Avery Library
User Needs Assessment
Fall 2010
Motivation

• Decision support
  – Prioritization of incremental improvements
  – Directions for new technology build-outs
  – Evaluation of research support services

• Emphasis on Avery specific user needs
  – Comparative to Avery LibQUAL results
  – Comparative to JFCAL input
  – Comparative to AHAR grad committee input
  – Comparative to Avery staff input
DEMOGRAPHICS
Please describe your status at Columbia University:

- Undergraduate Student - first or second year: 3.9%
- Undergraduate Student - third+ year: 10.2%
- Graduate Student - first year: 27.4%
- Graduate Student - second+ year: 29.2%
- PhD Candidate: 11.2%
- Post-bacc Program: 1.7%
- Other (please specify): 16.4%
Please select the program in which you are enrolled:

- GSAPP - Architecture: 25.6%
- Art History: 19.3%
- GSAPP - Advanced Architectural Design: 3.8%
- Archaeology: 2.0%
- GSAPP: 75%
- SOA: 7%
- Other: 18%
LIBRARY USE
Which libraries do you visit most often? Which library is your favorite to study in?

- Teachers College Library
- Social Work Library
- Rare Book & Manuscript Library
- Music & Arts Library
- Mathematics & Science Library
- Lehman Library
- Law Library
- Journalism Library
- Jewish Theological Seminary Library
- Health Science Library
- Geoscience Library at Lahmont Doherty
- Geology Library
- Engineering Library
- East Asian Library
- Digital Social Science Center in Lehman Library
- Digital Humanities Center (formerly ETS) in Lehman Library
- Columbia University Archives
- Butler Media Center
- Butler Library
- Business & Economics Library
- The Burke Library at UTS
- Barnard College Library
- Avery Architectural & Fine Arts Library
- Area Studies

Favorite library to study in
Libraries you visit most often

- Teachers College Library
- Social Work Library
- Rare Book & Manuscript Library
- Music & Arts Library
- Mathematics & Science Library
- Lehman Library
- Law Library
- Journalism Library
- Jewish Theological Seminary Library
- Health Science Library
- Geoscience Library at Lahmont Doherty
- Geology Library
- Engineering Library
- East Asian Library
- Digital Social Science Center in Lehman Library
- Digital Humanities Center (formerly ETS) in Lehman Library
- Columbia University Archives
- Butler Media Center
- Butler Library
- Business & Economics Library
- The Burke Library at UTS
- Barnard College Library
- Avery Architectural & Fine Arts Library
- Area Studies
During the academic year, about how often do you typically visit Avery Library?

- Never: 2.4%
- Annually: 0.7%
- Semesterly: 3.8%
- Monthly: 18.9%
- Weekly: 45.6%
- Daily: 28.6%
What time(s) of day do you usually study (at the library or somewhere else)?
Please choose all that apply

- Overnight (1am - 8am): 13.0%
- Late Night (9pm - 1am): 45.6%
- Evening (5pm - 9pm): 63.0%
- Afternoon (1pm - 5pm): 62.3%
- Morning (8am - 1pm): 38.2%
When you visit Avery Library, what do you typically do there? (Please choose all that apply.)

- Read
- Write papers
- Check out reserve materials
- Get research assistance
- Get computing assistance
- Socialize
- Study individually
- Study with a group
- Use the print book collection
- Use the print journal collection
- Use a computer for research
- Use a computer for personal reasons
- Use a scanner
- Use a printer
- Use the Drawings & Archives Collection
- Use the Avery Classics (rare books) Collection
- Other (please specify)
What percentage of your time is spent studying individually?
With a group?
Please choose your preferred environment for studying at the library

- A large table in a quiet study area, 47.6%
- A carrel, 25.4%
- An armchair, 11.0%
- A couch, 5.6%
- A large table in a group study area, 10.5%
TECHNOLOGY
Tell us about your mobile devices.

- I use it for my research and/or coursework
- I use it every day
- I own one
Which technologies have you used to support your research and/or coursework? Which would you like to learn more about? (Please choose all that apply.)

- AutoCad
- 3D Modeling e.g. Rhino, Maya, 3ds Max, Sketchup
- Online multimedia resources e.g. YouTube, Vimeo,
- Online communication tools e.g. blogs, wikis
- Music notation software e.g. Sibelius or Finale
- Collaborative online tools e.g. Google Docs
- GIS or Mapping software e.g. Google Earth or ArcView
- Research notes management software e.g. Scholars...
- Bibliographic software e.g. EndNote or RefWorks
- Web design e.g. Dreamweaver
- Media playback e.g. watching films
- Digital audio recording & editing e.g. Garage Band or...
- Transcription software e.g. Dragon
- Digital video recording & editing e.g. iMovie or FinalCut...
- Digital photography e.g. digital cameras, lighting,
- Qualitative data analysis or text analysis e.g. NVIVO or...
- Quantitative data analysis e.g. using SPSS
- Desktop publishing e.g. Quark or Adobe InDesign
- Illustration software e.g. MS Visio or Adobe Illustrator
- Digital image editing software e.g. Adobe Photoshop
- Scanning slides
- Scanning images
- Scanning text

Would like to learn more about  Used
Which types of library materials have you used for your coursework or research? (Please choose all that apply)
Please rate your level of awareness of the following library services.
(n = 388)

Digital Humanities Center (formerly ETS) in Butler Library
Digital Social Science Center at Lehman Library
Avery Classics (rare books) Collection
Drawings & Archives Collection
Library tours
Library workshops
One-on-one research consultations with a librarian
Reference desk services

Never heard of them
Heard of them, never used them
Heard of them, used them
Which type of library workshops would you like to attend at Avery Library? (Please choose all that apply.)

- None: 21.3%
- Course-specific instruction session on library resources: 26.1%
- EndNote workshop: 26.1%
- Scanning workshop: 16.6%
- Advanced Technology Workshop: e.g. Adobe Photoshop: 34.8%
- An overview of resources for Architecture research: 31.2%
- An overview of resources for Art History research: 19.9%
- Library tour: 13.5%
- Other (please specify): 3.7%
When you have a research question, who do you prefer to go to for help?

Librarian, 28.7%
Professor, 31.9%
TA, 8.0%
Classmate, 19.9%
Friend, 5.6%
Library support staff, 5.1%
CUIT staff, 0.5%
Department IT staff, 0.3%
When you have a technology question, who do you prefer to go to for help?

- Friend, 22.7%
- Classmate, 30.9%
- CUIT staff, 13.0%
- Library support staff, 5.9%
- Department IT staff, 14.4%
- TA, 5.9%
- Librarian, 5.7%
- Professor, 1.4%
When you have a research question, how would you prefer to ask a librarian? (Please choose all that apply.)

- Email
- Instant Messaging (IM)
- Phone
- Text message
- Facebook
- Other (please specify)
How would you prefer to receive news about Avery Library? (Please choose all that apply.)

- Email announcements from the library: 57.7%
- Email announcement via my departmental email list: 23.4%
- LCD screens in the library: 16.5%
- Fliers: 6.6%
- Library blog: 10.4%
- Facebook: 4.3%
- Twitter: 0.5%
- I'd prefer not to receive announcements from Avery Library: 14.9%
- Other (please specify): 1.9%
A joy, a gift, a miracle
Next Steps

• Functional ‘massing’ plan:
  - Materials
  - Users & Staff
  - Technology

• Feasibility & design studies
  – Lighting & environmental controls:
  – Graduate reading room
  – Avery classics