The Spatial Dynamics of Libraries

Rebecca Chan | HCDE 313 | Spring 2023

Field Study Report

Goal & Context

A survey by Pew Research Center showed that 57% of Americans over 16 years old were definitely interested in more comfortable spaces for reading, working and relaxing in their public libraries. 30% said they would maybe be interested. Additionally, 24% said they were definitely interested in moving books to make space for meeting rooms, reading rooms, tech centers and more while 40% said they would maybe be interested. As a college student, I spend a lot of time in the libraries on campus, yet I am almost never reading books there and have noticed that I am not alone in that. Because of this, I am interested in researching how libraries can accommodate current needs of students. My design question is, "how can we improve the spatial dynamics of libraries at UW to support more students?

My field research questions included the following:

- How are the libraries currently being used?
- What areas of the library are busiest?
- Who is using the different areas?
- Where are people walking through and where are people stopping?
- What are current pain points in the libraries?

These questions were chosen to get a sense of how students are currently using the libraries and where there are areas for potential improvement. I was specifically interested in traffic patterns or how students moved around the library as well as what they were doing there. Traffic patterns also include what type of seating is being used and in which areas of the library. Another focus of the questions was how often students were using books, computers or other resources provided by the library and how often they were using things they brought from home. This information will help me understand what areas and resources in the library are a priority for students.

Method

The field observations took place over the course of 3 30-minute sessions. Each took place in a different library, and I moved halfway through in 2 of them to see a variety of areas and people. In the Engineering Library, I began on the 2nd floor at the tables by the elevator and then moved to the 1st floor and sat at a table towards the windows. The second session took

place in Suzzallo Library. I began on the 1st floor, sitting just past the steps down as you come into the library from Red Square and moved up to the 2nd floor landing outside reading room at the halfway mark. Due to the cherry blossoms being in full bloom, there were many more tourists than I've noticed from personal experience. In Odegaard Library, I spent all 30 mins in the quiet area on the 3rd floor, in the chairs to the right of the stairs. I didn't move during this session as I had an overview of the entire library and could instead focus my attention on different floors and areas during the 30 minutes. I was especially interested in the first 2 floors where there are very few books, as I am interested in comparing this to the other libraries.

I followed a semi-structured approach for my observations, so I reviewed my field research questions and areas of focus before beginning. I did not use a template when recording observations and simply recorded people and possessions as I saw them. Observations were recorded by hand in a notebook. Overall, I was looking to observe anyone in the libraries, but I did my best to distinguish who was a student and who wasn't as students are the focus of my design question. I noted what they were doing or what things they had relating to my areas of focus, which include built environment, possessions, media consumption, tools and technology and traffic (Appendix 2). After each session, I transcribed my observations and added any relevant notes to the end (Appendix 3).

For analysis, I created an affinity diagram using a FigJam file in Figma (Appendix 4). Each library was assigned 2 colors, one for students and one for other people in the library. Initial sorting is what revealed: technology and other possessions people were using, where people were walking and sitting, and what people were doing. I then created groupings within these large categories to identify trends.

Results

The further sorting of the observations into smaller categories revealed key trends about the use of books, seating arrangements, and desk space, which help to indicate how students are currently using the libraries and what the current spatial dynamics do not accommodate. The following results are listed in order of priority.

Use of Books

For how prevalent books are in the libraries, there was very little interaction with books throughout the 3 sessions. Only one person was actually reading a book (Appendix 3, Line 67). The other interactions involved people carrying or looking at a book (Lines 46, 139). None of these interactions were very long or involved, implying that they knew exactly what they were getting or were not actively browsing for books. The lack of interest in the books is particularly interesting in the Engineering Library and Suzzallo Library, where the areas I observed are surrounded by bookshelves. People tend to walk past them without even pausing to look, often heading towards seating areas (Lines 74-5). All of this indicates that the majority of students are not going to libraries to find books, but to make use of the space for studying. Current arrangements of the space do not align with these priorities.

Seating Arrangements

Different types of seating accommodate different activity and there are some areas where the type of seating is not optimized for the activities that are occurring there. Students tend to spread out and not sit directly next to each other unless they are collaborating. In areas where there isn't group collaboration going on, such as in the Quiet Area on the 3rd floor of Odegaard, the larger tables are not fully utilized as only one person is generally sitting there (Line 141). In areas with individual chairs that are spaced out, more of the chairs were filled in by people who appeared to be on their own (Line 131-2). In terms of groups, I did not record any groups larger than 4 people. Groups tend to be sitting at tables, as those seats tend to be closer together and they also have more space for their possessions (Lines 27, 69-70). This is further explored in the next section as well. There are many places where the seating arrangements appear to be working currently, but there are also many places where this is not the case and where things could be moved around to better accommodate students.

Desk Space

Students tend to utilize a lot of the available desk space. It is often noted that people are using multiple devices, writing in notebooks, or having food or drinks all at the same time (Lines 27, 38, 69-70, 113-4, 133-4). Additionally, many students sitting at desks with computers are using personal devices, sometimes in combination with the provided computer and sometimes without (Lines 53-4, 67-8, 126-7, 142-3). These tended to be the more crowded desks as the computer keyboard and other equipment was crowded in with the student's possessions. There was also an instance when a student had to squeeze their laptop onto the printer station (Line 40). Laptops are the most common possession observed and also the

possession most likely to be used with other things (Appendix 4). On any of the desks in the library, but especially the desks with computers, it is important to ensure that there is plenty of space for students to spread out their possessions.

These results were prioritized in this way to prepare for a potential redesign of the libraries. I've chosen the lack of book usage as the most important result, as it is the most fundamental rebuttal to the current design of libraries on campus. Students are not going to libraries to read or explore the book collections and current library spaces do not reflect this. Seating was 2nd because there were more places where I noted that it was not working, while desk space was more of an observation of what people do rather than what is not working. These results could be considered additional design requirements for the larger overhaul that deprioritizing books would require.

Recommendations

The results of the field study suggests that there needs to be a huge overhaul in the way libraries and study spaces are designed. This is particularly interesting when we consider Odegaard Library, which was renovated in 2013 to support the ways student behavior had changed since the building was built (Miller Hull). The first 2 floors have very few books and students use the majority of the space. This type of redesign has occurred at other major universities and is a part of an ongoing debate as to how libraries should adapt to changing needs (Barclay, 2015). The field observations suggest that there are changes needed in other libraries at UW, but this would require a great deal of additional research to flesh out more of the details.

The next 2 results discussed could be used as part of a larger redesign or recommendations for smaller redesigns. As part of a larger redesign, for example, any computer stations should include mounts for the monitors and cable management to give students more tabletop space. In terms of a simpler redesign, it would be pretty easy to change the kinds of furniture that is currently used to better suit the types of activities going on in those areas. With some planning and a review of all the libraries on campus, existing furniture could even be shuffled to make the project simpler. These recommendations would both be pretty simple changes that could really help to improve spatial dynamics whether on their own or as part of a larger redesign.

Discussion & Reflection

These field observation sessions occurred across 3 different libraries, which was done to see the variety of seating arrangements and layouts that exist on campus and in hopes of getting a sense of how that may impact behavior. Although there were some differences between what was observed in each library, it was hard to find any trends involving different usage of different libraries because I had limited time to observe each one. For example, the observations surrounding people entering the library and finding a seat on the 1st floor of Suzzallo tended to involve a lot more looking around and waiting for a seat, while in the Engineering Library, people tended to find a seat more quickly or immediately move to a different floor (Appendix 4). If I'd had more time, I'd be interested in conducting more field observations, to see if this pattern holds across different days and times. I'd also like to be more strategic about timing of when I'm visiting each library, to get a sense of how that may impact library usage. Even with these limitations, I was happy with the variety of spaces I saw and the trends I was able to identify. The findings identified above existed across all 3 libraries and the variety of spaces they have which indicated to me the importance of these patterns. As someone who uses these libraries often, I found it interesting how much I noticed for the first time. I tend to be quite focused on what I am doing and seeing how other people used the library has given me other ideas. I was also very surprised at how little I noticed books being used. I assumed they would not be a common possession, but they were much less common than I even guessed they would be.

Next Steps

The results from the field study helped me understand what is happening in each library, but I'd like to understand the motivations of people using libraries and how they think the libraries could improve. For example, I might look into how students decide which libraries to visit and what activities they prefer to do in the libraries.

Interview Report

Goal & Context

This study focuses on identifying how libraries at the University of Washington can better support current student needs. The field study I conducted revealed patterns of student usage within the libraries and brought up questions of why they chose to use specific libraries or sit in specific seats. The interviews aim to uncover the motivations and reasoning of students using the libraries and the resources there. I am also interested in understanding how students think about libraries and the types of activities they should support.

I conducted 3 30-minute semi-structured interviews with 3 different students at UW. They have each been to a variety of libraries on campus. These interviews took place in various spots on campus and were recorded on my phone, transcribed, and then analyzed. The limited sample size makes it difficult to speculate on the entire student population, but the insights as part of the larger study can be very helpful.

Results & Recommendations

Analysis of the interviews revealed 3 main trends, which are listed below in prioritized order. The prioritization is based on the importance of the results to potential library redesigns, with book organization being the most important change. The latter 2 results factor into potential redesigns but would be smaller suggestions that could accompany other changes.

Overwhelming Book Organization

Current organization of books is very overwhelming for the interviewees, so they prefer to reserve books online and pick them up in person. When asked if they like to explore the library, Participant 2 responded, "I feel like the UW library just has so many books, it's a little overwhelming and intimidating for me to even start. I'm like, oh, where do I start looking for a book?" (Appendix 6, 355-6) All 3 participants reported that when they are interested in books, they look up the book they're interested in online and reserve it that way. Only Participant 1 said they would be interested in exploring the physical collections if it was easier to do so, while the other interviewees indicated that they are satisfied with the current arrangement. Participant 3 said, "I could see the advantages of being able to browse them more easily, but I don't think that- for what I've checked out books for, I think searching them online, it works." (543-5) Assuming that this view of book loans is shared across the student population, I

recommend emphasizing holds as a way for students to retrieve books they are interested in. This could include having an easily accessible area for reserved books and signage in the library to indicate this option. Participant 1 discussed their preference of Odegaard for picking up reserved books, saying that "they have the whole checkout shelf right by the entrance, so it's really quick to go in, check out the hold and then go." (127-9) Implementing systems like this in other libraries would help students access books the way that they prefer.

Library Qualities & their Impacts on Motivation to Study

Interviewees value beautiful, open, and bright spaces which help motivate them to study. When asked why they visit libraries, individual studying was always mentioned, with participants discussing the way the space helped them focus. Participant 2 explained "I think I like the aesthetic of Suzzallo's, like the quiet room aesthetic- It just makes me feel like I'm in this dark academia library, and I don't know, it makes me feel- Yeah, like, I'm in a fantasy kind of thing, so it makes me work better." (317-9) and Participant 3 claimed "[the view] gives me something to look at without getting too distracted, you know, on your phone or somewhere." (510-1). Important qualities for the libraries include natural light, cleanliness, limited sound, personal space, fresh air, beautiful architecture and more. For example, Participant 1 explained that their favorite spot in the libraries was on Suzzallo's third floor "facing the archway so you can sort of get the sunlight and they're large, nice tables for collaboration." (84-5) With this in mind, I'd recommend paying particular attention to these qualities and considering arrangements of bookshelves to create space and limit sound, while ensuring that there is bright light and open architecture.

Convenience-Based Library Choices

Library choice is generally based on convenience, both in terms of time and frequency and in terms of which to visit. All interviewees indicated that the frequency with which they visit libraries is dependent on when they have time between classes. As Participant 3 explained, it "depends. Um, I go there to study sometimes a couple times a week, some quarters, if I have break between classes or sometimes it's more like once every couple of weeks." (467-9). Additionally, when discussing which libraries they visit, all the interviewees mentioned Suzzallo, Odegaard and the Allen Learning Commons. Only Participant 1 mentioned having visited other libraries, with the other participants mentioning they had no interest in exploring other libraries. Participant 3 explained, "I don't have time that I want to spend looking for somewhere, if I don't know if it's somewhere I want to study." (490-1) When considering

redesigns, focus should be placed on the centrally located libraries. This can also help determine the spread of resources between libraries. For example, book storage could be spread amongst the smaller libraries, while the 3 most popular ones could focus more on studying space and the previously mentioned qualities, such as open architecture and natural light.

Next Steps

In my survey, I hope to expand what I learned from the interviews and see how that applies to a wider group of students. Getting to understand a few viewpoints was helpful, but I am now looking to triangulate and see whether these patterns hold. This would include which libraries are being visited, what students are doing in the libraries, how books are being accessed, etc. I would also like to collect information on the frequency of different activities and other numerical questions, as I think that could help provide some context that is missing from the interviews. Overall, I plan on utilizing the survey to fill in some of the gaps of the interviews and to see how that expands across the wider population.

Reflection

In order to maintain ethical standards, I made sure to keep participants informed as to the process and what information would be kept private. Transcripts are all anonymized and the original recordings have been deleted. I personally found the process more interesting than originally anticipated and enjoyed being able to dig into my participants opinions on libraries. I learned a lot from it and learned how to phrase my questions better.

Survey Presentation

survey results

The Spatial Dynamics of Libraries | Rebecca Chan | HCDE 313

table of contents

Goals & Context	3
Results & Recommendations	7
Next Steps	14
Reflection	15

2

goals & context

goals

- How can we improve the spatial dynamics of libraries and book organization at UW to support more students?
  Note addition of "and book organization" to address field study and interview findings.
- Key findings from the field study and interviews have some differences and do not really confirm the other's findings.
- I aim to confirm frequency of library visits and activities and important library qualities. I also intend to explore how students choose libraries, activities, and books.

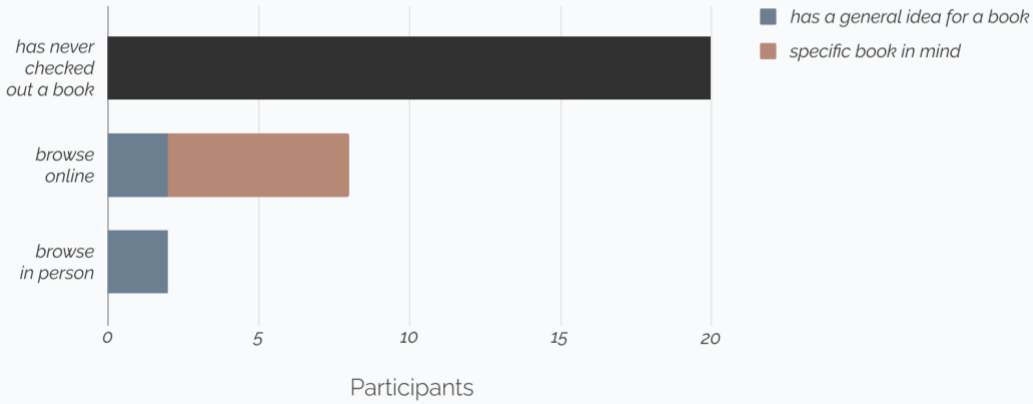
context

- I surveyed 30 UW students using a Google form. They've all visited the libraries at least once.
  Originally 31 responses, but 1 was eliminated due to criteria.
- Participants were recruited through the HCDE Slack, UW Snapchat groups and by word of mouth.
  Mainly undergrads, students at the Seattle campus.

5

results & recommendations

checking out books



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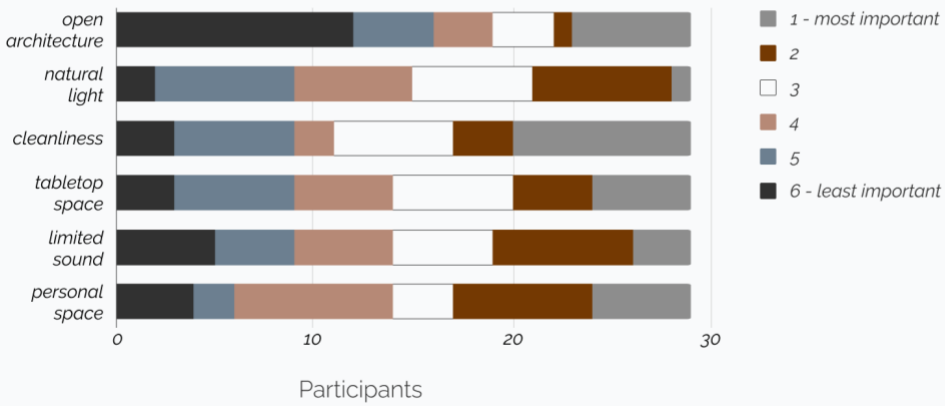
books cont.

- Only 2 participants prefer browsing the library in person. 8 browse online and reserve in person, and 20 have never even checked out a book.
- This confirms interview recommendation to change book arrangements to accommodate picking up reserved books.
  This would likely be a designated reservations shelf at the front of the library.
- This change would accommodate the majority, who don't want books, as book storage in public areas is not necessary with a primarily reservation-based system.

8

library qualities



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library qualities cont.

- When averaged, cleanliness was ranked first, followed by personal space, tabletop space, limited sound, natural light and open architecture.
- Cleanliness of the library spaces should be prioritized and can be implemented immediately
  This can also include choice of materials, etc in larger redesigns.
- The inclusion of personal space and tabletop space also confirms field study results.

10

library choices

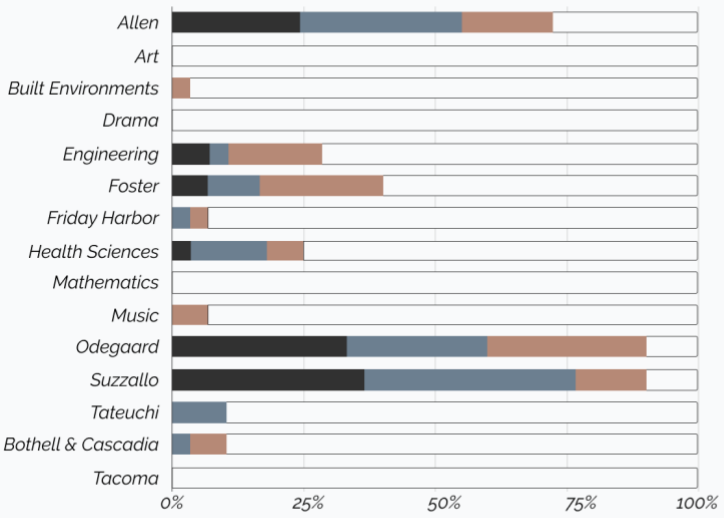
Other Libraries Visited

Main Libraries Visited	0	1	2	3	4	
0		1				1
1		2	1			3
2	2		2	1		5
3	7	7	2	2	2	20
	9	10	5	3	2	

Main Libraries refers to Allen, Odegaard and Suzzallo.

The remaining libraries are considered other.

11



Frequency of Visits by Library

- often
- sometimes
- rarely
- never

12

library choice cont.

- Most participants have visited all 3 of the most popular libraries, Allen, Odegaard and Suzzallo.
  Most have visited one or no other library.
- 56.67% of participants indicated that library choice is based on proximity. 16.67% indicated familiarity with the library is important.
- Changes in the library should focus on the 3 that are most widely used.
  Also a potential opportunity to increase knowledge about the other libraries.

13

next steps

- I would want to focus on potential changes that could be made and how these would be received by students.
  This would be especially interesting for more drastic changes, such as regarding book organization.
- I think there's a potential connection between the less visited, more focused libraries and general idea, in person browsing of the libraries.
- It would also be interesting to see the reaction to removing books from study focused spaces.
  Many mentions of vibes or atmosphere in qualities students are looking for.

14

reflection

- I was not expecting the survey design to be so challenging and how many iterations of questions I would want to do.
  I'll need to allot more time for planning in the future.
- It was very fun to see the responses come in and see trends develop in the data.
  This was also a challenge in that I didn't have the same familiarity with the data when I went to start analysis as when I did the field study and interviews.

15

thank you

Slides by SlidesMania | Icons by Valeria (Flaticon)

Appendices

Appendix 1: References

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Appendix 2: Field Study Plans

Field Research Questions

How are the libraries currently being used?

What areas of the library are busiest?

Who is using the different areas?

Where are people walking through and where are people stopping?

What are current pain points in the libraries?

Areas of Focus

Built Environment: What areas are being used most in the libraries? Ex. stacks, desks, seating areas, etc.

Possessions: What items are being brought to the library? What items are people using or taking from the library?

Media Consumption: What media from the library is being consumed? How is media being consumed?

Tools and Technology: What technology is being utilized?

Traffic: How do people move through the space? Where are areas of highest traffic? Which seats are filled first?

Appendix 3: Field Notes

Session 1

Wednesday April 12, 2023, 11:15am – 11:45am

Engineering Library

Starting on the 2nd floor at the large table to the left when you exit the elevator.

Man gets up and calls elevator, throws cup away and gets in the elevator.

Woman walks in and around tables towards empty table behind.

Woman goes toward tables by window.

Group of 3 sit at a table to the right, each has a laptop and a notebook on the table. Occasionally, they discuss what they are working on or compare answers.

Past the shelves, a man sits at a single table with laptop.

Woman walks out of elevator, walks between tables and sits at one further away from the other group.

Woman walks by while looking at their phone.

Woman talks to someone on the laptop (video call?), with sound of call audible.

Man walks by tables, heads to the stairs.

Woman comes out of the elevator and walks past tables towards one away from the occupied tables. Sits down and looks at phone.

Woman walks by, heads to stairs.

Woman (line 14) walks back towards stairs carrying mask and phone.

Woman (line 15) eats a snack.

11:29am: moved downstairs, on my way noticed the following: woman using the paper trimmer, 2 library staff standing behind the counter and talking, man entered and headed straight for the elevator.

Woman packs up and headed through the front doors.

Most are sitting at tables, including all groups. 2 individuals sit on chairs and couch.

Group of 4 to the left are working in pairs, looking at the laptops and notepads they have out.

Desks with computers are not occupied.

2 separate people in the area with couches and seats facing the window. One is using a laptop and listening to music through earbuds. The other is using a laptop and writing on an iPad.

Man walks in and goes straight to sit at a desk with a computer.

Group of 3 work silently on laptops. 2 are looking at their phones as well.

Woman walks in and sits down at another computer station.

Man walks directly to the print station. Then sits down nearby and takes out laptop.

Man starts packing their stuff, including a laptop and charger. He walks toward the exit looking at phone.

Another table, man is sitting in front of laptop and mouse and writing on tablet.

Woman comes in and heads straight for stairs.

Man (line 35) carries laptop over to print station and balances it on the edge. Starts using the print station computer and has trouble with the card reader. Collects prints and packs them away and leaves.

Two people pass each other going from front door to stairs/elevator and vice versa.

Woman glances at the tables and heads towards stairs/elevator.

Two people come in and wander around. One person points out the reference books.

Man (line 32) stands up, carrying tablet, and walks around looking at other seats. Then goes towards stairs/elevator.

Women comes in and sits down at desk w computer.

2 people (mother and son?) look around and talk to each other. They sit in chairs facing window for about a minute and then get up and head back out. They only carry a booklet. (UW information?)

As I was leaving, I noted that the people sitting in front of the computers were using laptops and other devices. Overall, this library was pretty quiet and not much was going on. Also why I have so many specific notes of who is doing what.

Session 2

Wednesday April 12, 2023, 11:50am – 12:20pm

Suzzallo Library

I am on the first floor, just past the front lobby. In a chair centrally located and facing the main walkway in the library.

Woman talks on the phone, with laptop in front of her.

Group of 5 (tourists?) stand around a bench. They look around and point.

Woman walks in, looking around as she goes. She pauses and turns, then keeps walking.

Most have laptops, a few writing on notebooks.

One woman sits in a chair reading a physical book.

Row of 5 computer stations. 2 are occupied. One is using the computer and a tablet. The other is not using the computer, just a laptop.

2 guys sit across from each other. Each has a Starbucks cup and a water bottle and one has a sandwich and a banana.

Lots have drinks. Mostly water bottles and coffee cups.

Woman walks slowly, looks around.

Person napping curled up in chair, with a jacket as a blanket and shoes off.

Many people walk down the hallway and past the shelves. Less looking around and quicker walking.

Man packs up stuff in backpack and heads towards stairs.

2 separate people walk towards tables, looking around.

Group of 3 head towards main hallway, talk as they go.

Man heads to the restroom.

Tables and individual chairs are evenly filled. For both, people are not sitting directly next to each other.

Baby babbling can be heard from lobby.

Pair walk through the hallway quickly.

Woman stands looking at phone and around the room. She finds an empty seat and sits down.

A pair of people are having a conversation quietly, one sitting in a chair and the other standing next to her.

Father and child head to bathroom, mother and sister wait outside.

From this seat, I can see 3 charging towers each of which is only being used by 1 person. It can accommodate 3 to 4. One person is charging their laptop at a wall outlet.

Most people are not charging their laptops at all.

12:06pm: Moved upstairs to a table with a view of the stairs and reading room. Saw a family coming down as I went up.

Mother sitting at a table talking to child sitting on the floor.

Towards the reading room, people are taking pictures.

Students (assuming by age and carrying backpacks) tend to walk past this area, both directions.

2 groups sitting at the tables in this area. One group is quiet and the other is chatting.

People going to the reading room, tend to be tourists (assuming from varied ages and carrying smaller bags or no bags)

Student exits reading room, heads downstairs.

2 more pairs of students exit reading room and head towards stairs.

Looking into reading room, people standing are looking around taking pictures (assume tourists)

Woman wheels library cart across the room.

Pair of tourists stands looking towards reading room.

Woman passes center through the area.

Mother takes picture of child.

3 people stopped on stairs.

Pair of students walk by heading towards stairs.

Student is looking at phone as they head downstairs.

Several students exit reading room, walk more purposefully downstairs or across the room.

Students seated have mix of water bottles and coffee cups. Most have a laptop out and some have a notebook with that. Often looking at phones.

2 girls playing as father takes pictures.

2 older men come up the stairs and walk into the reading room. A minute later they leave.

First floor was mainly students. Second floor had mainly tourists. Also where I realized paying attention to whether or not they were students.

Session 3

Wednesday April 12, 2023, 2:00pm – 2:30pm

Odegaard Library

I sat in the Quiet area on the 3rd floor, facing windows that overlook the library. Stairs coming to the third floor are right in front of me.

Pair of students walk around the library on the interior edge.

Many students seated at desks with computers. Even mix of using laptops and using computers. Some use both.

2 men walk downstairs while looking at their phones.

On the second floor, 2 students sit by the railing. One works on a laptop, the other looking at phone charging.

Center area on the first floor is mainly chairs. People sitting, quietly, spaced out, laptops on lap, looking at phones.

Nearby is tables, mainly pairs and groups. Mainly laptops but a few are writing on notebooks and tablets.

Woman walks downstairs pausing every few steps to write notes on clipboard.

Man carrying backpack and putting things inside as he walks up stairs.

Man comes up the stairs carrying phone and speaking into it.

Woman goes up stairs, grabs a book and goes back down.

2 people are walking towards the stairs, one of them turns around and waves at someone. They run over and the 3 talk for a little before they continue on to the stairs.

On the 3rd floor, tables are mainly filled with single students. A row of 5 chairs is only occupied by me and one other person. Most of the computers are not being used, although people are sitting at those tables. By the railing, most spots are taken.

Man sitting on 1st floor stands up and puts down laptop. Paces around.

4 carrying food containers or packages, often without any other bag.

Flood of students from OUG 136, most head to the front door. A few up the stairs. 2 wave goodbye at each other and one heads to the door and the other in the opposite direction.

Man carrying basketball comes up stairs and sits at table against the railing.

A lot of students come up the stairs, a few continue to the 3rd floor, but the majority stay on the 2nd floor.

Computer stations along one edge and closer to the railing are mostly full, this wave of students are mainly headed towards the back right corner.

One woman standing at the top of the stairs, another comes up to meet her. They walk over to a table.

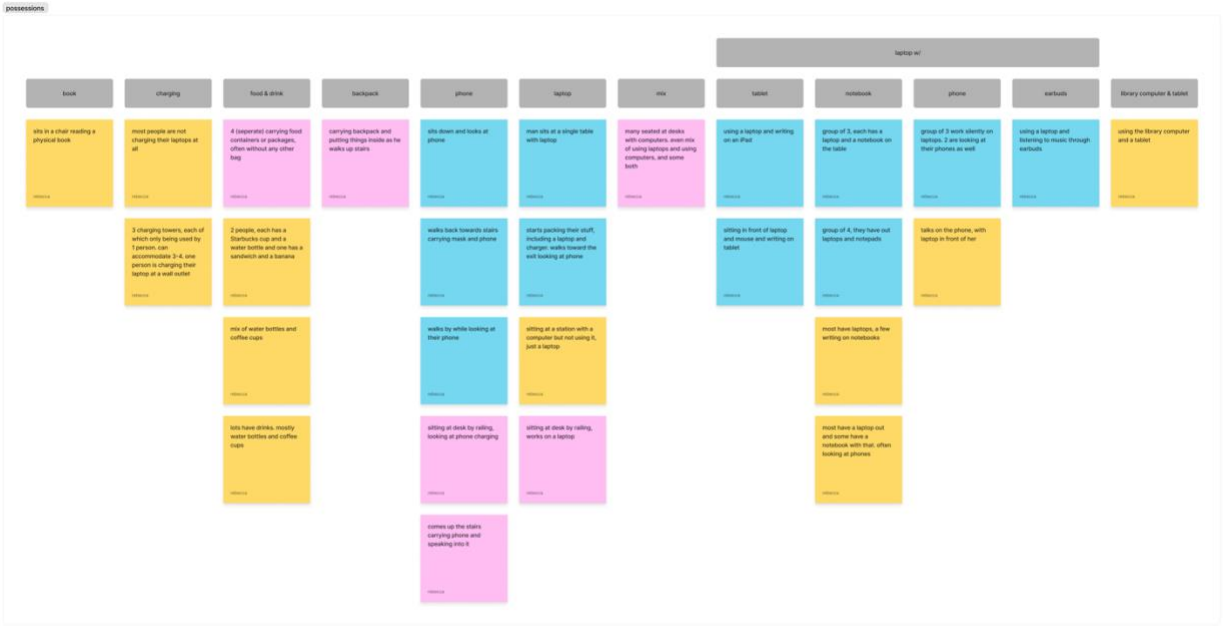
2:26, student leaves phone booth

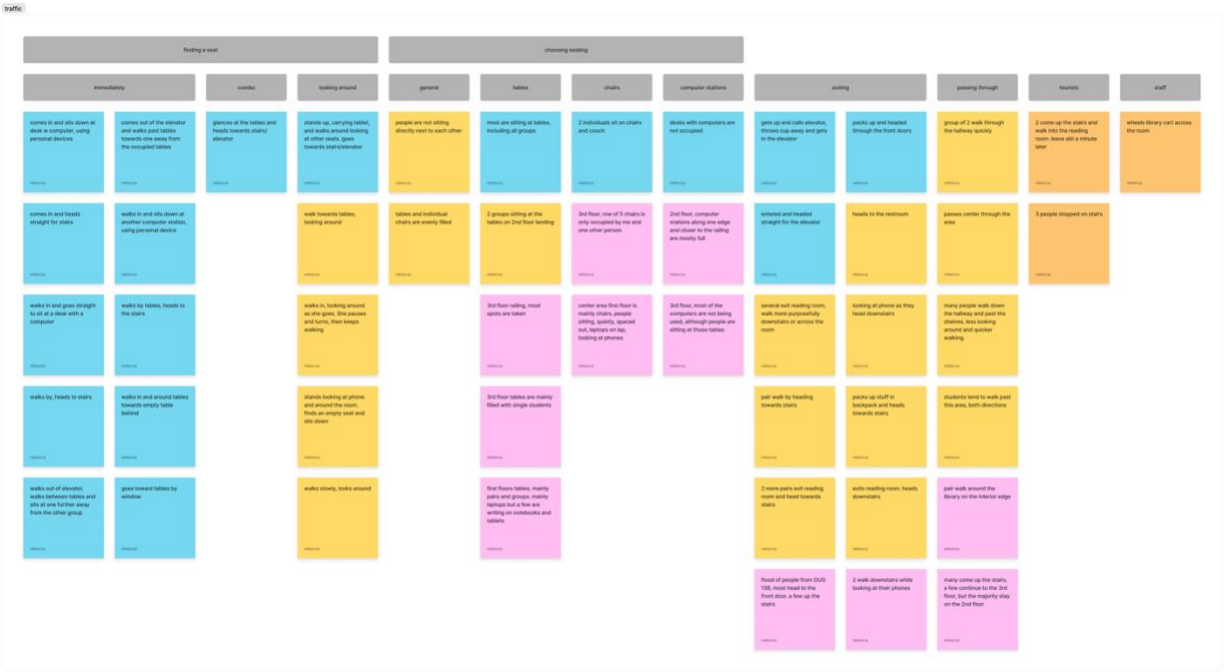
One man waits at top of stairs, on phone and occasionally looking up.

Another pair standing at the top of the stairs.

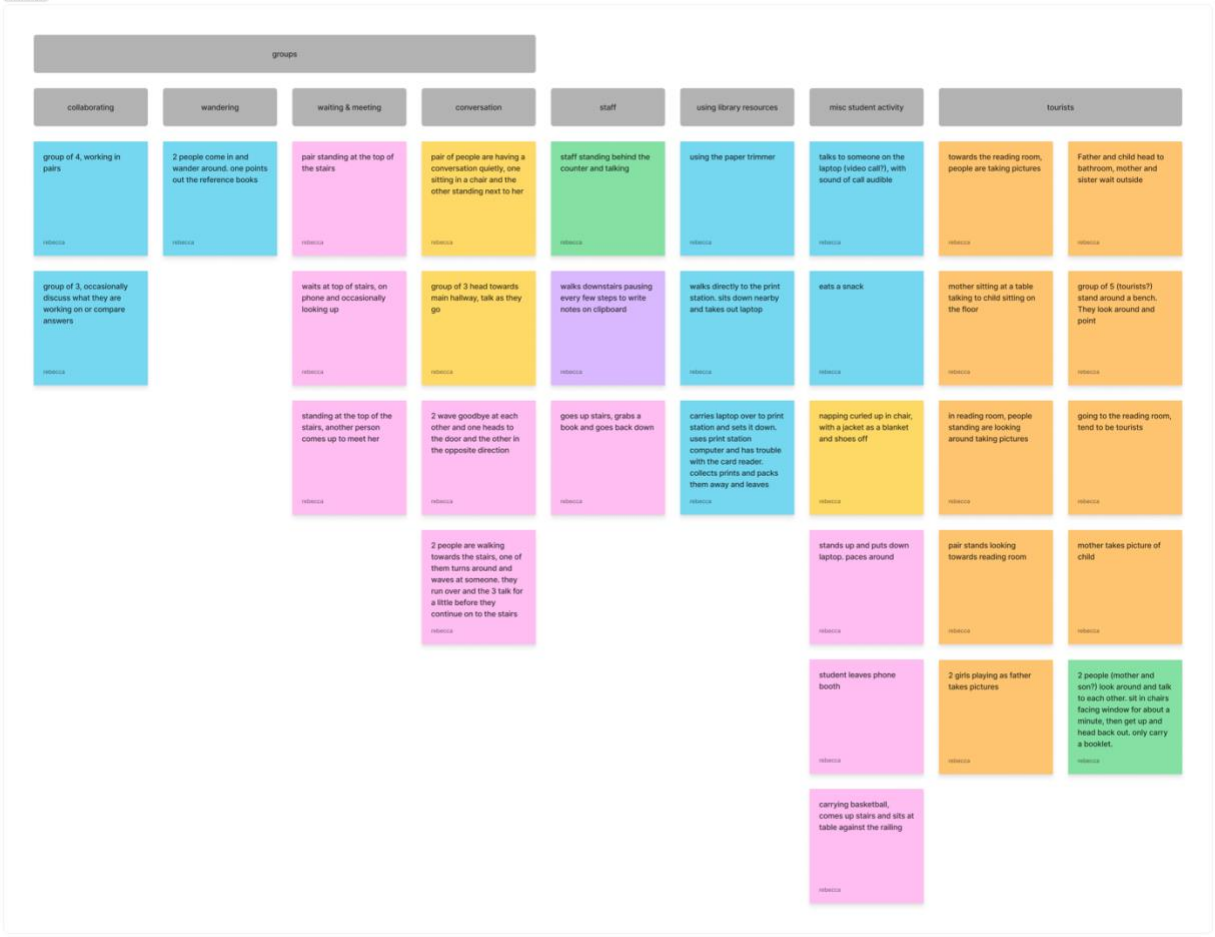
Even busier than Suzzallo, so mostly generalizations. Assume that most are students, definitely not tourists as it is required to have ID to enter.

Appendix 4: Field Study Data Analysis





activities


groups
collaborating
wandering
waiting & meeting
conversation
staff
using library resources
misc student activity
tourists
group of 4, working in pairs
2 people come in and wander around. one points out the reference books
pair standing at the top of the stairs
pair of people are having a conversation quietly, one sitting in a chair and the other standing next to her
staff standing behind the counter and talking
using the paper trimmer
talks to someone on the laptop (video call?), with sound of call audible
towards the reading room, people are taking pictures
Father and child head to bathroom, mother and sister wait outside
group of 3, occasionally discuss what they are working on or compare answers
waits at top of stairs, on phone and occasionally looking up
group of 3 head towards main hallway, talk as they go
walks downstairs pausing every few steps to write notes on clipboard
walks directly to the print station. sits down nearby and takes out laptop
eats a snack
mother sitting at a table talking to child sitting on the floor
group of 5 (tourists?) stand around a bench. They look around and point
standing at the top of the stairs, another person comes up to meet her
2 wave goodbye at each other and one heads to the door and the other in the opposite direction
goes up stairs, grabs a book and goes back down
carries laptop over to print station and sets it down. uses print station computer and has trouble with the card reader. collects prints and packs them away and leaves
napping curled up in chair, with a jacket as a blanket and shoes off
in reading room, people standing are looking around taking pictures
going to the reading room, tend to be tourists
2 people are walking towards the stairs, one of them turns around and waves at someone. they run over and the 3 talk for a little before they continue on to the stairs
stands up and puts down laptop. paces around
pair stands looking towards reading room
mother takes picture of child
student leaves phone booth
2 girls playing as father takes pictures
2 people (mother and son?) look around and talk to each other. sit in chairs facing window for about a minute, then get up and head back out. only carry a booklet.
carrying basketball, comes up stairs and sits at table against the railing

Appendix 5: Interview Protocol

Why do you visit libraries on campus?

- How often do you go to the libraries?
- Why do you do this activity in the libraries?

How do you pick which library on campus you go to?

- What libraries do you not like to visit?
- What areas in the library do you generally go to?
- How did you discover that you prefer this library?

What library resources, such as books, printers, or meeting rooms, do you use?

- How often are you using these resources?
- How did you find out about these resources?

How do you think libraries should organize books going forward?

- How do you think technology be involved in libraries going forward?
- How important do you think it is to preserve access to books?
- Are books important for libraries to remain libraries?

What changes would you like to see made to the libraries on campus?

- How would you use this change?
- Why would you want this change?
- How important is this to you?

Appendix 6: Interview Notes

Participant 1

Friday May 5, 2023, 5:00 – 5:30

Okay, so the first question is, why do you go to the libraries on campus?

I go to the libraries on campus because they're usually nice places to just study during class. I enjoy specifically going to the Suzzallo Library just because there's so many little nooks and crannies and then the books really sort of dampen the noise. So, it's a nice quiet place to study. And then I also go there because I pay for it using my tuition, so I feel like I have to use it or it's like a waste of my money. So-

Okay, how often do you go do? Would you say like once a week? Would you go like multiple times a week?

I usually go about once or twice a week, usually closer to one. Just would be depending on my schedule, just between classes.

And you like to study mainly in the libraries? Are there other places on campus you like to study?

Yeah, I like to study in the libraries at some of their larger tables or the booths. The wooden chairs are quite comfortable, but other places I like to study on campus are- I like studying in the Nano Building, because there's nice booths there. The power outlets are accessible and easy to get to. There's usually some nice whiteboards if I need to do some math. They also have sort of a nicer updated facility.

And, how do you choose between those kinds of different places?

Usually if the Nano building's full, I'll just go to the- I go to the library. It's my first choice is usually- going to Nano and sitting there because it's usually- it's also quiet. It's nice. They have usually a better airflow circulation it feels like. When the libraries feel very sort of like, stuffy… at least the ones that I attend. They feel sort of stuffy, so I like to go to that one first to see if there's a room and then if not, I go to Suzzallo because there's usually always table.

And then if I'm like working on studying in a group, then it's always Suzzallo just because everyone knows where Suzzallo is. There's always nice big tables that people can use, so…

So you would say if you're in a group, you're going to go Suzzallo first?

Yeah.

If you're by yourself, you would go elsewhere first and then if those places are full then you're going to go back to a library?

Yeah.

Okay, and then you only like to go to Suzzallo? There's no other libraries you like to go to?

I like to go to like the engineering library sometimes. Not my favorite location, but it's quiet. There's usually not too many people there. It's an easy place to study. But I don't like going to Odegaard. I go there occasionally but I don't like it because there's no- it feels like the tables are always full and they're not efficient. And usually, people don't want you sitting next to them while they're studying alone at a four-person table in Odegaard. And then it's also always a little bit chaotic, it feels like, in there and not enough sort of, I guess, sitting space. You're either in the really uncomfortable bucket chairs or you're trying to go and sit at like one of the self-study tables, and then there's no outlet. Or there's like the computer lab, but then there's a computer there and people. And it's always a little bit difficult to use those locations.

Okay, you mentioned like comfortable chairs. Do you- Is that a really important thing to you? Are there specific chairs you like?

Yeah, I feel like the ones in Odegaard kind of lean back. Like you lean back, they're bucket shaped and it's less of a, I guess, flat posture so it's like at a desk and then also you have to lean back in them to hold your laptop on your legs so you're not like hunched over, typing forward on those chairs. But then, I guess there's no option [other than] the wooden chairs in Suzzallo.

So, what you're saying is all the chairs are not great?

Yeah, they're not great chairs. The office chairs are pretty good though. Those ones are okay. The rolling ones in Odegaard or I also like to study in the iSchool sometimes, in Mary Gates Hall on the fourth floor…

Oh, I haven't been up there.

They have nice- They have nice office style chairs that offer support and sort of you can sit up in them more and then you can also adjust the height so your legs aren't on your chest or dangling. And then they also have standing desks and then they have a nice monitor that you can plug your computer in- like a USB-C monitor that you can plug your computer and use it.

Do you like when there's a computer at the desk? Do you like using those desks? Because some people like to use those in combination with their laptops, some people just will sit at those-

I like- I don't think I like the actual computer because there's the mouse and keyboard that get in the way, but I like using just the- some of them have just a monitor and then like USB-C cord so that you can connect your laptop to get a little bigger display so that's helpful when I'm doing a lot of different work, coding or like reading documents, writing papers, that type of thing. It's nice to have sort of a larger display along with my laptop display.

And so, then, when you're in a library, you're usually going to- Do you like going to those kinds of desks or are there other areas in libraries you like to go to?

When I'm in the library specifically, those aren't really options. So, I just go to one without and then use my laptop because the computers- I've tried to use them in the library, at least the ones in, what is it? One of the libraries connected to Suzzallo-

Allen

Yeah, Allen. It's like the slowest thing on Earth. Like, I tried logging in and it took like five minutes to log into my google account. So, it's not a great experience using those.

Okay, so then you mostly just go to desks and stuff where there's no computer.

Yeah.

And then, is there like a specific area in the library that you like to go to? Like in Suzzallo, for example, what floor do you like to go to? Is there certain types of arrangements that you like?

Yeah, I like to go- in Suzzallo, when you go in the first one, you're on the Starbucks floor, I like to go up one floor on the staircase and across- sort of the bridge into the back and then there's always big tables there and I like doing it because it's facing the archway so you can sort of get the sunlight and they're large, nice tables for collaboration or there's also ones that are facing- I guess, the back of the quad that are single person ones and they're, those ones are good too.

Do you- do you go to the group tables when you're by yourself? Like the four- bigger four-person table. Would you go there by yourself? Or you only go with other people?

I definitely go there by myself.

Do you like the table space-

I like the big space. Um, that's when I have lots of papers and different things to read. Um, it's usually the bigger one or I just go there, if there's a bunch open, but then, like, if I notice, there's one or two- there's not many open, then I try to go to the personal ones just because I don't need- if I don't need it, but it's nice to have. I like the big tables.

And then how did you figure out like your preferences in this place? Like did you test out a lot of different libraries or you just know, this is how I like to do it?

I sort of just walked around- because everybody, the first one I tried out was Odegaard, of course, because I feel like that's like a big fad, like, oh, you have to go to Odegaard to go study. Everyone's there, everyone's studying. You go in there, there's a million people, but I just found that it wasn't that helpful to me. And then I like Suzzallo just because it's centrally located. Everyone on campus knows where it is, so it's an easy place to meet. It's usually actually not as filled with people, so it's always easy to go in and find a table. I've never had to walk around the whole library. I usually go in and instantly, there's a table right there. Um rather than in Odegaard, you have to go on every single floor, searching for an open chair or table to sit in and do your work. So that's why I sort of chose that one and then, yeah.

Okay, are there other library resources that you like to use? Um, whether that's printers, the books, or you use meeting rooms in the libraries? I mean, we talked about computers so you don't have to [discuss that again].

Yeah, I use actually a mix. I use their online resources along with- I use their books and then the meeting room. So, the meeting rooms, I'll start with first because it's the easiest. I usually just reserve those like if I have to do- if I'm on campus and in between classes, I have to do a internship interview or something like that. It's always just easy to reserve one of those for the time you need and then go up in there and do your interview. So, it's nice and easy and then also, it's usually a quiet place. People don't really disturb you if you're in the room and you have it rented. Then it's usually pretty easy to do an interview there. And then, the books, I do use if I have a research project or even for- um, just like personal use. It's nice to go and I look on the libraries online resource catalog that has journals and papers and then sometimes a book will show up that's in the Library catalog that I'll use. So, I usually just reserve it online and then I can go and pick it up, like either in Odegaard or Suzzallo. It's pretty easy to go.

Are you walking around and looking at the different books or are you more like, I know which book I'm going to get, I'm just going to go to the library and pick it up?

I know what book I'm gonna get and go to the library to pick it up because I think it's almost impossible to find any of the books in the library, just because there's the sheer number of them. And then also, a lot of them aren't, I guess, easily labeled. They all sort of have the same font, it's maybe faded, that type of thing so it's usually just more efficient for me to go and do it and then have it check out. And for checking out books, I usually do it in Odegaard because they have the whole checkout shelf right by the entrance, so it's really quick to go in, check out the hold and then go. But then I like to return the books in Suzzallo because they have a return on the first floor and it's very easy to go. And they have sort of a more full service, I guess, operation there. Or I've gotten some books that are checked out, like broken, to me. So then, [in] Suzzallo, it's easier to go to them and do it, because they're the main library so they either fix it and they have more authority to say, "don't pay for the fine, don't pay for the damage."

Would you say, if it was easier to find books on the shelves in Suzzallo or in any library really- would you be more likely to go and look around? Do you like that ability to sort of see what's there or do you prefer searching online anyways?

I think I'd like to see the availability. So, like the business library, that one's a little bit easier because they have a little bit more modern pieces, I would say. So that's a little bit more relevant to me to go and search through the business library's books on different things that I'm interested in. But Suzzallo, you don't really know what's in there since it's not like, oh, this one's the engineering library, so it has engineering related books or this one's the business library, so it has business books. But Suzzallo and Odegaard, they're sort of- undergraduate or just a general library. So, it's always kind of difficult to go and find the certain books that you want, just because the topics are everything.

If you could determine how they organized books, what would you want them to do? Like maybe that's just, oh, I want everything to be able to be done at Suzzallo, so move that check out shelf situation to Suzzallo. Or is it- like if you could talk about re-organizing things, is there something you would want them to do?

I don't know, maybe clear signage? Just because it's arranged by the Dewey Decimal. I think that's fine- like the standard library organization, categorization system.

Do you know the Dewey Decimal System? Like how to search things?

I used to, but not anymore. It's interesting. If they just had signs, so that you don't have to know it. Because I know they have REF and then some number and I don't remember what the numbers mean in that system, but I know it's efficient for at least the librarians to go and get it. That's why I use the holds system to go and find it and get the book. But if they had signage, I can go and find it for myself.

Is it important to you that they would reorganize it so you can go and search for your books by yourself, in person? Or are you okay with the idea of like, okay, maybe I don't need to go and see all the books and I can just pick up the one I want?

I just like the option of going and seeing it because when you go and look for this one book, then you could find other ones that are related to the subject because they're all grouped usually by subject or something similar. So, if there's another one that looks interesting, you can go. And then you can also go and open it up and read it a little bit to see if you actually want it, which is nice rather than- Online, you don't really know except for the summary they give you and some of the ones I've checked out online aren't too helpful, so I just end up returning it, but it'd be nice to see that.

And, there are some university libraries that have sort of moved a lot of their collection off campus, so you have to request the books you want. Do you think that takes away from the libraries being libraries or important study spaces on campus?

I don't think it does too much of an issue because if you know what kind of book or topic you want, most of the information can be accessed online. And then requesting the books is super easy, but sometimes it's good to go and like, go and search for some book or there's something that they might not have cataloged with the summary or something; it's just listed in there. It's nice to go and physically see the book, get a excerpt of it.

And then, how do you think you would want technology to be supported in libraries going forward? Like is there any technological needs that you think libraries could better address?

I'm not sure, but I know some public libraries- they have a maker space that students can use. So, maybe having one- Because the libraries are very centrally located, rather than having to go the Mill, the Eight or some other of the spaces, which also, I think, cost money. I'm not sure on that, but usually the library ones would have some free use then you can have these different maker spaces that can help you either with your personal, business or with designing and printing something. Having the interest in the different technologies, and just as a space to explore the technology that's offered, I think would be nice to have in some of the libraries. And then also that'd be sort of a program they could do. But then other than that technologically, it'd be nice to get better e-book software or technology that they partner with just because the current one is- there's an e-book and then you just download a pdf- is what it feels like. I'd like it sort of like other public libraries and they have Overdrive, so that you can access and read books on the go, like, on your phone or tablet or something.

Also, what other sorts of changes do you think you would want to see in libraries, just in general? So, things that you think that they could do better, spatial-y wise.

I don't know, they all feel sort of old and dirty, usually, in there. I think that's probably the products of the books, like rotting on the shelf and things like that. So, maybe, removing the books, but not- that isn't my favorite option. Hmm, just opening it up more because they feel very sort of- constrained, but then it'd be like Odegaard, which I don't like because it's too open, too many people.

So, do you think sound is important? Like how loud certain areas are?

Yes, sound's important. I appreciate the signs they have for this. Like, this is a quiet area or this is a loud area.

What kind of sound area do you like?

I usually like the chatter area just because either I can talk to other people or I don't have to worry about being silent in the reading room or something like that. So, it's usually sort of like the chatter, but then they have the books that absorb the sound so, it doesn't have too much issue. So, they could do something with- I guess the sound in there. Like sectioning it off, maybe, so it's not too open.

So, you're talking about-

Cubicles

Okay, but we're talking about Suzzallo, the third floor, right?

Yeah.

Okay, so you like that kind of sound level?

Yeah. I like that kind of sound level, but they could- just like cleaning up the space too. And adding more different conference rooms. So, similar to some of the Foster School spaces. They have nice team rooms and things like that, that you can collaborate and do those type of things in because currently, I think, the study rooms they have in there are in a sad condition.

In Suzzallo?

In Suzzallo and Odegaard. Those ones are sad too. Yeah, it just isn't very nice to be in and they have older technology.

On the areas thing, on Suzzallo's third floor, is that an area you would go to with other people and talk there? Or is that more of an area you like to be on your own?

Uh, that's a both. I like both.

And then, you think that the sound level is appropriate for both cases?

Mmhm

Okay, do you like the cubicle situation, you like individual rooms a lot? Or do you feel like you sort of like being part of the larger library and seeing other people around?

I like the cubicle idea more because the larger library, usually there's very anxious people in there. And then, that makes me anxious. I don't know. It's just seems like there's some people really, really struggling with their classes. So, I don't want to see that while I'm trying to study because it's a distraction. Or there's some people just doing something random, like on their computer, playing a game in the library instead of studying. So, when you see that, it's sometimes distracting. So, I like, sort of, the more individual cubicle space, especially for collaboration, just so that you can make sure that you can share your thoughts without other people hearing

Oh, so also a privacy- like personal space thing?

Yeah.

Okay. And then, so we talked about separation of spaces and that's mostly a sound thing, but also a visual thing, right? Are there other changes you would like to see in a library?

Airflow.

Airflow? You wanna crack a window open?

Well, not crack a window, but have maybe some fresher air, flowing through. Just because they do get sort of like, musty smelling inside some of the libraries, where it smells like people. Like in Odegaard, it smells like people, like human sweat, so it's not one of my favorite scents. I'm very scent oriented, so I'd like some more fresh air.

And then do you think, going along with that fresh air, is greenery or something like that important to you?

I like the sunlight, the fresh air and, sort of, not hot. Like on the cooler level, just so that you don't fall asleep.

So, air conditioning?

Yeah, but air conditioning makes it too dry.

Okay. You mentioned earlier that you like sitting on a specific area because the sunlight is good there. Does that- is that a year-round situation that that works for you?

Yeah. It's a year-round- because even if it's dark outside, I think, just a natural-ish, light is good. And then I also like watching people run around, between the arch of the two buildings.

Oh, specifically in that area?

Yeah.

You said, you don't like to see other people in-

I don't like seeing other people in the library, studying.

You like seeing people outside?

Yeah, ambient people. Not like people studying, intensely.

It helps you when they're having a good time?

Yeah.

Okay. Of the things you mentioned, what would you say is your priorities? Like in terms of changes that could be made to the library? If there's one that's more important than the rest?

The individual spaces- or like the team meeting room spacing that are sort of easier, sort of more open. I enjoy seeing the glass door or window into the meeting room so, you know, like, oh, that space is occupied. But it's like a frosting of the glass too- so, you don't have to actually see what they're doing, but you can see that there's people inside.

So, you like the knowledge that people are in there, but not necessarily seeing their faces.

Yeah.

273 **Okay. Um, is there anything else you would like to tell me about the libraries?**

274 No, the libraries are pretty okay.

Participant 2
Tuesday May 9, 2023, 2:20 – 2:50pm

Okay. First question is, why do you go to the libraries on campus?

Um, sometimes I go to the library just to be more productive because I feel like at home, when I study alone, I'm not that productive. So, I go to the library to get my work done. Other times, I go there usually for like a group project, to work on group projects together. I feel like that's a easier place to meet up to do projects together. And sometimes I'm in between classes and I don't know where I want to go or I don't have a space to exactly like sit down and chill. So, sometimes I go to the library just to fill the time between my classes.

And you said it's easier to go to library with a group. Why is that?

Wait, I didn't exactly say it's easier.

Is that not what you said? What'd you say then?

No, I said, it's- Oh, I said it's easier to go to a library to do group projects than anywhere else.

Okay. Why is that?

Yeah. I just think it's- Like I wouldn't invite random strangers from my class to my house so, I feel like the library is a bit more of a neutral common study space, especially Ode. I feel like it's a very nice area where you can actually have conversations and talk and discuss. So, I feel like that setting works well for like group projects.

And then you also said you feel more productive in libraries. Why is it libraries over any other study space that might be on campus?

Uh, I feel like the library kind of has that atmosphere that everyone is studying there, they're kind of doing work, so I kind of feel that internal pressure in me to also, you know, go with the flow of everyone else and do work at the same time.

Yeah. And then, what libraries are you visiting on campus?

I usually go to Suzzallo because it's my favorite library. I love studying alone in the quiet room. That's when I'm alone usually. But if I'm like going-again with a group-then I'd go to Ode probably. Um, what other libraries do I use? Oh, sometimes I go to Allen because it's a nice in between of you can kind of have discussions and it's with your friends too, so- and it's not as quiet as Suzzallo. So, I kind of visit the big main three libraries and I haven't really explored any of the other libraries on campus.

And then… in Suzzallo, in Ode, in whatever place, what areas in the libraries do you like to study in?

In Suzzallo, like I said, I love the quiet room, so I will always just study there when I'm there. And in Ode, I usually try to find a table on the ground floor, but that's obviously really hard at times. So, sometimes we try to just cop a table up in the second floor where there's a lot of computers.

And so, in Ode, you're just looking for a table big enough?

Yeah. To fit everybody.

And then in Suzzallo, it's more like the vibe?

The vibe. Yeah.

Why do you like- is it better for your productivity or… ?

Yeah. I think I like the aesthetic of Suzzallo's, like the quiet room aesthetic- It just makes me feel like I'm in this dark academia library, and I don't know, it makes me feel- Yeah, like, I'm in a fantasy kind of thing, so it makes me work better.

And how did you discover that that works for you?

Um, I noticed that like when I'm home, I'm easily distracted by my phone or getting up to go get snacks or things like that, but what I'm in the quiet room, you have to be quiet. So I really can't go on Instagram or watch reels or- even buying snacks, I would have to pay for it if I go to Starbucks, so I'm incentivized to just sit down and actually do my work kind of.

Are there libraries or specific areas in libraries that you don't like to go to?

Um, let's see. Okay, so in Ode, on the second floor, there's that area of a lot of computers on the, you know- on the right side. It gets really musty up there because there's no air ventilation, a lot of students, sometimes people eat food there, so there's no air circulation and it stinks all of the times. So, I would- at all costs, I try to avoid that area.

So, smell of a place is really important to you?

Yeah. And just good ventilation and fresh air.

Are there other qualities of spaces that are really important to you in the library?

Yeah, if- when I'm studying alone, I like it to be quiet. It's also nice if it's clean you know- I feel like Suzzallo is definitely more clean than Ode in my opinion. Odegaard seems to be a little more dirty so I refrain going there as much as I can.

And why are those qualities important to you?

I feel like I need a clean space just for- you know, my metal health. I need that so that I can be productive. If it's not clean, then I'm kind of just focusing on how dirty it is and if I want to keep my books there or study, so it being clean, helps me not think about that and focus on studying.

And then, are there specific resources in the library that you're using? Like are you getting books a lot? Are you using the printers or the computers there? Or stuff like that?

I really appreciate just having high-tech computers at UW because there are times where my computer's running out of battery and I don't have my charger. So, I love that I could just go and do my work, even when I don't have a fully charged laptop, and I do use the printers, sometimes for my class stuff. Not that often. Um, what else do I use? I really enjoy this library system of I can get any book I want at any time, even if it's super hard to buy. I can always- I know I can rely on UW's library system to be able to borrow a book and they can get it for me from anywhere, so I really like that.

And when you're borrowing books, are you going in, walking around, and checking out the books they have? Or are you like reserving it online?

Yeah, I mostly use their online system because if it's a book I really want, I'll just look it up online and try to reserve it through that.

So, do you like doing that or would you like to go and look around more?

I feel like the UW library just has so many books, it's a little overwhelming and intimidating for me to even start. I'm like, oh, where do I start looking for a book? Although, just from a far, it seems like they have a really cool collection, but again, it's just really overwhelming for me. And if there was a streamlined or easier process for that, then maybe I would consider it, you know.

So, is efficiency important for you finding a book?

A little bit. And just, minimizing that overwhelming feeling and making it feel like- less overwhelming is what I was saying.

Can you walk through the process of how you reserve a book online?

Um, I think I just look up the title on their website and then they have like an option where I can reserve this book or something. And then I click reserve and then it sends me an email when it's ready to pick up. And usually, I just pick it up from Ode because that's what I always do and I don't know another library where I could get it from. So, I pick it up, read it, whenever I want. If I need to extend my renewal period, I'll renew it and then I'll just drop it off at any library wherever it's convenient for me once I'm done reading and it's as simple as that.

Okay. You mentioned that it's overwhelming to go and look at books in the library. Is there something you would like them to do to make it easier for that?

I honestly don't know how they would do that because I feel like the libraries are- are they structured by alphabet? No, I think it's more genre, right?

Yeah. Because it's the Dewey decimal- well, if it's non-fiction, it would be Dewey decimal system.

Yeah, I'm not really familiar with the decimal system or any of that, so I feel like- maybe just making it a bit more easier for people who don't know that. Then I think it would be a bit more approachable.

If they did that would you be more likely to go and look around?

I might give it a try? But it still might be hard for me.

For why?

Because um, I'm just not the kind of person who would- for example, this is on a tangent, but for example, if I need to start a new show, I'm not gonna start a new show. It takes me a lot of, I don't know, effort to watch something new. This is the same thing with books, so I'm not going to just go browse through the library, see something and be like, oh, this is interesting. That's gonna be harder for me-this is a personal thing-unless someone else recommends like, oh, that's a really cool book. I think you would be interested. This is the story. Then I'll be like, oh cool, I'm gonna go check that book out and that's what I just reserve it online.

So, you're not like searching on the online catalog- like browsing the online catalog. Your're just like I know I want this book?

Yeah, yeah, exactly.

Okay. Um, what kind of technology access would you want them to add to the libraries? Whether that's just allowing more accommodations for people's personal devices or other things they should provide in the library?

Um, I'm not sure if I will be able to fully answer that because I don't use that much of library resources, but I really appreciate their 24-7 librarian assistance. Like any question you have they're always there to answer it and they provide really good help. And I really like how they have access to so many online databases for research especially, which I think is really helpful. I don't know how they would improve on things because I don't use it that much, but I appreciate the stuff they have.

The 24-hour service- is that an in-person thing?

No. No, it's an online thing.

Would you like it to be an in-person thing?

No, I'm okay with online because I feel like that's more instant than in person.

Okay. And then do you like that there's all these bookshelves in the libraries, do you feel like it gets in the way or do you… ?

Sometimes, I feel- I definitely think it gets in the way because when I'm trying to look for like a place to sit down and study, it's usually blocking my view of finding a spot that's open. But again, I love seeing books around. I think Suzzallo, like the study- the quiet room does a really good job of putting the books on the sides, on the shelves and then the study space in the center. So, it really doesn't obstruct your view of finding a spot and it doesn't obstruct anyone looking for books on the side because they're not really obstructing you from studying. So, I think that layout really works well, in my opinion.

Do you like being able to see other people studying?

Yeah, I think that's what keeps me of me motivated to study.

And then, are there other changes that you would like to see, like you mentioned the way that you think books could change, but even on a smaller scale?

Um, I think Odegaard can do a better job of just keeping Odegaard clean. Um, just because I feel like so many students utilize that area, so it might be better to just clean the area, have the bathrooms clean, maybe improve the water filter systems so students actually want to sit down and study, you know?

When you talk about the library is being cleaner, are there specific areas that you think are like or like specific aspects of that? Like whether that's visually or smelling-wise?

Yeah. Both. Like, sometimes the chair- there's gum under the table or I don't know, there's sometimes crumbs on the table, which again, I understand. It's not like they can keep looking for that and cleaning up but maybe just, I don't know, providing sanitary things, like the spray- in the IMA, they have a spray bottle and sanitizer? It's easy to go grab that, clean your equipment once you work out, right? Kind of the same thing in Odegaard because a lot of students eat there because they have vending machines right onsite? So, it's easy for people to eat there and I understand, it's open late at night, people want to eat, do work at the same time. So, maybe providing a station where they could clean up once they're done, I think would be a good thing because they can't take the responsibility of cleaning it all the time.

Yeah. You mentioned eating a lot. Do you like to eat in the libraries?

I might bring some snacks with me, just so that I don't spend money on Starbucks… I sometimes eat.

Do you like that option? Or do you think it's more of a hindrance because of all the dirt or crumbs?

No, I like it sometimes because if I'm really hungry and I'm in between classes and I really need to finish an assignment and I need food, I think it's a great option to just go, grab food and still be working on your assignments, so I like it.

Okay. You mentioned a couple different things that you would like them to change. Are there things that are super important to you of the things you mentioned? Like, if you had to pick one that you would say is the most important?

So, wait… what did I mention? Cleanliness and the smell and what else did I mention?

Well, you mentioned how you would like the books to arranged and stuff like that?

Um, I think the number one, most important thing to me, would be cleanliness. Out of all of it. So, that's what would make me want to go back to the place. If it's clean, I'll be back. If it's not clean, then I'm not going back.

But you keep going back to Odegaard?

See, I don't go to Ode at all that much. But I go to Suzzallo because it's relatively more clean than Ode. So, if Odegaard can become more clean, then I would go to it.

Also, sort of going back, do you- how often would you say you use the computers in the library?

Not that often because I usually bring my own laptop. Only when I run out of charge or- Yeah, only when I run out of charge, I would use it.

So only if you can't use your own laptop, you're not using them together.

Sometimes, I would if I'm watching a lecture and I need to take notes, then I'm watching the lecture on one, taking notes on another. Or referencing notes on one, and then doing work on another because I enjoy the bigger screen that they have and my laptop's not that big.

Participant 3
Thursday May 11, 2023, 9:15am – 9:45am

Okay. First thing is just why are you going to the libraries that are on campus?

The libraries- I go to them to study. Occasionally to print stuff out. Occasionally to use the bathroom. I have checked books out of them before too.

How often would you say you're doing those things?

Depends. Um, I go there to study sometimes a couple times a week, some quarters, if I have break between classes or sometimes it's more like once every couple of weeks or if I'm studying with friends or something. And then checking books out, I had a class that I had to do research and so I checked books out a lot that quarter and then less other quarters.

Okay. What about using the printers? How often are you doing that?

I don't have very much printer money now. So I'm trying to avoid that because I've just been using what's left on my husky card from last year. But.. I don't need stuff printed out very often. It's like once or twice a quarter.

Okay. So then, why are you picking the libraries to study in versus other places?

They're on campus, they're close by, they have- like for physics. I sometimes need a white board to study with a friend. And so, if you go to Odegaard or the Learning Commons, they have a whiteboard that we can use and that's a major plus. And you can talk in those places which obviously not always in the library, but yeah.

So, are you usually going to just Odegaard or the Learning Commons?

If I'm studying on my own, I go to Suzzallo. If I'm studying with a friend, we try to do Learning Commons. But if it closes at 5 p.m. one day a week, we go to Odegaard.

Right. Are there specific libraries that you- Like you mentioned those three, right? Are the other libraries you like to go to?

No.

Are there libraries that you refuse to go to?

No, I just don't know where they are. I have never been to those; I don't go to them. My roommate, literally works at the branch libraries and I've never been in any of them.

And you're not interested in going to any of them?

I'm not opposed to it. It just- I don't have time that I want to spend looking for somewhere, if I don't know if it's somewhere I want to study.

Okay, what about within the libraries? Are there specific areas you like to go to?

Yes, my favorite desk in Suzzallo is on the fourth floor. If you take a right from the staircase and then you kind of go around this corner thing and there's a desk. There's only one other desk near it and it's right next the window and you're on the fourth floor, you can sometimes seem Mount Rainier. It's just really pretty. But sometimes it's like- I go there and it's already taken and it's so sad. But it's the best desk in Suzzallo, everybody who's been to Suzzallo should you know that.

So is it the privacy that you like there? The view you like there? What about it?

I like that it's a small enough area with few enough desks that nobody really sits super close to you. So it is some amount of privacy. I do like the view. I've definitely put a time lapse of like the sunset over there on my phone so that I couldn't use my phone while I'm studying. It's- it's a combination; the view and the privacy are probably the two main draws though.

When you study, is privacy something you're looking for usually?

I want to be- if I'm going to the library, it's because I don't want to study in my apartment alone, because then I will get distracted. But I also don't want to be right next to someone. Or- I like snacking. So, I don't want to feel like I'm bothering someone if I make a bit of noise shuffling goldfish in a tupperware, you know.

Yeah. And what about the view? Like does the view help you when you're studying?

Yeah, because it gives me something to look at without getting too distracted, you know, on your phone or somewhere.

In the other libraries you mentioned, are there specific places you like to go?

It's more just whatever's open, wherever there's space. There isn't- because they're smaller- smaller study areas, so it's like, oh, there's the table open here; let's just take it.

So, you mentioned that you like the whiteboards. Are there other things that you're looking for in the areas that you're studying?

I mean, if I'm studying with someone, then I want to be able to talk to them. So, Odegaard and the Learning Commons, it's not awkward if you're talking. Whereas in Suzzallo, even the areas that say you can talk, it's dead silent. I don't need everyone in the library to hear our conversation.

Okay. You also mentioned printing. Is there a reason you like to go to the libraries to do that? Because there's printers in other places, right?

Yeah, I guess- I don't know. I just know where the printers in the library are, so it's not awkward that I'm looking around like I don't know what I'm doing. And I don't have to do it that often; I oftentimes will walk by the library anyways, so it's like just stopping and print.

Would you say the libraries are conveniently-the ones you mentioned-are conveniently located for you?

Yeah, it's center of campus. So, if you're coming on campus, it's not that far out of your way usually to go there.

Also, so you said you've checked out books. When you check out books, what's your process for doing that?

I put them on hold and wait until I get an email that they're there. And then I go to the circulation desk in Suzzallo and ask them for my book.

So, you don't like to- you're never going and looking at the actual books that are in the library and being like which one am I gonna get?

I mean- I'll browse them online on the library website if I need to, because it's easy to sort them and figure out books on a specific topic or if they have a certain book. Yeah, I don't really know the layout of where to find books actually in the library though. Obviously, there's books but yeah.

If they made it easier for you to go and look at the physical books, would you want to do that?

Um, I feel like because I'm not usually checking them out for pleasure reading, it's easier to just have a library database for me. I could see the advantages of being able to browse them more easily, but I don't think that- for what I've checked out books for I think searching them online-it works.

And then, are there other things that you're using in the libraries, like meeting rooms or I don't know? Any other things you're doing in libraries?

I don't think so. Cause I'm basic.

Okay, and then if you could redesign how they organize the books, is there something you would like to change to make it easier for yourself?

No, I feel like libraries know how to organize the books. I haven't specifically explored UW, but I know if you go to a library and are trying to actually find physical books there, I've never had problems finding the books. So, I trust the libraries. I just haven't bothered to learn the system. It's weird with so many different libraries, to know where I would want to go to find something.

Is it important to you that you can get books at the library? Like that's an important factor of a library?

Yes, yes. I like that the libraries offer other stuff, but there needs to be books there.

Okay, and then what about in terms of technology, is there other technology they should be offering or things they can do to support your technology usage?

I mean, I think they're pretty good about having computers or scanning stations. I did use that once; I just called that printing though. But I don't know. I always think of libraries as

somewhere for books or somewhere to go hang out before I think of it as a place for technology.

You mentioned the computers- do you use those in the libraries?

No.

Why not?

I mean, I have my own computer and it's more private and I don't have to be in a room with a hundred people to use it. I so far haven't found anything that my computer isn't capable of doing. If I need more screen space, I use my monitor in my bedroom. And that's that.

Do you prefer the privacy of not having to put it on the school's computer?

I mean, I don't really care that it's in school's computer. It's just like inconvenient, you know, okay.

Right. Are there changes you would want to see on campus or things you don't like about the libraries?

Not that I can think of. Like if you suggested a change to me, there's a chance that I could be like oh, that could be cool. But I don't have any problems that I'm like, they need to do this.

So you're very satisfied with what the libraries are like right now. There's no issues for you.

Yeah, I like the libraries.

What about in terms of space, right? Like you talked about sometimes it's hard to find space, is that a big issue for you or the hours the libraries are open or things like that?

I think the hours are getting better. It's still hard to find somewhere to study on Saturdays, I will say. Which is a big one because Saturdays are the days when it's possible to have a lot of time to study. So I guess it could be nice to have more available on Saturdays. But, I think space wise, it gets full at midterms and finals, but I don't know that we really need more space.

What about do you like the maintenance of the libraries? Like do you think that they're appropriately clean and things like that?

I mean Odegaard isn't, but I think that's because the people using it aren't always using it for a library, but more as a hang out space. Most of the libraries, I think are pretty clean.

Okay. Also, you mentioned food, are you- do you like to eat in the libraries a lot?

Like snack food. Which I think is fine; I looked it up at one point. But I- I think they said you can have a drink or a snack, just not actual food, you know? Anyways, I snack everywhere, literally everywhere. So yes, I eat in the libraries.

Is there a particular library that you do that more in?

No. If I'm studying with people, I'm less likely to snack because that's weird if you have a snack and they don't but- it's not based on which library.

Okay. And then, last thing is what is like the ideal libraries setup for you?

What do you mean by that?

Like, I'm sure there's parts of each library that you like more. If you could combine those things…?

I mean, I like the cool architecture.

Which library?

Suzzallo. So, just- it could be cool to have less boring- But I feel like they do a good job when possible of making it interesting. You just at some point have to have a study space and space for books. But yeah.

So just architecture?

Yeah, just not building buildings like Odegaard.

Does Odegaard-being in Odegaard-make you feel less productive or excited to study?

I mean, it's just kind of lame being there, you know. Like it's not somewhere where I'm gonna be like oh, that's a fun place to go to go study. Whereas Suzzallo, it's like oh, I have an essay to write, I'm gonna go to the reading room in Suzzallo and that'll be like so fun, because you feel like an old time college student. You're in this great big room- it's cool. It's a vibe.

Do you feel like your space is impacting how you are productive in the library?

I mean, it's hard to say. I think Odegaard is way more distracting because they're usually a ton of conversations and there's always someone talking about the most random thing that I really don't need to hear about but it's hard to not listen. So I like Suzzallo because it's like I don't have to have music on or headphones in, I can just like chill and not have anything really distracting me. But, it's also pretty enough that I can be a little distracted by it, without getting too distracted.

What kind of sound level do you like?

Either silent or loud enough that I can just block it all out as noise and not actually hear individual conversations.

So do you- have you ever gone to the third floor in Odegaard where it's the silent area?

I've never seen a space open or I don't know if I've looked because I only go to Odegaard if I'm studying with people.

Okay. But- is it third or fourth floor in Suzzallo? It's quiet usually. Technically, it's a chatter area.

I think there's a quiet floor in Odegaard. I haven't really been up there because I'm usually looking to study with people and it's usually full.

Oh, I mean, sorry- Suzzallo. Like even though the third and fourth floor, I think, are chatter areas, they're silent… and you like that?

Yeah, that's why I study there.

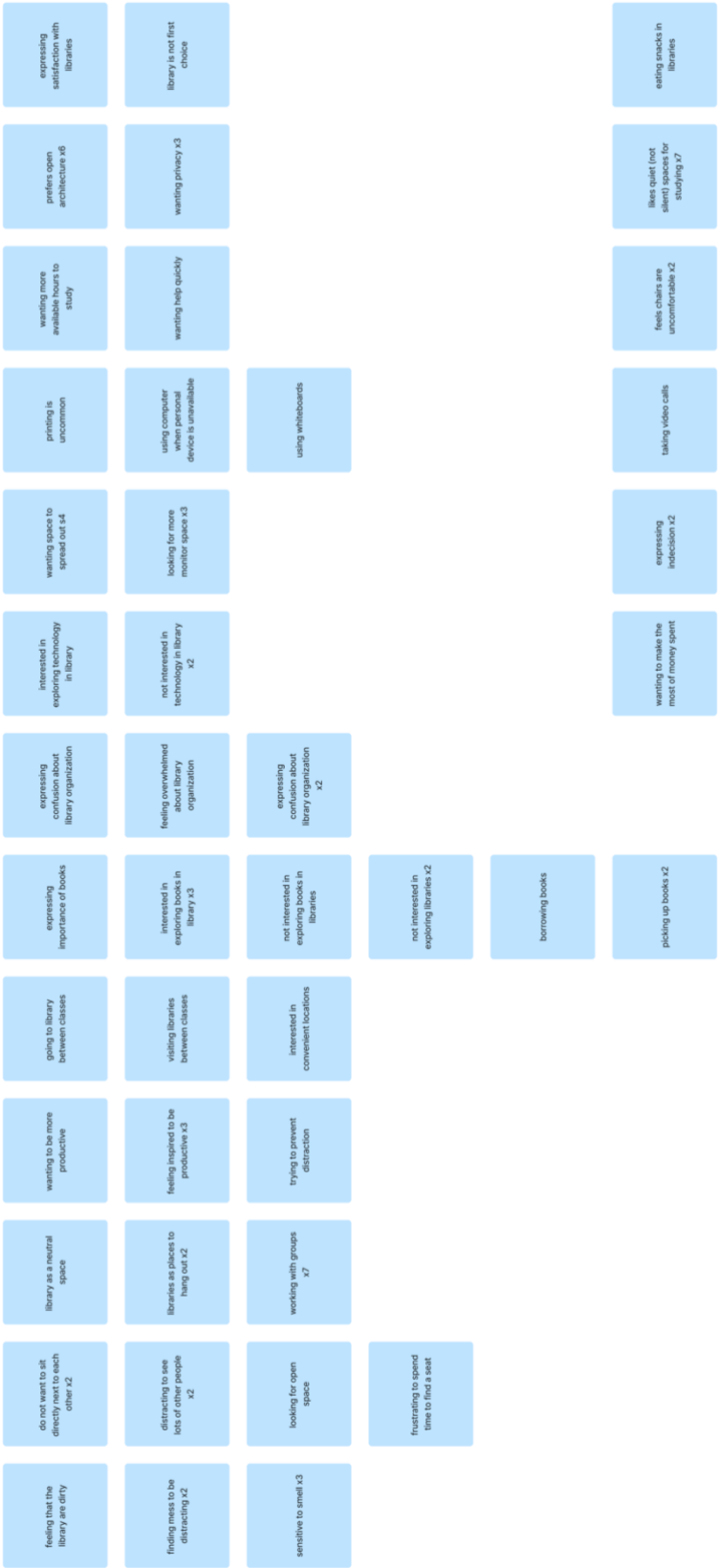
What about in the reading room? Do you like going in there? Because that's also silent.

Yeah, it's just depends what I have to do because the third and fourth floor is even though they're silent, it's slightly more spread out and slightly more random noises. So it's like- if I'm doing STEM homework and opening and closing my laptop- like I'll open it to type something and then put it down to use the handwriting and stuff, so it's less weird if I make some noise just for stuff like that. But if I'm just writing an essay and I'm pretty stationary then I do like the reading room, so just depends. Different purposes.

What about like- I'm just thinking about all your senses. So, what about smells, is that important?

I don't have an amazing sense of smell. I haven't noticed that they smell different.

Anything else that I miss? I covered a lot of things, I feel like.

Yeah, you covered more than I actually think about usually.

Appendix 7: Data Analysis