order of most often cited: Inadequate hours, parking difficulties, too much noise, lack of available computers and poor WiFi, smokers in the entrance, East Campus travel distance, 3 complaints about poor accessibility for disabled.

### **Q9 If the libraries could be open additional hours, what hours would you likely use (select all that apply):**

**Answered: 747 Skipped: 604**

- Note that 45% of respondents skipped this question
- For the University Library:
  - 17% of respondents indicated they wanted “Close later Friday”
  - 16% of respondents indicated they wanted “Close later Saturday”
  - 14% of respondents indicated they wanted “Close later Mon-Thurs”
  - 14% of respondents indicated they wanted “Close later Sunday”
- For the Science Library:
  - 17% of respondents indicated they wanted “Close later Mon-Thurs”
  - 17% of respondents indicated they wanted “Close later Friday”
  - 17% of respondents indicated they wanted “Close later Saturday”
  - 15% of respondents indicated they wanted “Close later Sunday”
  - 11% of respondents indicated they wanted “Open earlier Sunday”
- For the Dewey Library:
  - 19% of respondents indicated they wanted “Close later Saturday”

## Appendix B: Library Survey Results Summary

- 19% of respondents indicated they wanted “Close later Sunday”
- 14% of respondents indicated they wanted “Close later Friday”
- 13% of respondents indicated they wanted “Close later Mon-Thurs”
- 13% of respondents indicated they wanted “Open earlier Sunday”

**Q10 List specific days and times not captured in the previous question that you would like to see hours expanded for a particular library: Note 112 people responded to this question.**

**Answered: 112 Skipped: 1,239**

- 14% wanted 24 hour study space (16)
- 12% wanted later closing times Mon – Thurs in ULIB (13)
- 8% wanted later closing times on Saturday in ULIB (9)
- 7% wanted later closing times on Sunday in ULIB (8)
- 7% wanted later closing times on Friday’s in ULIB (9)
- 3% wanted later closing times on Saturday in Science (3)
- 2% wanted later closing times on Sunday in Science (2)
- 4% wanted later closing times on Friday’s in Science (4)
- >1% wanted later closing times on Saturday in Dewey (1)
- 2% wanted later closing times on Sunday in Dewey (2)
- >1% wanted later closing times on Friday’s in Dewey (1)
- 4% wanted earlier opening times on Sunday in ULIB (5)
- >1% wanted earlier opening times on Sunday in Science & Dewey (2)
- 7% wanted earlier opening times Mon – Thurs in ULIB (8)
- 7% wanted earlier opening times Mon – Thurs in ULIB (8)
- 5% wanted earlier opening times Mon – Thurs in Science (5)
- 12% wanted later closing times Mon – Thurs in ULIB (13)
- 8% were ok with current hours (9)
- 3 people wanted a building open during winter intersession
- 2 people wanted a building open on all holidays

**Q11 If the Libraries could provide a 24 hour study space, I would use it:**

**Answered: 1,133 Skipped: 218**

- 28% indicated they would not use it
- 22% indicated they would use it 3 or more times/week
- 17% indicated they would use it 2 times/week
- 12% indicated they would use it once per month or twice per term

**Q12 Which library would you prefer for 24 hour study space?**

**Answered: 798 Skipped: 553**

- 68% preferred the University Library

**Q13 What services would you use if the Libraries could provide a 24 hours space?**

**Answered: 786 Skipped: 565**

- 85% would use quiet study
- 60% would use WiFi
- 53% would use collaborative (group) study
- 49% would print documents

## Appendix B: Library Survey Results Summary

- 46% would use desktop computers

### **Q14 I find the libraries' hours during intersessions adequate for my needs:**

**Answered: 956 Skipped: 395**

- 81% strongly agree to agree the hours are adequate during Winter intersession
- 75% strongly agree to agree the hours are adequate during Summer intersession

### **Q15 Do you find it inconvenient when the library is closed on the weekends during intersessions?**

**Answered: 1,018 Skipped: 333**

- 56% did not find it inconvenient
- 44% found it was inconvenient

### **Q16 During intersessions what weekend hours would you prefer?**

**Answered: 732 Skipped: 619**

- 64% want Saturday afternoon (noon - 4pm)
- 56% want Sunday afternoon (noon – 4pm)
- 41% want Saturday evening (4pm – 8pm)
- 43% want Sunday evening (4pm – 8pm)

### **Q17 If you are taking or planning to take comprehensive exams would you use the library as a place to prepare for the exam? (This question applies only to Masters and PhD students)**

**Answered: 1,095 Skipped: 256**

- 55% indicated they would use the library

### **Q18 Which days and times during the week would you use the Libraries and which library would you use? Note 366 people responded to this question.**

**Answered: 366 Skipped: 985**

Review of the first 100 comments reveal the following patterns

- 40 people preferred to use the University Library
- 14 people preferred to use the Science Library
- 11 people preferred to use the Dewey Library
- Most used the library in the afternoons, second highest is early evening
- Most ULIB users would use the library Monday – Friday with use pretty consistent on all five days
- Most Science users would use the library Monday – Wednesday
- Most Dewey users would use the library Monday – Thursday, Saturday & Sunday

### **Q19 Which of the following services would you use?**

**Answered: 820 Skipped: 531**

- 78% would use quiet study
- 52% would use WiFi
- 52% would use silent study
- 46% would use collaborative (group) study
- 39% would print documents

## Appendix B: Library Survey Results Summary

- Similar use patterns compared to all other library users

### **Q20 Do you have any additional comments, suggestions, observations regarding University Libraries hours and services?**

**Answered: 279 Skipped: 1,072**

- 33 people related positive experiences with the libraries
- 31 people wanted more, longer hours
- 9 people complained about noise levels and lack of enforcement of quiet
- 7 people wanted more food service options
- 6 people had issues with furnishings or environmental conditions
- 6 people complimented ILL services
- 5 people commented on lack of cleanliness especially on public computers
- 5 people had issues with access to public computing & technology
- 5 people asked for more journal subscriptions
- 5 people asked for better remote access
- 5 people asked for free printing
- 5 people wanted more computers at ULIB
- 4 people had negative comments on public printing and computer access
- 3 people asked for book deliver to faculty
- 4 people want the ULIB basement to stay open at night
- 2 people requested library services for the East Campus
- 3 people complained about hours of service at Dewey
- 3 people complained about computer issues at Dewey
- 3 people complained about hours of service at Science

Appendix C: Library Hours: SUNY Centers, “Near Peers” and “Aspirational Peers”

Institution	24 hours offered?	“regular” weekend hours, Spring & Fall 2016	Spring break 2016	Extended hours/FINAL EXAMS Spring 2016	Intersession	Summer 2016	Labor Day Weekend 2016
<b>SUNY CENTERS</b>							
<a href="#">Binghamton</a> 4 libraries ( <b>Glenn G. Bartle Library</b> ; Science Library; University Downtown Center Library; Library Annex @ Conklin)	Info commons M-TH during semester; Info Commons IT Help Desk 8:30am-midnight	Info Commons: Fri close 8pm Sat noon-8 Sun open at noon	Mar 25-Apr 3  closed Sat & Sun 3/26, 3/27, 4/2; M-F 8am-5pm	May 2-May 18 24 hrs; closed 5pm Thurs, May 19. Open 8-5 Fri May 20. Commencement weekend May 21 & 22 open noon-7pm Sat & Sun	May 23-27/July 5-10/ August 13-19 M-F 8am-4pm Sat/Sun closed  Fall classes started Thurs 8/25	May 31-July 1/ July 11-August 12 M-Th 8am-9pm Fri 8am-5pm Sat/Sun noon-6pm	Sat-Mon Sept 3-5 Info Commons Noon-7pm IT help desk Noon-7pm Fine Arts & Newcomb reading Room noon-6pm
<a href="#">Buffalo</a> ARL rank: 84 6 libraries (Architecture & Planning Library; Charles B. Sears Law Library ; Health Sciences Library; <b>Lockwood Memorial Library</b> ; Music Library; Oscar A. Silverman Library [Capen])	Lockwood open 24 hours/7days week Spring 2016  Fall 2016: Silverman open 24/7	24/7 Lockwood Spring 2016;  24/7 Silverman Fall 2016	Sat, Sun 3/12, 3/13, 3/19 noon-5; M-F 9-5; Sun 3/20 noon-12am; Easter noon-12am	May 7-15 24 hrs Sat May 7 closing at 5pm on Sat 5/14; Sun 5/15 noon-5	Intersession I May 16-30 M-F 9am-5pm; closed Sat/Sun closed and Memorial Day May 30 Intersession II Aug 20-28 M-F 9am-5pm Sat closed Sun 8/21 closed Sun 8/28 noon-5pm	May 31-Aug 19 Mon-Fri 8am-9pm Sat closed Sun 2pm-8pm Closed July 4	Silverman: Sunday 9/4 – 24 Hours; closed on Labor Day; Tues 9/6 – 7:30am – midnight
<a href="#">Stony Brook</a> ARL rank: 106 6 libraries on the West Campus ( <b>Melville Library</b> ;	Central Reading Room opens at noon on Sunday and	Fri 8:30am-8pm  Sat 10am-10pm	March 11-20 Friday’s 3/11 & 3/18 8:30am-5pm;	Melville Library open 24 hours/ 7 days a week from May 1 – 18, 2016; Library closes at 5PM on May 18th	Intersession I: May 19-May 30 & Intersession II: Aug 20-Aug 28 Melville Main	Summer Session I and II: Tuesday May 31-Friday August 19 <i>Melville North</i>	

Appendix C: Library Hours: SUNY Centers, “Near Peers” and “Aspirational Peers”

Chemistry Library; Marine & Atmospheric Sciences Information Center (MASIC); Mathematics/ Physics/ Astronomy Library; Music Library; Science & Engineering Library); <i>Health Sciences Library is on the East Campus</i>	goes 24 hours until closing at midnight on Thursday's		Saturday's 3/12 & 3/19 closed;  3/14-17 24 hours closing at midnight on Thursday 3/17		Circulation/ILL, North Reading Room 8:30am-5pm Monday-Friday; closed Saturday and Sundays	<i>Reading Room</i> 8:30am-12 Midnight Monday-Thurs; 8:30am-5pm Friday; noon-8pm Saturday; noon-8pm Sunday. <i>Main circulation/ILL</i> 8:30am-8pm Monday-Thurs; 8:30am-5pm Friday. Closed Sat & Sun	
<b>ARL “near peers”</b>							
<a href="#">Southern Illinois</a> ARL rank: 109 (has an extended hours area)	NO  Extended Hours Area – 1st Floor Closes at 2am M-Th	Extended hours area Friday 7:30am-9pm Sat 10am-8pm Sun 11am -2am Extended hours area: Mo, Tue & Fri: 7:30am-9pm; Wed-Thu: 7:30 am 12pm; Sat 10am-6pm ( <b>shorter than in Spring</b> ); Sun 1-9pm. Morris library: same as Extended hours area	<i>March 11-March 19</i> Friday, 3/11 7:30am-6pm Sat, 3/12 10am-6pm Sun, 3/13 closed M-F 3/14-3/18 7:30am-6pm Sat 3/19 10am-6pm	<i>May 2-May 16</i> Extended Hours Area—1st Floor* 24 hours M-Th Friday 5/6 7:30am-midnight Sat 5/7 9am-midnight Sunday 5/8 open at 9am and stays open until closing on Fri 3/13 at 6pm; Sat 5/14 open 10am-6pm. Sunday 5/16 closed	<i>Summer break Aug 7- Aug 20</i> M-F 7:30am-6pm Sat 10am-6pm Sun closed  Fall semester hrs resume on Sunday, August 21	<i>Intersession &amp; Summer Hours Morris Library</i> M-Th 7:30am-9pm Fri 7:30-6pm Sat 10am-6pm Sun 1pm-9pm <i>Extended hours area</i> M-Th 7:30am-11pm Fri 7:30-6pm Sat 10am-6pm Sun 1pm-11pm Must show ID to use extended hours area after 9pm	
<a href="#">Auburn</a>	24 hours;	Saturday's 9am-	March 14-18	Last day of classes:	May 9-May 17	Summer classes	Sunday Sep4. Closed,

Appendix C: Library Hours: SUNY Centers, “Near Peers” and “Aspirational Peers”

<p>ARL rank: 110</p>	<p>open at 1pm on Sundays and stay open until closing at 6pm on Friday's</p>	<p>6pm Sunday's open at 1pm and stay open "all night"</p>	<p>Closed Sunday 3/13 Open 7:30am-6pm Monday-Friday Open Sat 3/19 9am-1pm</p>	<p>Friday, April 29 and close at midnight. Study/reading day Sat April 30 – open 9am-midnight Sunday May 1 study/reading day open at 11am and stay open until 7pm on Friday May 6. Commencement May 7 9am-1pm; closed on Commencement May 8</p>	<p>Monday-Friday 7:30am-6pm Saturday 9am-1pm Sunday May 15 open 1pm-midnight (summer classes start on May 16) <i>Aug 6-Aug 15</i> M-Th 7:30am-6pm Fri 7:30am-6pm Sat 9am-1pm Sun closed Fall classes begin Aug 16; on August 15 open 7:30am-midnight</p>	<p>begin <i>Th May 19</i> May 18 7:30am-midnight M-Th 7:30am-midnight Fri 7:30am-6pm Sat 9am-6pm Sun 1pm-midnight <i>Mem Day weekend</i> Sat 9-1; Sun closed; Mon 6pm-midnight <i>Mini-mester</i> June 23,24 7:30am open 24 hours until closing at 6pm on Sat July 2 (Sat)9am-1pm July 3 closed July 4 6pm-midnight July 31 (Sun) 11am-all night; 24 hrs Aug 1-Aug 4 closing at 7pm Fri Aug 6</p>	<p>Mon. Sept 5 Labor da 6pm-all night</p>
<p><a href="#">California, Riverside</a> ARL rank: 112  Science library (branch)</p>	<p>Finals open 24 hours;</p>	<p>Main and sci. libraries: Mo-Thu 7:30am-12 midnight; Sat 11am-4pm; Sun closed Mo-Thu During pre-finals</p>	<p>Winter session break march 19-march22 Spring quarter begins March</p>	<p>Last day of classes 6/3; Commencement June 10-13/2016</p>	<p>June 6-9 closed for intersession</p>	<p>Mo-Fri 7:30am-6pm, Sat. 10am-5pm, Sun - closed</p>	<p>Closed Sunday Sep. 4, Mon. Sep 5 Labor day</p>

Appendix C: Library Hours: SUNY Centers, “Near Peers” and “Aspirational Peers”

		and finals Mo-Wed- open till 2am; services 7:30 am-10pm;	23 <sup>rd</sup> , 2016; ends 6/10/16.				
<p><a href="#">Ohio</a> ARL rank 113</p> <p>Music and Dance library is a branch library.</p>	<p>Learning Commons (2<sup>nd</sup> floor) noon Sunday – midnight Friday; the rest is open 8am - midnight Mo-Thu; 8am-7pm Fri; Music &amp; Dance library open Mo-Thu 8am – 10 pm; Fri 8am-6pm; SPE Mo-Fri 9am-5pm</p> <p>Fall 2016: Similar hours</p>	<p>Sat: Learning Commons noon-5pm; all other floor and libraries closed</p>	<p>Spring 2016: Jan 11 – April 30; April 23 last day of classes Spring break Feb 28- March 5; M-Fri learning Commons 8am-7pm; other floors 8am-5pm; SPE 9am-5pm; Sat march 5<sup>th</sup> learning Commons noon-5pm; others closed; Sunday March 6 Sunday noon-Fri midnight; all other floors noon-midnight; music &amp; dance and SPE closed</p>	<p>Learning Commons 24 hour noon Sunday through midnight Friday</p> <p>Undergraduate Commencement April 30</p>	<p>May 1-8, 2016 May 1 Learning commons noon-7pm; other floors and libraries closed; Mo-Fri Learning Com. 8am-7pm; others 8-5pm, SPE 9am-5pm. Sat May 7: LC noon-7pm, others closed.</p>	<p>Mo-Thu 7:30am-10pm Fri-Sun 7:30am-9pm</p>	<p>Labor day Sept 5 open 12pm-10pm</p>

Appendix C: Library Hours: SUNY Centers, “Near Peers” and “Aspirational Peers”

ARL ASPIRATIONAL							
<p><a href="#">Delaware</a>                      ARL rank: 82  <b>Morris Library</b>                      Three branch libraries: Physics, Chemistry, Marine biology</p>	<p>Morris library is main.                      Finals 24 hours, beg. March 15; end March 25, Sunday through Thursday; Friday open till 10pm, Sat. 9am-10pm</p>	<p>Sat. 9am-10pm                      Sunday 11am-2am</p>	<p>Spring break                      March 25- April 3                      Library:                      Closed Sat-Sun, Mo-Fri 8am-5pm</p>	<p>Commencement                      May 28: Library open 12noon-5pm</p>	<p>Interession May 29-June 5; Closed Sun-Mon after Commencement; Tu-Fri 8am-5pm                      Sat. 9-5                      August 13-Aug 29 M-F 8am-5pm                      Sat/Sun closed</p>	<p>Summer session begins June 6                      M-Th 8am-9pm                      Fri 8am-5pm                      Sat 10-5                      Sun 1-5                      Sat July 2 &amp; 23 1-5                      Closed July 4                      Sat Aug 5 1-5</p>	
<p><a href="#">Massachusetts</a>                      ARL rank: 94                      Branch library: Science and Engineering library (has different address).                      Digital Media Lab seems to be somewhat autonomous.                      Image collection                      Library has different address</p>	<p>Main library: W.E.B. Du Bois.                      Learning Commons: 24/5 hours; Sun 11am-Fri 9pm;                        The main hours schedule indicates that sometimes W.E.B. Du Bois library will be open with limited services (Building, Circ &amp;</p>	<p>Sat: 9am-9pm during academic year</p>	<p>Spring semester: Jan 19 – May 6                        Spring break March 13-20; April 18 no classes – Patriots day!</p>	<p>April 28 &amp; May 1 reading days;                        Commencement May 6</p>	<p>Interession May 7 – May 15                      Sun – closed                      M-Th 8am-7pm                      Fri 8am-5pm                      Sat 10am – 5pm (this appears to be for both for interession and summer session)</p>	<p>Summer session begins <i>May 16</i>                      Sun – closed                      M-Th 8am-7pm                      Fri 8am-5pm                      Sat 10am – 5pm (this appears to be for both for interession and summer session)</p>	<p>Du Bois library open 24 hours Labor day Science &amp; Engineering closed</p>

Appendix C: Library Hours: SUNY Centers, “Near Peers” and “Aspirational Peers”

	reserves, Information desk, Learning Commons and Café)						
<a href="#">Connecticut</a> ARL rank: 67 (Storrs campus) Babidge Library; Branch libraries: Pharmacy library, Music and Dramatic Arts library	Main Library Homer Babidge Library; M-Th7:30am – 2 am Fri 7:30 am- 9pm Finals 24 hours begin April 29	Sat 10am-9pm  Sun 10am– 2am	<i>Spring semester: Jan 19 – May 7</i> Spring break Mar 11- Mar 20 Library hours March 11 <sup>th</sup> 7:30 am- 5pm; Sat – Sun 12pm- 5pm; Mo-Fri 8am-5pm; March 20 – return day 12pm – 2am	Commencement ceremonies May 7-8 Library open 12am-6pm	<i>SUMMER HOURS</i> <i>May 9-Aug 26</i> M-Th 8 am - 9pm Fri 8:00 am - 5:00 pm Sat-Sun noon-5:00 pm  EXCEPTIONS Jul 2-4 closed	<i>SUMMER HOURS</i> <i>May 9-Aug 26</i> M-Th 8 am - 9pm Fri 8:00 am - 5:00 pm Sat-Sun noon-5:00 pm  EXCEPTIONS Jul 2-4 closed	

99	RICE	-0.7546	-0.7546
100	MCMASTER	-0.7706	-0.7706
101	CALIFORNIA, SANTA BARBARA	-0.7762	-0.7762
102	COLORADO STATE	-0.7781	-0.7781
103	GUELPH	-0.8452	-0.8452
104	GEORGIA TECH	-0.8695	-0.8695
105	CASE WESTERN RESERVE	-0.8792	-0.8792

Appendix C: Library Hours: SUNY Centers, “Near Peers” and “Aspirational Peers”

106	SUNY-STONY BROOK	-0.9165	-0.9165
107	LOUISIANA STATE	-0.9226	-0.9226
108	WASHINGTON STATE	-0.954	-0.954
109	SOUTHERN ILLINOIS	-0.9994	-0.9994
110	AUBURN	-1.0133	-1.0133
111	SUNY-ALBANY	-1.019	-1.019
112	CALIFORNIA, RIVERSIDE	-1.0642	-1.0642
113	OHIO	-1.1034	-1.1034
114	KENT STATE	-1.1155	-1.1155
115	HOWARD	-1.1281	-1.1281
Rank for ARL Investment Index Score	Institution name	ARL Index Score	ARL Investment Index Score

Appendix D: Data tables from Observational Studies

Overall Usage						
	University Library		Science Library		Dewey Library	
Average Use by Floor	Average 1st floor/hr	84	Average 1st floor/hr	15	Average 1st floor/hr	6
	Average 2nd floor/hr	42	Average 2nd floor/hr	17	Average basement/hr	4
	Average 3rd floor/hr	18	Average LL floor/hr	7		
	Average basement/hr	28				
	Library Total/hr	163	Library Total/hr	39	Library Total/hr	10
Average hourly activity	Avg. Ind Stud/Hour	25	Avg. Ind Stud/Hour	6	Avg. Ind Stud/Hour	3
	Avg. group study/hour	13	Avg. group study/hour	3	Avg. group study/hour	1
	Avg. PC use/hour	17	Avg. PC use/hour	4	Avg. PC use/hour	5
Daily averages	Monday Hourly Avg.	192	Monday Hourly Avg.	46	Monday Hourly Avg.	12
	Tuesday Hourly Avg.	185	Tuesday Hourly Avg.	44	Tuesday Hourly Avg.	10
	Wednesday Hourly Avg.	180	Wednesday Hourly Avg.	43	Wednesday Hourly Avg.	10
	Thursday Hourly Avg.	143	Thursday Hourly Avg.	34	Thursday Hourly Avg.	9
	Friday Hourly Avg.	96	Friday Hourly Avg.	23	Friday Hourly Avg.	8
	Saturday Hourly Avg.	113	Saturday Hourly Avg.	27	Saturday Hourly Avg.	9
	Sunday Hourly Avg.	222	Sunday Hourly Avg.	53	Sunday Hourly Avg.	16

Appendix D: Data tables from Observational Studies

May Intersession Usage						
	University Library		Science Library		Dewey Library	
Average Use by Floor	Average 1st floor/hr	13	Average 1st floor/hr	2	Average 1st floor/hr	5
	Average 2nd floor/hr	3	Average 2nd floor/hr	2	Average basement/hr	2
	Average 3rd floor/hr	0	Average LL floor/hr	1		
	Average basement/hr	1				
	Library Total/hr	16	Library Total/hr	4	Library Total/hr	7
Average hourly activity	Monday Hourly Avg.	13	Monday Hourly Avg.	3	Monday Hourly Avg.	9
	Tuesday Hourly Avg.	14	Tuesday Hourly Avg.	3	Tuesday Hourly Avg.	6
	Wednesday Hourly Avg.	17	Wednesday Hourly Avg.	4	Wednesday Hourly Avg.	7
	Thursday Hourly Avg.	22	Thursday Hourly Avg.	5	Thursday Hourly Avg.	8
	Friday Hourly Avg.	15	Friday Hourly Avg.	4	Friday Hourly Avg.	7
Hourly Avg Use	9am building avg	6	9am building avg	2	9am building avg	3
	1pm building avg	28	1pm building avg	7	1pm building avg	9
	7pm building avg	15	5pm building avg	4	5pm building avg	10

Appendix D: Data tables from Observational Studies

July Summer Session						
	University Library		Science Library		Dewey Library	
Average Use by Floor	Average 1st floor/hr	28	Average 1st floor/hr	4	Average 1st floor/hr	5
	Average 2nd floor/hr	8	Average 2nd floor/hr	5	Average basement/hr	1
	Average 3rd floor/hr	3	Average LL floor/hr	2		
	Average basement/hr	5				
	Library Total/hr	44	Library Total/hr	11	Library Total/hr	6
Daily averages	Monday Hourly Avg.	58	Monday Hourly Avg.	14	Monday Hourly Avg.	10
	Tuesday Hourly Avg.	57	Tuesday Hourly Avg.	14	Tuesday Hourly Avg.	5
	Wednesday Hourly Avg.	43	Wednesday Hourly Avg.	10	Wednesday Hourly Avg.	5
	Thursday Hourly Avg.	50	Thursday Hourly Avg.	12	Thursday Hourly Avg.	3
	Friday Hourly Avg.	34	Friday Hourly Avg.	8	Friday Hourly Avg.	6
	Saturday Hourly Avg.	n/a			Saturday Hourly Avg.	n/a
	Sunday Hourly Avg.	13			Sunday Hourly Avg.	6
Hourly Avg Use	9am building avg	34	9am building avg	9	9am building avg	2
	1pm building avg	55	1pm building avg	14	1pm building avg	8
	5pm building avg	49	5pm building avg	11	4pm building avg (Sunday only)	8
	7pm building avg	49	7pm building avg	13	5pm building avg	7
					6pm building avg (Sunday only)	3
					7pm building avg	5

Appendix D: Data tables from Observational Studies

August Intercession						
	University Library		Science Library		Dewey Library	
Average Use by Floor	Average 1st floor/hr	30	Average 1st floor/hr	4	Average 1st floor/hr	4
	Average 2nd floor/hr	8	Average 2nd floor/hr	5	Average basement/hr	3
	Average 3rd floor/hr	3	Average LL floor/hr	2		
	Average basement/hr	6				
	Library Total/hr	48	Library Total/hr	12	Library Total/hr	7
Daily averages	Monday Hourly Avg.	29	Monday Hourly Avg.	7	Monday Hourly Avg.	8
	Tuesday Hourly Avg.	60	Tuesday Hourly Avg.	14	Tuesday Hourly Avg.	7
	Wednesday Hourly Avg.	57	Wednesday Hourly Avg.	14	Wednesday Hourly Avg.	7
	Thursday Hourly Avg.	38	Thursday Hourly Avg.	9	Thursday Hourly Avg.	9
	Friday Hourly Avg.	55	Friday Hourly Avg.	13	Friday Hourly Avg.	7
Hourly Avg Use	9am building avg	16	9am building avg	4	9am building avg	4
	1pm building avg	94	1pm building avg	24	1pm building avg	10
	5pm building avg	34	4pm building avg	9	5pm building avg	8

Appendix D: Data tables from Observational Studies

Fall Semester								
	University Library			Science Library			Dewey Library	
Average Use by Floor	Average 1st floor/hr	135		Average 1st floor/hr	26		Average 1st floor/hr	8
	Average 2nd floor/hr	79		Average 2nd floor/hr	29		Average basement/hr	6
	Average 3rd floor/hr	27		Average LL floor/hr	12			
	Average basement/hr	50						
	Library Total/hr	282		Library Total/hr	68		Library Total/hr	14
Daily averages	Monday Hourly Avg.	366		Monday Hourly Avg.	88		Monday Hourly Avg.	16
	Tuesday Hourly Avg.	341		Tuesday Hourly Avg.	82		Tuesday Hourly Avg.	15
	Wednesday Hourly Avg.	336		Wednesday Hourly Avg.	81		Wednesday Hourly Avg.	14
	Thursday Hourly Avg.	260		Thursday Hourly Avg.	62		Thursday Hourly Avg.	13
	Friday Hourly Avg.	188		Friday Hourly Avg.	45		Friday Hourly Avg.	10
	Saturday Hourly Avg.	113		Saturday Hourly Avg.	27		Saturday Hourly Avg.	9
	Sunday Hourly Avg.	348		Sunday Hourly Avg.	83		Sunday Hourly Avg.	21
Hourly Avg Use	9am building avg	174		9am building avg	45		9am building avg	4
	1pm building avg	363		1pm building avg	94		11am building avg (Saturday only)	5
	5pm building avg	441		5pm building avg	115		1pm building avg	17
	10pm building avg	262		10pm building avg	68		5pm building avg	20
	2am building avg	61					10pm building avg	13