MACALESTER COLLEGE
DEWITT WALLACE LIBRARY

SPACE SURVEY & FEEDBACK
FALL 2019
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<td>David Wheaton</td>
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The Library Master Space Planning Committee invited input and feedback to help develop a proposed master plan for future library spaces. We welcomed broad input from the campus to develop a collaborative vision and space plan.

Quantitative Analysis of 33 closed-ended questions:
- Two staff members analyzed response frequencies for all 33 likert-type questions for Students, then Faculty, then Staff respondents

Qualitative Analysis of 3 open-ended questions:
- A team of 7 staff and students performed content analysis on 3 questions:
  - What does or would help you feel more welcome in the library? (n = 217 responses)
  - What one change would improve the design of the Macalester DeWitt Wallace Library? (n = 318)
  - What else would you like us to consider as we redesign our spaces (n = 237 responses)
- A final coding scheme with 24 codes captured respondents’ sentiments
- Coding pairs validated each other’s work and jointly resolved discrepancies

Data analysis team:
Christina Buckles (Library), Angi Faiks (Library), Marina Ito (Library), Adam Johnson (Institutional Research), Eleanor McGrath (ITS), Jinzhou Tian (student employee, Library), Denise Tyburski (Library)

Presentation preparation:
Samantha Mendiola (HGA), Angi Faiks (Library), Christina Buckles (Library)
Master Space Plan Draft Vision

We are embarking on a plan to reimagine, redesign, and renovate the DeWitt Wallace Library. Our community is invited to join us in rethinking this essential college asset as we endeavor to create a warm, welcoming and inclusive space that:

- enhances the academic and scholarly pursuits of our community;
- provides increased access to, and inspired discovery of, information and library collections, in all forms;
- celebrates and elevates the written word, scholarship, and creative expressions;
- preserves and promotes the history of the college;
- emphasizes the role of libraries and library staff in learning and information literacy;
- leverages technology and technology staff to enhance scholarship, teaching, and production;
- provides opportunity for creativity, exploration, content creation, and play;
- facilitates gatherings, meetings, and community building.

Through this project we will build on our historical and foundational strengths while evolving to support the new ways we explore, discover, share, create, convene, and collaborate. We aim to celebrate, elevate and capitalize upon our role of advancing inquiry and scholarship, our inherent inclusion of all disciplines and interests of the Macalester community; and our essential contribution as an active community hub. The reimagined library will be a destination of distinction that supports the Macalester community in the shared goal of inspired learning and community building.

See: www.macalester.edu/librarymasterplan
For project details, and related info: https://www.macalester.edu/librarymasterplan

We are gathering input, feedback, and data to create a proposed Master Plan for the library.

Survey sent to all students, faculty, staff late September, 2019

There is no funding secured, nor a project underway.

If a proposed Master Plan is approved, funding would need to be secured and a future renovation planned.
SPACE RELATED SURVEY RESPONSES

Students 541
(Goal=500, 24% participation)

Faculty 100
(Goal=100, 36% participation)

Staff 162
(Goal=200, 37% participation)
DATA TABLE OF CONTENTS

- Library Visits
- Service and Staffing
- Technology Space
- Teaching, Learning, Meeting Space
- Communal Space
- Collections Space
- Research and Study Space
- Top Existing Spaces
- Top Future Spaces
Library Visits Data

Fact: Library gate counts report an average of about 12,000 visits per typical academic year week.
LIBRARY VISITS

STUDENTS: How often do you visit the library?

Fact: Library gate counts report an average of about 12,000 visits per typical academic year week.

FACULTY: How often do you visit the library?

Scale: Almost every day - Few times/week - Few times/month - Few times/semester - Rarely - Never

STAFF: How often do you visit the library?
Service and Staffing Data

Students, staff and faculty feel positive about the service they receive from the library and their ability to find what they are looking for. About a third of the students indicated they come to the library to seek staff expertise and a third indicated they would like to more often.
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“Staff at front desk, lots of people on the 2nd floor whenever I’m there, signage/destiny that promotes diversity, inclusion and wellness [would make me feel more welcome]”

“The people that work here are very friendly, and there's a lot of great spaces to fit different needs.”

“[I like] that the student employees at the front desk are friendly and smile, because they’re the first faces you see when you walk in! I also love that the librarians don’t hover and shush people, but they are always kind and available to help.”

“Many of the programs and the staff make me feel welcome - there are such great people who work there.”

“You all do a great job with training your student employees to create a welcoming atmosphere.”

“The staff and the open space make me feel welcome.”
SERVICE & STAFFING

STUDENTS: When I visit the library, I know where to find the resources I need.

- 57% Strongly Agree
- 48% Sometimes Agree
- 46% Neutral
- 38% Somewhat Disagree
- 46% Strongly Disagree

Scale: Always - Often - Sometimes - Rarely - Never

STAFF: When I visit the library, I know where to find the resources I need.

- 50% Strongly Agree
- 43% Sometimes Agree
- 43% Neutral
- 35% Somewhat Disagree
- 18% Strongly Disagree

Scale: Strongly Agree - Sometimes Agree - Neutral - Somewhat Disagree - Strongly Disagree

FACULTY: When I visit the library, I know where to find the resources I need.

- 46% Strongly Agree
- 46% Sometimes Agree
- 39% Neutral
- 12% Somewhat Disagree
- 3% Strongly Disagree

Scale: Always - Often - Sometimes - Rarely - Never

STUDENTS: I feel welcome and a sense of belonging in the library.

- 50% Strongly Agree
- 34% Sometimes Agree
- 13% Neutral
- 3% Somewhat Disagree
- 1% Strongly Disagree

STAFF: I feel welcome and a sense of belonging in the library.

- 43% Strongly Agree
- 35% Sometimes Agree
- 16% Neutral
- 4% Somewhat Disagree
- 1% Strongly Disagree

FACULTY: I feel welcome and a sense of belonging in the library.

- 46% Strongly Agree
- 29% Sometimes Agree
- 17% Neutral
- 6% Somewhat Disagree
- 2% Strongly Disagree

Scale: Strongly Agree - Sometimes Agree - Neutral - Somewhat Disagree - Strongly Disagree
**STUDENTS:** How often do you visit the library to SEEK EXPERTISE FROM STAFF?

Scale: Regularly - Occasionally/meets need - Occasionally/wish could - Rarely/Never-meets need - Rarely/Never-wish could
Technology Space Data

Student responses were high for technology and printer use. There is a desire for access to computers and technology, but not necessarily reservable labs.
“[We need] greater access to academic technology and tech support.”

Student responses were high for technology and printer use. There is a desire for access to computers and technology, but not necessarily reservable labs.

“More lab computers on the second floor.”

“More access to 3D printing space!”

“[We need] lab computers that are quicker and run better. They are extremely prone to crashing and that is disappointing as someone who uses them on a very regular basis.”

“Making more printers accessible on every level.”

“Better PC equipment: true dual-boot machines instead of i-Mac only environment in the basement; cleaner keyboards (they are dirty and several are not fully functional).”

“More outlets!”
TECHNOLOGY SPACE

STUDENTS: How often do you visit the library to use the lab printers?

- Scale: Regularly - Occasionally/meets need - Occasionally/wish could - Rarely/Never-meets need - Rarely/Never-wish could

STUDENTS: How often do you visit the library to use a lab computer for research or work?

- Scale: Regularly - Occasionally/meets need - Occasionally/wish could - Rarely/Never-meets need - Rarely/Never-wish could

STUDENTS: How important is open access to technology?

- Scale: Very Important - Somewhat Important - Neutral - Somewhat Unimportant - Very Unimportant

STUDENTS: How important are reservable technology spaces?

- Scale: Very Important - Somewhat Important - Neutral - Somewhat Unimportant - Very Unimportant
Teaching, Learning, Meeting Space Data

Staff and faculty tend to use the library for events, meetings, and checking out materials. There is some interest in teaching in the library but there is currently one classroom in the library for semester-long faculty courses.
“As staff, I only go to the library if I have a meeting in one of the library spaces. The library spaces are so difficult to reserve that I don’t typically schedule those spaces.”

Staff and faculty tend to use the library for events, meetings, and checking out materials. There is some interest in teaching in the library but there is currently one classroom in the library for semester-long faculty courses.

“We still need more classroom spaces on campus. I would love to have a regular class in the library -- perhaps a seminar room designated for senior seminars? From which we could wander into the stacks as needed as we work on a project together? Having the library incorporated into the primary function of the college -- teaching -- seems to me a good step forward.”
TEACHING, LEARNING, MEETING SPACE

FACULTY: How often do you use the Library to ATTEND OR TEACH A CLASS?

- Regularly: 7%
- Occasionally, meets my needs: 33%
- Occasionally, but would like to more often: 8%
- Rarely/never, and that meets my needs: 46%
- Rarely/never, but wish I could: 7%

FACULTY: How often do you use the Library to ATTEND AN EVENT?

- Regularly: 26%
- Occasionally, and that meets my needs: 49%
- Occasionally, but would like to more often: 7%
- Rarely/never, and that meets my needs: 3%
- Rarely/never, but wish I could: 3%

STAFF: How often do you use the library to ATTEND OR TEACH A CLASS?

- Regularly: 9%
- Occasionally, and that meets my needs: 13%
- Occasionally, but would like to more often: 3%
- Rarely/never, and that meets my needs: 10%
- Rarely/never, but wish I could: 65%

STAFF: How often do you use the library to ATTEND AN EVENT?

- Regularly: 20%
- Occasionally, and that meets my needs: 50%
- Occasionally, but would like to more often: 11%
- Rarely/never, and that meets my needs: 11%
- Rarely/never, but wish I could: 8%

Scale: Regularly - Occasionally/meets need - Occasionally/wish could - Rarely/Never-meets need - Rarely/Never-wish could
Communal Space Data

Level 2 and the Idea Lab are actively used and enjoyed by many students. Faculty and staff use it or enjoy the space to a lesser degree. All three groups indicated they would like to use the space more often.
COMMUNAL SPACE

“Please keep the idea lab! It’s one of my favorite spaces on campus and such a valuable addition to the library.”

“I really like the many mixed uses that the new second floor allows. I also like it that there are quiet parts of the library. It's a good balance.”

“Remove the second floor Idea Lab and have more books and places to read there instead.”

“I love the second floor - its design and open plan are a great space to both do work and to socialize with people coming and going, and I think the space is aesthetically very pleasing and nice to be in. There are so many different options for places to sit there, and the Idea Lab is a great addition to the building.”

Level 2 and the Idea Lab are actively used and enjoyed by many students. Faculty and staff use it or enjoy the space to a lesser degree. All three groups indicated they would like to use the space more often.

“There's plenty of places to socialize on campus, the library does not need to be one. It's very hard to study in spaces like the Idea Lab that are overtaken by socializing/large groups of people. I would like more bright/colorful spaces like the Idea Lab for studying but without the chaos.”

“The second floor is a little overwhelming. It is hard to focus but it’s also the place with the most white boards.”

“Going to the second level and seeing all the people working in the open space makes me feel warm and fuzzy inside! I like that it’s social but hardworking.”

MACALESTER COLLEGE DEWITT WALLACE LIBRARY PROGRAMMING & PLANNING

HGA
COMMUNAL SPACE

STUDENTS: How often do you visit the library to use the Idea Lab?

Scale:
- Regularly
- Occasionally/meets need
- Occasionally/wish could
- Rarely/Never-meets need
- Rarely/Never-wish could

FACULTY: How often do you visit the library to use the Idea Lab?

STAFF: How often do you visit the library to use the Idea Lab?
Collections Space Data

Students, staff and faculty felt that the idea of browsability of the collections was important, though when asked if they browse the collection the responses were lower. All three groups indicate they wish they could browse the collection more often.
“Have more space to browse the book collections, including adequate space for current and future book acquisitions. More space to peruse books comfortably within the stacks in small short term reading spaces. The collections are the heart of the library. Space to browse recent periodicals, perhaps near the front door of the library.”

“I want] less stacks of books.”

Students, staff and faculty felt that the idea of browsability of the collections was important, though when asked if they browse the collection the responses were lower. All three groups indicated they wish they could browse the collection more often.

“Preserve environments for interacting with books and other materials (maps, prints, journals, etc.)”

“Remove all but the most commonly used books to off campus storage that can be accessed using a system like interlibrary loan but just for Macalester (ideally with access times in about a day). Our campus is so space constrained it doesn’t make sense to store thousands of books that nobody actually ever looks at in such a prime location.”

“Bring the library collection to the forefront - the Ideal Lab can go in the basement, and the second floor should become a rich depository for research and know-how in the humanities and the social sciences”
COLLECTIONS SPACE

STUDENTS: How important is the ABILITY TO PHYSICALLY BROWSE THE BOOKS AND OTHER MATERIALS ON THE SHELVES?

Scale: Very Important - Somewhat Important - Neutral - Somewhat Unimportant - Very Unimportant

STAFF: How important is the ABILITY TO PHYSICALLY BROWSE THE BOOKS AND OTHER MATERIALS ON THE SHELVES?

Scale: Very Important - Somewhat Important - Neutral - Somewhat Unimportant - Very Unimportant

FACULTY: How important is the ABILITY TO PHYSICALLY BROWSE THE BOOKS AND OTHER MATERIALS ON THE SHELVES?

Scale: Very Important - Somewhat Important - Neutral - Somewhat Unimportant - Very Unimportant

STUDENTS: How often do you visit the library to BROWSE THE LIBRARY’S PHYSICAL COLLECTIONS?

Scale: Regularly - Occasionally/meets need - Occasionally/wish could - Rarely/Never-meets need - Rarely/Never-wish could

STAFF: How often do you visit the library to BROWSE THE LIBRARY’S PHYSICAL COLLECTIONS?

Scale: Regularly - Occasionally/meets need - Occasionally/wish could - Rarely/Never-meets need - Rarely/Never-wish could

FACULTY: How often do you visit the library to BROWSE THE LIBRARY’S PHYSICAL COLLECTIONS?

Scale: Regularly - Occasionally/meets need - Occasionally/wish could - Rarely/Never-meets need - Rarely/Never-wish could
Student responses were high for open spaces for studying alone and in small groups, but less need for large study group space.
RESEARCH & STUDY SPACE

“Exhibits on the walls or in glass cases relating to books/research and the library’s collections would be a nice touch.”

“I would like to find some peace and quiet to do my homework, the Idea Lab is not a good study space so all of the rest of the quiet study spaces are highly competed for.”

Student responses were high for open spaces for studying alone and in small groups, but less need for large study group space.

“The study spaces that circle the stacks could be better utilized. Those spaces are not used well and are unwelcoming.”

“More individual study rooms/more interesting individual study rooms.”

“At my undergrad institution there was a 24 hour room that was extremely useful to study in late night. It was a separate wing that was entered from a different door than the main library so it didn’t really necessitate staffing. That would be something to consider finding a means to implement for the night owls among our students.”
**RESEARCH & STUDY SPACE**

**STUDENTS: How often do you use the Library to STUDY OR WORK ALONE?**

- Regularly: 54%
- Occasionally, and that meets my needs: 23%
- Occasionally, but I would like to meet more often: 14%
- Rarely, never, and wish I could: 6%

**STUDENTS: How often do you use the Library to STUDY OR WORK IN A SMALL GROUP?**

- Regularly: 23%
- Occasionally, and that meets my needs: 47%
- Occasionally, but I would like to meet more often: 14%
- Rarely, never, and wish I could: 8%

**STUDENTS: How often do you use the Library to STUDY OR WORK IN A LARGE GROUP?**

- Regularly: 58%
- Occasionally, and that meets my needs: 23%
- Occasionally, but I would like to meet more often: 5%
- Rarely, never, and wish I could: 9%

**STUDENTS: How important is RESERVABLE, PRIVATE SPACES TO STUDY?**

- Very Important: 38%
- Somewhat Important: 33%
- Neutral: 15%
- Somewhat Unimportant: 8%
- Very Unimportant: 6%

**STUDENTS: How important are SMALL/MEDIUM RESERVABLE PRIVATE SPACES?**

- Very Important: 29%
- Somewhat Important: 38%
- Neutral: 17%
- Somewhat Unimportant: 11%
- Very Unimportant: 5%

**STUDENTS: How important are LARGE RESERVABLE PRIVATE SPACES?**

- Very Important: 30%
- Somewhat Important: 29%
- Neutral: 29%
- Somewhat Unimportant: 18%
- Very Unimportant: 8%

Scale: Regularly - Occasionally/meets need - Occasionally/wish could - Rarely/Never-meets need - Rarely/Never-wish could

Scale: Very Important - Somewhat Important - Neutral - Somewhat Unimportant - Very Unimportant
Top Existing Space Data
Students tend to use the library highly for:

- Technology and printer use.
- Open spaces for studying alone and in small groups.
Responses with **over 50% of students** saying they use the library “Regularly” or “Occasionally, and that meets my needs” for each activity.
Faculty tend to use the library for:

- Events
- Meetings
- Checking out library materials
- Serie Center programming
Responses with over 40% of Faculty saying they use the library “Regularly” or “Occasionally, and that meets my needs” for each activity.
TOP EXISTING STAFF SPACES

Staff tend to use the library for:

- Events
- Meetings
- Checking out library materials
Responses with **over 30% of Staff** saying they use the library “Regularly” or “Occasionally, and that meets my needs” for each activity.
Top Future Space Data
Students, faculty, and staff alike desire:

- A cafe with food and beverage options
- Additional technology for exploration and coursework
- Exhibits and creative installations
- Co-working space
TOP FUTURE LIBRARY SPACE REQUESTS: Students

STUDENTS

- Café for food/beverage: 75%
- Exhibits or creative installations: 49%
- A technology exploration space: 38%
- A college co-working space: 38%
- Space to practice & record sound/video: 35%
- A resource to assist w/ integrating technology into a project/course: 35%
- Space for meditation or prayer: 31%
TOP FUTURE LIBRARY SPACE REQUESTS: Students & Faculty

**STAFF**

- Café for food/beverage purchases: 53%
- Exhibits or creative installations: 49%
- A college co-working space: 46%
- A technology exploration space: 36%
- A resource to assist with integrating technology into a project or course: 31%
- Space for meditation or prayer: 27%
- Space to practice & record sound/video: 20%

**FACULTY**

- Café for food/beverage purchases: 45%
- Exhibits or creative installations: 42%
- A resource to assist with integrating technology into a project or course: 42%
- A college co-working space: 35%
- A technology exploration space: 23%
- Space to practice & record sound/video: 19%
- Space for meditation or prayer: 9%
There was an overwhelming request for food and drink in the library in the form of a cafe, coffee cart, improved vending.

“Cafe with healthy snacks.”

“[Add] a nice coffee shop with comfy chairs. A place where faculty and students can hang out.”

“Having a cafe or somewhere to grab coffee or a snack would be nice, especially after the dining halls close.”

“There should be a cafe and some more modern work spaces (for example, some of the individual study rooms can feel like a jail cell at times...some people may like that but there should be more light and open space).”

“A cafe and renovations on all floors like they did on the second. The second floor is absolutely lovely but I enjoy the library significantly less when on the third floor.”
Emphasis revealed in coded qualitative responses:

**Interior Design:**
changing furniture, lighting, and addressing the look/decor/aesthetic.

- 24% (172 out of 704 total student open-ended responses.)
- 10% (15 out of 148 total faculty open-ended responses.)
- 18% (36 out of 205 total staff open-ended responses.)

**Space Use:**
more private or collaborative spaces, changing layout/space use, more classroom space.

- 21% (146 out of 704 total student open-ended responses.)
- 26% (38 out of 148 total faculty open-ended responses.)
- 27% (55 out of 205 total staff open-ended responses.)
Emphasis revealed in coded qualitative responses:

Interior Design & Space Use

“I see the Library as a much more important resource for our students, providing access to quiet working spaces, technology (like the idea lab stuff, but also information access) and areas for co-working. I'm not so interested in providing more places for students to just socialize - they have plenty of space for that elsewhere.”

“The second floor is often over crowded, so maybe adding more work spaces to the first floor or basement so people spread out more.”

“The stacks on the third floor are poorly lit and uninviting. I would make it more modern, inviting, and fun! (Similar to the small reading space with the fake fireplace attached to the first floor -- this design is MUCH more inviting -- we need more of this design/these tables!”

“I love the variety of seating on the second floor and would like to see similar chairs on the third floor for when I need a quieter space.”

“Improving the top two floors (the quiet study floors) to make them more comfortable and let more light in. I strongly prefer studying in a quiet, private environment but the quiet study floors are often dark and uninviting.”

“The idea lab in its current form definitely helps me to feel more welcome in the library. It is a warm, welcoming and vibrant place to be. Having more spaces like this that can be simultaneously collaborative but also suitable for studying will help to make me feel even more welcome.”

“Change the layout of the first floor!”

“Give each space a different personality. I like how the second level sort of has this but the rest of the building is sort of sterile.”
Emphasis revealed in coded qualitative responses:

**Library culture:**
positive about staff/library overall, address atmosphere/feel, address look/decor/aesthetic, address inclusivity/diversity

- 17% (121 out of 704 total student open-ended responses.)
- 19% (28 out of 148 total faculty open-ended responses.)
- 20% (42 out of 205 total staff open-ended responses.)

**Resources and amenities:**
add food/beverage, more emphasis on books, feedback about collections, computing/technology

- 16% (115 out of 704 total student open-ended responses.)
- 22% (32 out of 148 total faculty open-ended responses.)
- 7% (14 out of 205 total staff open-ended responses.)
Emphasis revealed in coded qualitative responses: Library Culture, Resources, & Amenities

“More art.”

“More resources for POC--books, exhibitions, etc.”

“Some spaces can be modern like the second floor, but I think the best look for the library, particularly quiet spaces, is a cozy, warm look. The reading room is a really nice example of a good mix of modern and cozy.”

“If there were spaces for private prayer available for short-time reserve, I would probably be at the library more often. I don’t always have time to go between the library and my dorm to study and then pray.”

“More cozy areas. Also I think a cozy area could be integrated well with a potential library cafe/coffee shop.”

“If we need enough space to house a collection that is appropriate for a college of the calibre Macalester claims to be.”

“I love the greenery in the first floor reading room - would love to see more plants!”

“Change the lighting in the library.”

“Do not reduce books to make space for other uses.”
Key Takeaways
No significant surprises.

○ We anticipated interest in improved:
  ● furnishings, decor, lighting, ambiance, technology, wayfinding, study space, shelving and display of books.

○ We were delighted to learn that:
  ● there are lots of things people enjoy about the library spaces, service, and staff.
  ● there is an interest that matches ours to continue our pursuit of making the library increasingly welcoming and inclusive.
  ● many of the ideas people had match much of what we envision for our future.
KEY TAKEAWAYS

- We did not anticipate the level of interest in:
  - A food and beverage option, more specifically, that it was #1 for everyone!
  - Exhibit and installation space
  - College co-working space
  - Space for meditation and prayer

Because something was requested does not automatically mean it will be included or that it will take a definite form. For example, a food and beverage option could be a cafe or a few vending machines.
Opposing viewpoints were relatively balanced:

- Some want change, some want things to remain the same.
- Some want more books, some think we devote too much space to books.
- Some want more private study options, some want more group study options.
- Some enjoy the Idea Lab and the activity on Level 2, some prefer other areas of the library.
- Some like quiet, some like activity and “buzz”.

These are not necessarily in conflict with each other. With thoughtful planning and design, we can balance and accommodate multiple preferences and needs of our community.
The needs expressed for a future library are in line with our vision. We did not uncover anything that leads us away from the following draft vision:

Our community is invited to join us in rethinking this essential college asset as we endeavor to create a warm, welcoming and inclusive space that:

- enhances the academic and scholarly pursuits of our community;
- provides increased access to, and inspired discovery of, information and library collections, in all forms;
- celebrates and elevates the written word, scholarship, and creative expressions;
- preserves and promotes the history of the college;
- emphasizes the role of libraries and library staff in learning and information literacy;
- leverages technology and technology staff to enhance scholarship, teaching, and production;
- provides opportunity for creativity, exploration, content creation, and play;
- facilitates gatherings, meetings, and community building.
NEXT STEPS
NEXT STEPS

- Share feedback with our community.
- Combine feedback with library staff knowledge, expertise, and experience.
- Create proposed Library Master Space Plan.
- Share proposal with community.
- Explore feasibility for funding a library renovation project.
- Explore what we can address now with more outreach and promotion.
We appreciate your feedback and support!