

La Trobe University Library
Bundoora Campus Library

**Evening Use Survey
May 2004**

Final Report

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1. **Executive Summary**

This report describes the survey of Bundoora Campus Library use from 9-10 pm during 4 days in Semester One, from May 17-20th 2004. It is intended that the information from the survey inform two current projects/activities – the Service Points Review and planning for the 2005 Library opening hours.

This survey and report continues the Library's tradition of seeking regular input from patrons on services and using both solicited and unsolicited feedback to inform Library directions and planning.

The report is organised into the following parts:

Introduction: This section outlines the background and rationale for the survey of 9pm to 10pm use. It also provides an overview of the total Bundoora Library hours.

Methodology: How the questionnaire survey was conducted, and the collection and analysis of this and other associated, relevant data, e.g. the seating occupancy survey, is described in this part of the report.

Survey Results and Discussion: In Section 4 the responses to the questionnaire are described and analysed. Basic data describing the characteristics of the survey group are presented and the 9-10pm respondent population is placed in the broader context of University data. In this section, the respondents' activities from 9-10pm are listed and their attitudes towards and reasons for evening use are examined.

Conclusion: This section brings the report together by summarising the data, discussing its strengths and weaknesses, and providing direction for future investigations.

The questionnaire data provide a snapshot of Library use between 9pm and 10pm in Semester One. It is important to emphasize that this data is for a single week, and focuses on a single hour. The findings indicate that the 9pm to 10pm traffic can be as little as 2% of a typical day's traffic. More information collected at other times of the academic year, may help to verify this observation, especially prior to the Library implementing any changes to its opening hours.

2. Introduction

2.1 Aims and Objectives

The Library last gathered data on client satisfaction with opening hours in 2001. During an era of increasing reliance on and use of electronic resources and tools, are Library hours meeting the needs of clients? The Review of Service Points and the finetuning during 2004 of longer weekend opening before exams are two activities that brought home the desirability of collecting current data on evening use.

The Evening Use questionnaire survey, which is the subject of this report, aimed to collect snapshot data on the current patterns and level of evening use during 9-10pm, Monday to Thursday during the academic year.

2.2 Bundoora Campus Library Opening hours

The Bundoora Campus Library at La Trobe University is open to clients during the following hours:

Table 1: Bundoora Campus Library Opening Hours

	Library Opening Hours
During Semester	Monday to Thursday 8.30am – 10pm Friday 8.30am – 6pm Saturday & Sunday 1pm – 5pm
Mid-year Vacation	Monday, Wednesday, Friday 8.30am – 6pm Tuesday & Thursday 8.30am – 10pm Saturday CLOSED Sunday 1pm – 5pm
Summer Vacation	
December	Monday to Friday 9am – 5pm Saturday & Sunday CLOSED
January	Monday 9am – 8pm Tuesday to Friday 9am – 5pm Saturday & Sunday CLOSED
February	Monday & Thursday 9am – 8pm Tuesday, Wednesday, Friday 9am – 5pm Saturday & Sunday CLOSED

The Library is open to 10pm from Monday to Thursday during semester. On Fridays the Library closes at 6pm during semester. During the mid-year vacation, evening opening is available to 10pm on two evenings per week, Tuesday and Thursday, and to 6pm other evenings. During the summer vacation, evening opening to 8pm is available on a single evening during January and on two evenings during February.

Weekend opening is available on Saturday and Sunday afternoons from 1pm to 5pm during semester. In the three weeks leading up to the examination period, this is extended by opening at 11am. During the mid-year vacation the Library is only open on Sunday afternoons, and during the summer vacation there has been no weekend opening.

2.3 Extended Weekend Opening

In 2002 the Library introduced extended weekend opening for three weekends in the lead up to the examination period in each semester i.e. 11am to 5pm rather than 1pm to 5pm. This proved very popular with clients however the change back to normal weekend opening hours during the examination period was confusing to many clients.

As a result of this confusion, the extended opening hours during 2003 were offered in the three weekends leading up to the end of the semester. While this didn't cause the same level of confusion, there was significant feedback that the timing did not suit students preparing for examinations, so in 2004 the extended opening hours were

again offered in the lead up to the examination period and the advertising and promotion was more targeted.

2.4 Opening Hours Survey 2001

The Library last surveyed clients on their satisfaction with Library opening hours during 2001. This survey indicated that 63.8% of respondents were basically satisfied with the Library's opening hours. However respondents also indicated that they would like to see an extension of weekend hours during semester, and the introduction of some weekend opening hours during the summer period.

The recommendations of the survey report were:

- to extend opening hours on the weekend without incurring additional costs by closing one hour earlier Monday to Thursday i.e. at 9pm; and
- open on Sundays during the summer period without incurring additional costs by opening one hour later at 10am on Monday to Friday.

These recommendations were not implemented as they would have caused a significant increase in the flexi-time accrued by some staff and while this would not have been a 'real' cost, it was certainly a considerable 'hidden' cost¹.

By 2004, there had therefore been no review of Library opening hours for a number of years, and it was considered desirable to again evaluate if the current opening hours are meeting the needs of clients during an era of increasing use of electronic resources and tools. In addition, a review of Library service points was instigated during 2004 and it was appropriate to examine the opening hours within this context.

2.5 Evening Use Survey 2004

A member of the Bundoora Client Services Committee read a journal article describing a survey of evening use by library patrons at the University of British Columbia². As a result of their survey, the UBC Education Branch Library opening was reduced by one hour from 10pm to 9pm. This data is discussed in *4. Survey results and discussion*.

Following agreement at the Bundoora Client Services Committee that a modified version of the survey be implemented at the Bundoora Campus Library, a sub-committee comprising Liz Burke, Eva Fisch and Olga Tilkeridis prepared a submission for research funds to the Library Research and Development Committee. The funds were approved to conduct the survey and enter data into MS Excel, and to provide time release for the sub-committee members to analyse the results and write the report.

¹ Some of the 'hidden' costs would be managing a very significant increase in the accrual of flexi-time for a relatively small group of staff, and the associated issues which would emerge in arranging rosters, training, and other commitments when staff would be trying to take their accrued flexi-time during weekdays.

² A. Curry (2003) "Opening hours: the contest between diminishing resources and a 24/7 world", *Journal of Academic Librarianship* 29 (6) November, pp. 375-385.

3. Methodology

3.1 Timing

The survey was conducted between 9pm and 10pm from Monday 17 May to Thursday 20 May. This was the 12th week of Semester One, two weeks before the final week of classes and the commencement of study vacation ("Swot Vac") and the Examination Period.

3.2 Staffing

The survey was implemented by Reference and Information Services staff with assistance from casual attendant staff, Adam Cooper and Sladjana Rajkovic. During the final 15 minutes of each evening, the staff member from the Serials Desk also assisted in administering the survey.

The staff involved were:

Monday 17 May

Information Desk – Jenny Corbin
Serials Desk – Elisabeth Kauer
Survey – Sue Porter, Adam Cooper

Tuesday 18 May

Information Desk – Lorraine Chapman
Serials Desk - Ester Georgiev
Survey – Val Forbes, Adam Cooper

Wednesday 19 May

Information Desk – Gale Watt
Serials Desk - Brita Daly
Survey – Kerry Sullivan, Adam Cooper

Thursday 20 May

Information Desk – Kris Valenta
Serials Desk – Adam Cooper
Survey – Liz Burke, Sladjana Rajkovic

3.3 Promotion

Signs were made up promoting the survey which were displayed at each service point each evening. Signs were also displayed each evening at the entrance to the Library and on the wall above the benches where survey forms were completed by clients.

3.4 Data Collection

Survey form

Initially, and with great time savings, the survey instrument was adapted from the article by Curry. After the Pilot in April, the questionnaire was changed to conform to current needs and local issues and to ensure that it could be self administered by respondents. In total there were 13 questions, and most of these were of the Yes/No type. See Appendix A.

Pilot

Eva Fisch piloted the survey form in April and amendments were made to the questionnaire wording and questions to conform to local conditions as indicated above. The administration of the survey form by Library staff was also re-examined after the experiences of the Pilot and it was decided that two people were needed to adequately gather data from all users exiting the Library between 9pm and 10 pm.

Administration

Each patron leaving the Library between 9pm and 10pm was invited to complete a survey form. Survey forms were made available on benches near the entrance and

exit (during the Pilot, it was found that students leaving the Library in groups needed a number of forms available for them to complete simultaneously).

Clients entering the Library after 9pm were given a copy of the survey form and asked to fill in and drop off as they left the Library. Clients seated at computer workstations on Levels 2 and 3 were also given copies of the survey form after 9pm and asked to complete it and deposit it as they left the Library.

In total, 442 survey forms were completed over the four evenings. Of these, 431 were usable. As gate counts were not taken on Monday 17 May, it is impossible for the survey team to provide an accurate response rate for this survey. See Appendix D. However based on the gate counts for Wednesday 19 May and Thursday 20 May during the survey week, it appears the 9-10pm traffic is approximately 2% of the daily traffic on days when the Library is open to 10pm. Daily traffic for Friday, Saturday and Sunday when the Library closes earlier, may show different patterns.

Transactions at Service Points

During the survey week, each service point collected statistics of their transactions between 9pm and 10pm. At the AV Desk, Information Desk and Serials Desk, the usual statistics form was amended to include a 9pm reading of the clicker, in addition to the usual 10pm reading. The Loans and Reserve Desks also counted enquiries at 9pm and 10pm during the survey period. See Appendix C for details.

Gate Counts

During the survey week, Library Attendants took a reading of the gate count at 9pm as well as the usual 10pm reading on Tuesday through Thursday (as this was not the usual closing procedure, there is no data for Monday 17 May at 9pm). See Appendix D.

Seating Occupancy Data

The survey project team used the survey forms from the Seating Survey to count those using Library seating during the evenings of the survey week. (see Appendix H). This data was gathered between 8.30pm and 9pm each evening, prior to the administration of the Evening Use Survey form at 9pm.

3.5 Data Processing and Analysis

Data was entered into an MS Excel spreadsheet to get raw counts of the data. (Note that cross tabulations, eg by particular user groups, were not funded as part of this project).

Once the data was entered, Eva Fisch, Olga Tilkeridis and Liz Burke commenced the analysis and preparation of this report.

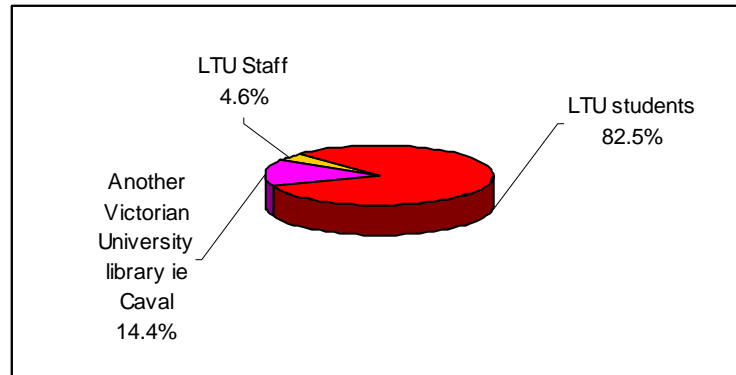
4. Survey Results and Discussion

Question 1: Are you a staff member at LTU?

Question 2: Are you an enrolled LTU student?

Data obtained from the survey showed La Trobe University staff comprised a small component 4.6% (20) of the surveyed population. The majority of respondents, 82.5% (356), were undergraduate students.

Table 2: Ratio of Students & Staff Respondents



The 2004 University data indicates that staff comprise 7.91% and the Bundoora students the remainder (92.09%) of the Bundoora member population. This ratio is not dramatically different from the figures for the survey, if one removes the effect of the CAVAL group. (e.g. see below : students: 94.68%: staff: 5.32%). It may be expected that students living in group housing and students with children or full time jobs would inflate the student proportion in the survey sample. See Table 3 and Appendix I.

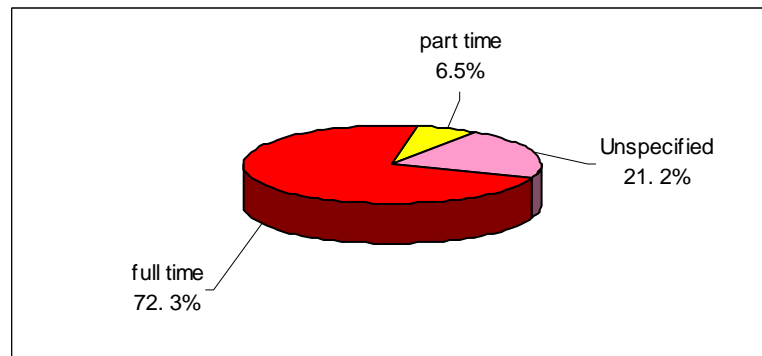
Table 3: Comparison of University Population and Survey Respondents

	All LTU - Bundoora - number	All LTU - Bundoora - percent	Survey number	Survey percent
Students (persons) - Bundoora	16,896	92.09%	356	94.68%
Staff (persons) - Bundoora *	1,451	7.91%	20	5.32%
TOTAL	18,347	100.00%	376	100.00%

Question 3: Are you a full time, part time or a postgraduate student?

Full time students comprised 72.3% (312) of the total, part time students 6.5% (28) and 14.4% (62) stated that they belonged to another University i.e. CAVAL as shown in Tables 2 and 3. Postgraduates comprised 6.2% of the survey population.

Table 4: Ratio of Full Time to Part Time Respondents

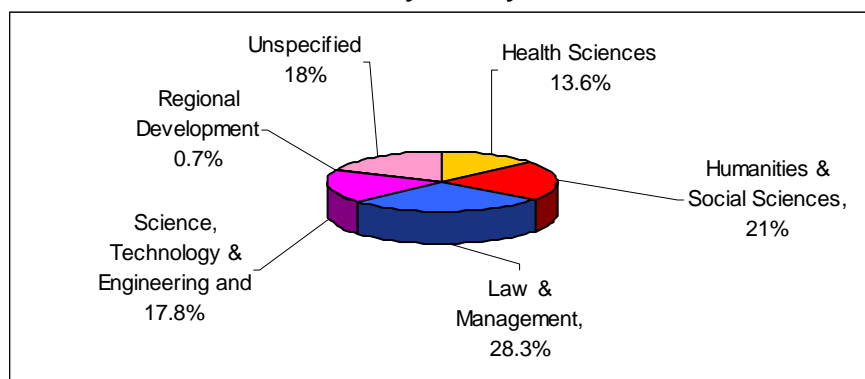


The University data tell us that 70.56% of students are full time and nearly 30% are part time. However, only 6.5% of our sample population claimed to be part time students. This may be related to the high percentage of “Unspecified” statuses in the sample (21.2%), but without further research, it would seem that part time students are significantly underrepresented in the 9-10pm sample. See Table 4.

Question 4: Which faculty are you in?

An examination of which Faculty respondents came from provided the following information; Law and Management formed 28.3% (122) of the total, followed by Humanities & Social Sciences 21% (91), Science and Technology 17.8 % (77), and Regional development 0.7% (3).

Table 5: La Trobe University Faculty ratios



The ratios of students from each Faculty in the sample differ from that in the University population. The major difference is the low numbers of students from the Faculty of Regional Development, and this is to be expected as it is a Bendigo based organizational unit.

Also lower than expected are numbers from Health Sciences (about 5 % lower than expected), while greater than expected numbers come from Law & Management (almost 10% greater), and Humanities & Social Sciences/ Science, Technology & Engineering (both about 5% greater). See Table 6 and Appendix I.

Table 6: Comparison of Faculty Population and Survey Respondents

Students (enrolments) by Faculty	All LTU number	All LTU percent	Survey number	Survey percent
Regional Development	4,125	15.61%	3	0.85%
Health Sciences	6,079	23.01%	59	16.76%
Humanities & Social Sciences	5,294	20.04%	91	25.85%
Law & Management	6,655	25.19%	122	34.66%
Science, Technology & Engineering	4,265	16.14%	77	21.88%
TOTAL	26,418	100.00%	352	100.00%

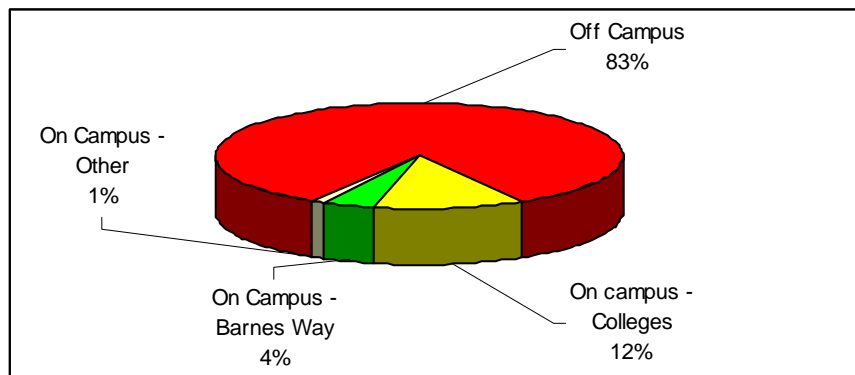
Factors which may contribute to this disparity include: evening class scheduling, availability of materials from home, work patterns of students in each Faculty may differ, and timing of group and class work or assignments.

Question 5: Do you live on campus?

Of the total respondents surveyed 83% lived off campus, while the remainder, 17% said that they lived “in college” or elsewhere on campus. Other on campus residences mentioned include Barnes Way, University Lodge, Graduate House, etc. In Appendix E data is presented which compares the total population living in the various residences with the figures from this survey. It is not surprising to find that

respondents from the colleges and the Barnes Way flats are slightly overrepresented in the 9-10pm figures and one could speculate that a quiet place to study may be a contributing factor.

Table 7: On Campus Residents



Question 6: Did you have a class today that began at 6pm or later?

The number of respondents that indicated they had a class that began at 6pm or later, was 6.2% (27). This is a fairly small number and does not appear to be a significant contributing factor in the reasons why people use the Library between 9pm and 10pm.

Staff in Facilities and Services who are responsible for room bookings indicated that the definition for ‘evening class’ varied across Faculties with classes starting variously at 4pm, 5pm, 6pm or 7pm. They provided the following information about evening classes:

Table 8: Timetabling of “Evening” classes

Faculty	Times of evening classes/tutorials
Health Sciences	N/A
HUMSS	
Institute of Education	N/A
AUSLAN	TU & TH 5-9pm
Sociology, Anthropology, Archaeology	M & TH 4-6pm; then tute 6-7pm
Law & Management	M-TH 5-6pm or 5-7pm

Facilities and Services staff indicated that in some areas it was common practice to timetable classes on Thursday evenings, and this may have an impact on evening Library use. However without further investigation, it is difficult to draw any firm conclusions.

Question 7: When do you visit the Bundoora Campus library?

Clients indicated their preferred day to visit the Library and the most popular day was Thursday. This is an interesting result as most statistics indicate this is the quietest weekday of those with evening opening hours as demonstrated by gate counts, enquiry statistics at service points, and Innopac transactions (see Appendices C & D).

A possible explanation for this apparent inconsistency is the fact that responses were elicited from only those clients using the Library between 9pm and 10pm Monday to Thursday. As Thursday is the last day of the week to offer these extended hours, clients would have to wait until Monday to again visit the Library at this time. The timetabling on Thursday evenings may also be a factor.

Question 8: Are you a student at another Victorian university i.e. a CAVAL member?

CAVAL students comprised 14.4% (62) of the total respondents (see Table 2).

Question 9: What time did you first arrive at the Library today?

Of those respondents who provided an answer to this query, the overwhelmingly common time for them to first arrive at the Library was some time in the evening, 6pm or later. However there were significant numbers first arriving in the afternoon but also 13.9% (60) of respondents first arrived in the Library in the morning, any time from 8.30am to 12pm. Many of these respondents may live locally as a significant number of responses to Question 13 (postcode/suburb) indicated the majority live locally.

Table 9: Time of First Arrival on Campus

Time of Arrival	Weekly total	Percent
Morning 8:30am – 12pm	60	13.9%
Afternoon 12pm – 6pm	88	20.4%
Evening 6pm – 10pm	221	51.3%
Unspecified	62	14.4%
TOTAL	431	100%

Question 10: Do you visit the Library between 9pm and 10pm regularly?

The Library was used regularly at this time for a variety of reasons. Note that 543 responses were given as respondents could list more than one answer. The main reason for use at this time seemed to be the quieter environment and the lack of queues 46% (251). Another important reason for evening use was that respondents worked during the day 19% (104), or they were already on campus 10% (56). Access to a variety of facilities and services was also a relatively common 4% (23) answer.

Note that many respondents who answered that they “Lived in regional Victoria”, nearly 3% (16), interpreted “Regional” as outer areas of Melbourne, so that the real percent falling into this category is probably much less.

Table 10: Reasons for 9-10pm Use of the Library

Reason	Number	Percent
Library quieter, don't have to queue	251	46.22%
Work during the day	104	19.15%
Already on campus attending evening lectures, activities	56	10.31%
Study purposes	30	5.52%
Facilities/Services: eg access to parking/computers/photocopiers/Reserve material/Loans/help	23	4.24%
Live in regional Victoria	16	2.95%
Childcare	13	2.39%
Night owls – prefer to work at night	13	2.39%
Location	9	1.66%
Prefer to work in library rather than at home	3	0.55%
Research	3	0.55%
Group assignment work	3	0.55%
Convenience	2	0.37%
Easier to concentrate	2	0.37%
Other		
Essay due	1	0.18%
Very busy - need the later time	1	0.18%
Only when I need things	1	0.18%
Forced learning!	1	0.18%
Work late	1	0.18%
Opening hours are longer than home institution's (9 pm)	1	0.18%
To borrow Reserve items overnight / study better at night	1	0.18%
"Nothing else to do"	1	0.18%
High school student, can't get here during day	1	0.18%
Last minute rush	1	0.18%
Large amount of homework	1	0.18%
At Deakin Uni during day	1	0.18%

To get my work done	1	0.18%
Larger than RMIT library/ better study areas	1	0.18%
Preference	1	0.18%
TOTAL	543	100.00%

Question 11: Please indicate all the activities you usually do or have already done between 9pm and 10pm in the Library.

The answers to this question and question 10 overlap, with respondents listing their activities as their reasons for using the Library and vice versa.

In question 11, respondents listed their Library activities (multiple answers possible) during the 9-10pm timeslot. The 431 respondents performed 1990 activities, with each person on average carrying out 4.6 activities in the hour.

The most popular activities were “Using the computer workstations” (see d. 1-3) 38.14% (759), “Borrowing and returning Library materials” 14.37% (286), and “Photocopying” 14.07% (280).

Also important were “Using their own materials in the Library” 12.41% (247), “Using print materials that can’t be taken from the Library” 12.16% (242), and “Socialising...” 5.23% (104).

Table 11: Activities carried out between 9-10pm in the Library

Activity	Number	Percent
a. Borrowed/Returned library materials	286	14.37%
b. Photocopied printed journal articles or other materials	280	14.07%
c. Used print journals, Reserve, Reference or other materials that can't be taken out of the Library Browsed the shelves	242	12.16%
d. 1 Used the computer workstations to search, access, print or retrieve materials	320	16.08%
d. 2 Used the computer workstations for LTU-related use of the Internet and email eg Online lecture	227	11.41%
d. 3 Used the computer workstations - recreational and personal use of the Internet and email	212	10.65%
e. Used/read/printed library materials or my own materials in the Library	247	12.41%
f. Socialised with friends	104	5.23%
g. Quiet study	21	1.06%
h. Group assignment work/meetings	13	0.65%
i. Word processing	7	0.35%
j. Used carrels	6	0.30%
k. Writing essay	4	0.20%
l. Used audio-visual material	3	0.15%
m. Assignment work	2	0.10%
n. Reading / assignments	2	0.10%
o. Homework	2	0.10%
p. Study	2	0.10%
q. Other		
Library queries – Endnote	1	0.05%
Library queries – reference checking	1	0.05%
Movies	1	0.05%
Not specified	1	0.05%
Note taking	1	0.05%
Preparation of oral presentation	1	0.05%
Extra study during exam period	1	0.05%
Word processing	1	0.05%
Work on laptop	1	0.05%
Class meeting	1	0.05%
TOTAL	1990	100%

The responses to the 3-part question “Used the computer workstations” seem to suggest that students are multitasking at the workstations. This anecdotal evidence is supported as only about one quarter of students 24.3% (52) used the computers for a single use or function, while the remainder carried out two or three tasks while at the workstations.

Table 12: Types of Workstation Uses

	Number	Percent
Used computers for only one kind of use	52	24.3%
Used computers for only two kinds of use	67	31.3%
Used computers for all 3 kinds of use	95	44.4%
TOTAL	214	100%

To further investigate this question, a sample of 214 questionnaires were examined and the number of minutes spent in each of the 3 kinds of workstation use was analysed:

- d. 1 Used the computer workstations to search, access, print or retrieve materials
- d. 2 Used the computer workstations for LTU-related use of the Internet and email eg Online lecture
- d. 3 Used the computer workstations - recreational and personal use of the Internet and email

Note that only some students estimated the number of minutes for the 9-10pm slot, while the rest seemed to estimate the minutes spent for a whole day (or week?) of workstation use. Therefore, the proportion of use is a more useful number to examine.

Proportionally, the most time 52.17% (209.98 hours) was spent on d. 1, while 28.14% (113.28 hours) of the time is spent on d. 2. Only 18.22% (73.33 hours) was reportedly spent in personal or recreational use of the internet. It is worthwhile commenting that students may not have felt anonymous and therefore not able to answer this question with complete honesty.

Table 13: Hours and Type of Use of Workstations (Sample = 214)

	Use (in hours)	Percent
Used the computer workstations to search, access, print or retrieve materials /Reading the news online	209.98 hours	52.17%
Used the computer workstations for LTU-related use of the Internet and email/ Online lecture	113.28 hours	28.14%
Used the computer workstations - recreational and personal use of the Internet and email	73.33 hours	18.22%
TOTAL	396.59 hours	98.5%

Question 12: How important is it to you that the Library is open between 9pm & 10pm?

Respondents felt overwhelmingly that 9-10pm use was very important 77.5% (334) to them. Only 1.8% (8) felt that this timeslot didn't really matter to them.

Table 14: Importance of 9-10pm Opening

	Number	Percent
Very important	334	77.5
Moderately important	61	14.2
Doesn't matter	8	1.8
Missing cases	31	7.2
TOTAL	431	100.7

Additional comments

There were 28 unsolicited additional comments, and most of these requested opening later during exams (6 comments) or midnight hours (12 comments) – possibly as a study hall.

Table 15: Additional Survey Comments

MIDNITE /LATER HOURS
<ol style="list-style-type: none"> 1. "coming into the library motivates me to study" - can't study at home. Would like library to be open until midnight. 2. could the library be open all weekend and after 10pm weekdays? Where I come from, library is open until midnight 3. it would be good if library is open until midnight 4. it would be great to extend the evening hours by 2 more hours, even just for computer use only 5. opening hours should extend until midnight 6. please - would like to see Wednesday opening extended until midnight 7. would like library to be open until midnight 8. would like library to be open until midnight 9. would like the library to be open even later than 10 pm 10. use the library all the time - it should be open even later. 11. would like same long opening hours on weekends 12. late opening on Fridays would be extra good
EXAMS
<ol style="list-style-type: none"> 13. exams coming up - suggest later opening on these weekends 14. would like library to be open even later than 10 pm during exam weeks 15. would love extended hours during exams 16. quiet study / suggest later opening on weekends during exams 17. my exam is in 32 days - request please no cuts to opening hours after Week 6 of semester 18. would like library to be open even later during exams, and longer on weekends
SAFETY
<ol style="list-style-type: none"> 19. rely heavily on late opening hours for group work in a good, safe location 20. ECL is too inaccessible, should be part of Borchardt Lib. Would use library more if: 1) carpark closer; 2) computer lab was 24 hours; 3) bus to car park 8 to leave sooner rather than later, don't feel safe walking around uni at night.
OTHER
<ol style="list-style-type: none"> 21. my RMIT classes run late, please keep these late opening hours on weekdays. Longer hours on weekends also please. Also, why can't CAVAL card holders take Reserve books out of the Reserve room to a study carrel ? 22. please don't close earlier !! 23. work part-time during the day, only able to get to library in evenings 24. if LTU supports international students, why are there no chat rooms to communicate with friends and family in the evenings ? (chat rooms are cheaper than phone calls) 25. The loud closing announcement is annoying 26. extremely happy and grateful for excellent level of service delivered by evening staff. 27. Prefer to use library in evenings for study because it's quieter can therefore get excellent quality of service from the library staff. 28. live on campus, it's too noisy to study in the dorms. Need somewhere to study quietly at night, not necessarily use service points, just a desk.

Question 13: What is your postcode/suburb?

Respondents came from 68 suburbs, with the highest number of respondents coming from the La Trobe Colleges, 21% (90), La Trobe University residential 12% (51), Reservoir 8% (36), Heidelberg/Heidelberg Heights 7% (30), Preston 6% (27), and Thornbury 4% (16). Patrons also recorded postcodes as far away as Doreen (2), Albury (1), and Ballarat area (1). See Appendix G for a full listing.

Other Data Collected during the survey week at La Trobe University Library

In addition to the data supplied by survey forms, a variety of other statistics were gathered during the survey week.

Transactions at Service Points

During the survey week, each service point collected statistics of their transactions between 9pm and 10pm (see Appendix C). These service points do not usually count statistics at this time, so there is no data with which to compare the “busyness” of the survey week. However it can be seen that the service points are not busy at this time of the evening.

Gate Counts

During the survey week, Library Attendants took a reading of the gate count at 9pm as well as the usual 10pm reading on Tuesday through Thursday (see Appendix D). Gate count statistics are not normally collected at 9pm, so there is no data with which to compare the “busyness” of the survey week. However as reported in section 3.4, the gate count indicates approximately 2% of the daily traffic occurs between 9pm and 10pm, Monday to Thursday.

Seating Occupancy Data

Data provided by the seating occupancy survey correlates with the data provided by the gate count:

Table 16: Correlation between Gate Count and Seating Occupancy data

	Gate Count	Seating Occupancy
Monday	NA	137
Tuesday	181	105
Wednesday	178	115
Thursday	115	109

The data indicates that the most people in the Library during the late evening are on Level 2, especially the computer workstations and New Book Display area, the AV tables and the AV computer workstations. See Appendix H.

As measured by the seating occupancy survey, computer workstations are the most popular location since more than a third of the people in the building were sitting at computers opposite the Information Desk. If the computers near AV are included, 45% of those in the building were sitting at computer workstations on Level 2.

Comparison with University of British Columbia (UBC) Data

It is interesting to compare the data collected by this survey, with that collected during the 2001 survey at the University of British Columbia described by Curry (2003).

At UBC, gender and age of respondents were recorded and it was found that:

- Gender was not a factor in evening use
- Older students were not commonly present during 9-10pm
- Safety was a consideration for female students during late hours

At LTU it was decided not to record gender or age.

Curry found that 88% of respondents were students of UBC and of these, 26% had attended a class between 6pm and 9.30pm and then visited the Library. The LTU survey found 82.5% of respondents were students of La Trobe University and of these, only 6.2% had a class after 6pm. The different timetabling of the two universities will certainly affect evening use patterns, as will the number of students living at residential colleges.

In both surveys respondents were regular evening users, not just one off night owls. Both surveys also indicate that respondents multitask. When the data is compared, computer use of all kinds is much more common amongst evening Library users for La Trobe University respondents. Borrowing, returning, photocopying and printing activities were more common in the La Trobe University sample, while the UBC survey had greater numbers consulting with library staff, but less socializing was recorded.

Table 17: UBC and LTU comparison – activities during evening use

	UBC survey data - number	UBC survey data - percent n=195	LTU survey data – number	LTU survey data - percent n=431
study	128	65.64%	na	na
used computers	123	63.08%	319	74.01%
used lib materials in library	107	54.87%	247	57.31%
borrowed or returned	102	52.31%	284	65.89%
photocopied/printed	100	51.28%	280	64.97%
web/email	95	48.72%	436	101.16%
used items that can't be borrowed	81	41.54%	240	55.68%
consulted with lib staff	63	32.31%	2	0.46%
consulted with classmates	63	32.31%	14	3.25%
socialised	36	18.46%	102	23.67%

In the UBC survey, 64% of respondents indicated that 9-10pm access was very important and only 5% indicated it did not matter. However as a result of the survey, the UBC Education Branch Library hours were reduced, although it is important to note that students did have alternate branch libraries to use for study purposes.

This survey found that 77.5% of respondents declared that 9-10pm access was very important (eg 13 % more than the UBC survey), while only 1.8% said it did not matter. This information should be taken into account if any decision to reduce opening hours is taken.

Curry's literature review noted that the ARL survey of member libraries found that only 19% offered a Reference service during extended hours while 58% made circulation available.

Conclusion

The questionnaire data provide a snapshot of Library use between 9pm and 10pm in Semester One. It is important to emphasize that this data is for a single week, and focuses on a single hour. The findings indicate that the 9pm to 10pm traffic can be as little as 2% of a typical day's traffic. More information collected at other times of the academic year, may help to verify this observation. It should also be noted that the timing of the survey does not measure some activities which occur at other times e.g. loans from Reserve which commence at 8.30pm.

During this time the Library was used by a small but committed group of users, looking for a combination of computer workstations, photocopiers, study space and research materials. Late evening hours appeared most important to those who disliked noise/queues, or who work during the day.

Numerous additional comments were provided in response to the survey and these indicate enthusiasm for the provision of a 'study hall' environment available to midnight, especially in the lead up to the examination period.

Very few respondents indicated that they use Library service points other than Loans during the 9-10pm period (0.25%). The Serials Desk was particularly quiet and the occupancy data indicates Level 1 is quiet relative to the other levels of the Library.

Almost 15% of users at this time were from CAVAL libraries. However the vast majority, 82.5% (356) of those responding were La Trobe University undergraduate students.

Those visiting the Library at this time primarily live close to the University, especially in La Trobe University residential accommodation/Bundoora/Kingsbury (90), in La Trobe University colleges (51), Reservoir (36), Heidelberg (30), and Preston (27).

Four hundred and thirty one respondents indicated they undertook approximately 2,000 activities, clearly demonstrating their visits to the Library incorporate multiple activities and tasks. Using computer workstations was the most popular activity comprising 38.14% of total activities. Looking at the type of workstation activity, 75.7% of respondents used workstations for two or more tasks simultaneously. When examining the type of workstation use, it is interesting that respondents estimate they spent 18.22% of their time on personal or recreation use, while the remainder was academic related use of the workstations.

Occupancy data supports the suggestion that workstation use is one of the most popular activities for Library clients at this time of the evening as 45% of clients were sitting at workstations on Level 2.

A further group of survey responses noted the Library is a safe evening location and commented on their use of the courtesy bus. If the Library decided to open for longer hours at any point in the future, Facilities & Services would need to be notified with enough lead time to plan an extension to the Courtesy Bus timetable or other security measures.

Appendices

- A: Library Evening Use Survey Form**
- B: Summary of Survey Results**
- C: Total Enquiries and INNOPAC Transactions for each Service Point**
- D: Gate Counts for the week of 17-20 May, 2004**
- E: Comparison of Total On Campus Residents with data from the 9 - 10pm survey**
- F: Question 10: "Other" responses**
- G: Question 13: Suburb/Postcode**
- H: Appendix H: La Trobe University Library Seating Occupancy Data**
- I: 2004 La Trobe University Statistics from the Management Information Unit**

Appendix B: LA TROBE UNIVERSITY LIBRARY
Bundoora Campus
Summary Results of the
Library Evening Use Survey 2004

Question	Yes	%
1. Are you a staff member at LTU?	20	4.6
2. Are you an enrolled LTU student? (If no go to Q.7)	356	82.5
3. Are you a: i. Full-time student	312	72.3
ii. Part-time student	28	6.5
iii. Postgraduate student	27	6.2
4. Which Faculty are you in? Health Sciences	59	13.6
Humanities & Social Sciences	91	21
Law & Management	122	28.3
Science, Technology & Engineering	77	17.8
Regional Development	3	0.7
5. Do you live on campus? If so, which residence? (Circle one)	76	17.6
Glenn College	12	2.8
Menzies College	18	4.2
Chisholm College	22	5.1
Other please specify_____	24	5.6
6. Did you have a class today that began at 6pm or later?	27	6.2
7. When do you visit the Bundoora Campus library? (Circle all that apply)		
Monday	270	
Tuesday	270	
Wednesday	278	
Thursday	281	
Friday	214	
Saturday	185	
Sunday	164	
8. Are you a student at another Victorian university i.e. a CAVAL member?	62	14.4
9. What time did you first arrive at the Library today?		
[Morning 8.30am - 12pm]	60	13.9
[Afternoon 12pm - 6pm]	88	20.4
[Evening 6pm - 10pm]	221	51.3
[Not specified]	62	14.4
10. Do you visit the Library between 9pm and 10pm regularly?	314	72.8
If yes why? (Mark as many reasons as apply)		
Library quieter. Don't have to queue	251	58.2
Childcare available in the evening	13	3
Already on campus, attending evening lectures	55	12.7
Live in regional Victoria	16	3.7
Work during the day - this is the only time I can get here	103	24
Other please specify_____		
11. Please indicate all the activities you usually do or have already done between 9pm and 10pm in the Library (Mark as many as apply)		

Borrowed library materials	284	
Photocopied printed journal articles or other materials	280	
Used print journals, Reserve, Reference or other materials that <i>can't be taken out of the Library</i>	240	
Used the computer workstations to:		
search, access, print or retrieve materials estimated number of minutes _____	319	
LTU-related use of the Internet and email estimated number of minutes _____	224	
recreational and personal use of the Internet and email estimated number of minutes _____	212	
Used/read/printed library materials or my own materials in the Library	247	
Socialised with friends	102	
Any other activities -Please .specify_____	82	
12. How important is it to you that the Library is open between 9pm &10pm? (Circle one)		
Very important	334	
Moderately important	61	
Doesn't matter	8	
13. What is your postcode/suburb? _____		

Appendix C: Total Enquiries and Innopac Transactions for each Service Point over each Day

Service Point	Monday		Tuesday		Wednesday		Thursday	
	Enquiries	Innopac Transactions	Enquires	Innopac Transactions	Enquiries	Innopac Transactions	Enquiries	Innopac Transactions
AV	4	3	0	5	1	3	1	0
Information	9	N/A	14	N/A	6	N/A	5	N/A
Loans	5	17	4	14	2	20	3	11
Reserve	7	8	8	4	3	13	4	5
Serials	0	0	1	0	1	0	3	0
TOTAL	25	28	27	23	13	36	16	16

Appendix D: Gate Counts for the Week 17th-20th May, 2004

Day of the Week	Gate Count 9-10pm*	Gate Count 8:30am-10pm**	Percent of total traffic
Monday	NA	NA	NA
Tuesday	181	NA	NA
Wednesday	178	7393	2.25%
Thursday	115	6881	2.09%

* Gate Counts are not available at this time for any other weeks in 2004

** The normal gate counts were not recorded on Monday and Tuesday of the survey week

Appendix E: Comparison of Total On Campus Residents with data from the 9-10pm survey

On Campus residents	Number of residents	Percent	Survey data	Percent
Colleges (Glen, Menzies, Chisholm)	1200	67.42%	52	71.23%
University Lodge	153	8.60%	2	2.74%
Graduate House	127	7.13%	2	2.74%
Barnes Way	300	16.85%	17	23.29%
Other	na		5	6.85%
TOTAL	1780	100.00%	73	100.00%

Appendix F: Question 10: "Other" Responses

research
essay due
finish tai chi at 9 - extra study
very busy - need the later time
close to home
only when I need things
access to parking/computers
study
study
close to home
time to meet with classmates
after class at SARA
study
access to photocopiers
at placement during day
sleep during day
study
study
live nearby
use computers
cramming, essay writing
quiet study
good area to study
can't study at home
work better at night
individualised attention / shelves tidier
accessibility of all resources
studies better at night / college too noisy
better / individualised service at night
group assignment work
do not have internet at home
good places for group work / safe space
close to home
forced learning !
quiet study
listen to law lecture
great facilities
work late
opening hours are longer than home institution's (9 pm)
can concentrate better than at home
like to study at night
exams coming up
to borrow Reserve items overnight / study better at night
"nothing else to do"
high school student, can't get here during day
high workload / no PC at home
assignment work
research
no computer at home
to finish off assignments
quiet study
closer to home than own uni
can't study at home
warm, quiet, conducive environment for studying

college not quiet enough in evenings
evening hours suits me better
prefer to study at night
convenient / close to college
exams coming up
need late opening hours for study purposes
group assignment work
work better at night
don't have a PC
no PC at home
live nearby
book borrowing
to watch movies
difficult to study at home / more evening use leading up to exams
last minute rush
classes during day / live nearby
large amount of homework
borrowing Reserve books overnight
too noisy at home for studying
can't afford PC nor prescribed textbooks
live nearby
easier to study at night
at Deakin Uni during day
to get my work done
prefer to study at night
larger than RMIT library, better study areas
work better at night
warm, seats available at workstations
convenience
uni has no 24-hour computer lab so the latest access to computers
is 10pm in the library
to get help with questions
great study environment
work better at night
work better at night
easier to concentrate
convenient to come at this time
easier to concentrate
late starter
quiet study
all day study
prefer to work in library than at home
preference
nowhere else to study at this time
don't like mornings
to get away from home
more constructive to do assignments than watch TV
can't study at home
research
to use Reserve material
can't study at home
use of computers

Appendix G: Question 13: Suburb/postcode

13postcode	13 suburbs	No	%
3083	some LTU residential / Bundoora / Kingsbury (90)	90	21%
3086	LTU & Colleges, Bundoora (51)	51	12%
3073	Reservoir (36)	36	8%
3081	Heidelberg / H'berg Heights (30)	30	7%
3072	Preston (27)	27	6%
(not specified)	(not specified) (21)	21	5%
3071	Thornbury (16)	16	4%
3084	Rosanna / Eaglemont / View Bank (15)	15	3%
3085	some LTU residential / Macleod / Mont Park (10)	10	2%
3079	Ivanhoe (10)	10	2%
3070	Northcote / Croxton / Westgarth (8)	8	2%
3078	Fairfield / Alphington (6)	6	1%
3058	Coburg (5)	5	1%
3064	Craigieburn (5)	5	1%
3068	Clifton Hill / North Fitzroy (5)	5	1%
3082	Mill Park (5)	5	1%
3056	Brunswick (4)	4	1%
3080	(no listing) (4)	4	1%
3087	Watsonia (4)	4	1%
3088	Greensborough (4)	4	1%
3074	Thomastown (4)	4	1%
3105	Bulleen (4)	4	1%
3042	Airport West (3)	3	1%
3046	Glenroy / Oak Park (3)	3	1%
3095	Eltham (3)	3	1%
3101	Kew (3)	3	1%
3108	Doncaster (3)	3	1%
3136	Croydon (2)	2	0%
3146	Glen Iris (2)	2	0%
3152	Wantirna (2)	2	0%
3160	Belgrave (2)	2	0%
3055	West Brunswick (2)	2	0%
3094	Montmorency (2)	2	0%
3124	Camberwell (2)	2	0%
3754	Doreen (2)	2	0%
3128	Box Hill / Wattle Park (2)	2	0%
3130	Blackburn (2)	2	0%
2640	Albury	1	0%
3000	Melbourne	1	0%

3011	Footscray	1	0%
3020	Sunshine	1	0%
3034	Avondale Heights	1	0%
3036	Keilor	1	0%
3043	Gladstone Park / Tullamarine	1	0%
3048	Broadmeadows	1	0%
3051	North Melbourne	1	0%
3053	Carlton	1	0%
3056	Brunswick (& Macleod)	1	0%
3057	Brunswick East	1	0%
3066	Collingwood	1	0%
3075	Lalor	1	0%
3076	Epping	1	0%
3089	Diamond Creek	1	0%
3096	Wattle Glen	1	0%
3103	Balwyn	1	0%
3107	Templestowe	1	0%
3126	Canterbury	1	0%
3129	Box Hill North / Balwyn East	1	0%
3131	Forest Hill / Nunawading	1	0%
3134	Ringwood	1	0%
3170	Mulgrave	1	0%
3181	Prahran / Windsor	1	0%
3189	Moorabbin	1	0%
3350	(Ballarat area)	1	0%
3365	(no listing, central Victoria)	1	0%
3680	(no listing, Wangaratta region)	1	0%
3756	Upper Plenty / Wallan	1	0%
(not specified)	(regional Victoria)	2	0%
Total		431	

Appendix H: La Trobe University Library Seating Occupancy Data

Location	Date & Time				TOTAL
	Monday 17 May 8.25 - 8.45pm	Tuesday 18 May 8.25 – 8.40pm	Wednesday 19 May 8.25 – 8.40pm	Thursday 20 May 8.40 – 8.55pm	
Level 1					
Zone 1					
Silent study area	1	1	1	3	6
Microfilm					
Computers	3				3
Carrels					
Zone 2					
Newspaper area	6	1	1		8
Computers (7)	1	1			2
Zone 3					
Gov Pubs	1	1			2
Level 2					
Zone 1					
Computers, New Books,	51	42	45	37	175
Zone 2					
AV computers	10	9	8	7	34
AV other	3	3			6
AV rooms				6	6
Zone 3					
AV Tables	20	8	22	8	58
Viewing rooms					
Microfilm area					
Level 3					
Zone 1					
Agora End - south	8	5	6	4	23
Zone 2					
East (between group study rooms Carrels)	4	1	2	3	10
Zone 3					
Carrels & Group study rooms	9	9	7	4	29
Zone 4					
North/East including stairwell	2		3	5	10
Zone 5					
North end	1	5		11	17
Zone 6					
West, end of 900's	2	2	5	5	14
Zone 7					

West, outside supervisor's office	3	4	6	4	17
Zone 8					
A Stairwell	9	12	9	12	42
B Stairwell	1	1			2
TOTAL	137	105	115	109	466

Appendix I: 2004 La Trobe University Statistics from the Management Information Unit

	Number	Percent
Students (persons)		
Full-time	18,519	70.56%
Part-time	7,725	29.44%
Total	26,244	100.00%
Students (enrolments)		
Postgraduate	6,657	25.20%
Undergraduate	19,761	74.80%
Total	26,418	100.00%
Students (enrolments)		
Faculty		
Regional Development	4,125	15.61%
Health Sciences	6,079	23.01%
Humanities & Social Sciences	5,294	20.04%
Law & Management	6,655	25.19%
Science, Technology & Engineering	4,265	16.14%
Total	26,418	100.00%
Staff (persons)		
Full-time	1,701	60.58%
Part-time	1,107	39.42%
Total	2,808	100.00%
Staff (persons)		
Faculty		
Regional Development	267	9.51%
Health Sciences	543	19.34%
Humanities & Social Sciences	301	10.72%
Law & Management	195	6.94%
Science, technology & Engineering	402	14.32%
Non-academic departments	1,090	38.82%
Research Centre Linguistics Typology	10	0.36%
Total	2,808	100.00%