Graduate Student Reading Room Report

Recommendations

1. Many users (50%) thought the room was too hot. I recommend either turning the heat down, or unlock the thermostat so that users can adjust the heat to their own preferences.
2. Continue to keep this room exclusive to graduate or professional students. Though one user (10%) wanted to share the space with undergrads, more users (30%) appreciated the privacy from undergrads. Some users (30%) complained that undergrads gain access to the room. I recommend continuing policies that make it hard for undergraduates to gain access to the room, like carding people who ask for the password, and changing the password regularly.
3. Emphasize the room as a quiet space for study by adding signs, or by patrolling the space. A majority of users (60%) appreciated the quiet space, and some users (20%) complained that people disrupt the quiet. One user (10%) explained that some people use the room as a group study space.

Background

Between the dates of January 19, 2017 and February 13, 2017, Julie Riegel placed a short survey in the Richard and Nancy Riess Reading room, also known as the Riess Graduate Student Reading Room (Perkins 211). The purpose of the survey was to assess which features worked well in the room, and to find out how Duke University Libraries could implement low-cost changes based on user feedback. Ten users filled out the surveys, offering their thoughts.

Key findings

Ten users of the room filled out surveys. Of those users, 100% responded that they use the room often, meaning at least once a week.

The users of the Graduate Reading Room appreciated:

- Quiet space 60%
- Privacy from undergrads 30%
- Ample space available to study 10%
- Glass windows 10%
- Less distraction for reading and writing 10%
- Convenient 10%
- Sofa in the corner 10%
The users of the Graduate Reading Room disliked:

- 50% say the room gets very hot.
  - 10% wanted to change the temperature with the thermostat in the room.
- 30% of users said that too many undergrads get access to the room, while 10% of users wanted to share the room with undergrads.
- 20% of users think that the room needs a quiet sign, and one of those users (10%) explained that some people use the room for group study.
- 10% think that the room needs more lighting, saying that the room does not get enough natural light.
- 10% think that the room is too small.

Appendix:

Graduate Student Reading Room Survey

How often do you study in the Graduate Student Reading Room?

__Often: At least once a week
__Every now and then: Once or twice a month
__Rarely: This is my first time using the room
__Other: (explain) ________________________________

Name two things that you like most about the room:

Name two things that you like least about the room:

What other thoughts or comments do you have about this room?