

## Results of University of Tsukuba Library Questionnaire

### ◆ Overview

Survey period: June 4th (Mon) – June 22nd (Fri), 2018

Participant: Members of the University of Tsukuba

Answer style: 1. By the Web form

2. By the questionnaire sheet

Number of respondents: 797

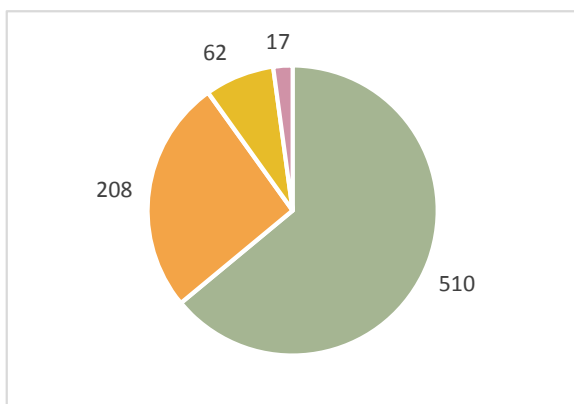
(Breakdown)	(Number)	(%)
By the Web form	729	91.5
(Japanese)	(708)	(88.8)
(English)	(21)	(2.6)
By the questionnaire sheet	68	8.5
(Japanese)	(68)	(8.5)
(English)	(0)	(0.0)
<b>Total</b>	<b>797</b>	

(Response rate)	(Number)	(Number)	(%)
	Respondents	Members	Rate
Undergraduate Student	510	9,909	5.1
Graduate Student	208	6,794	3.1
Faculty member	62	4,396	1.4

※ Numbers of the members are based on the data which University of Tsukuba has submitted to FY2018 School Basic Survey by MEXT (as of May 1, 2018)

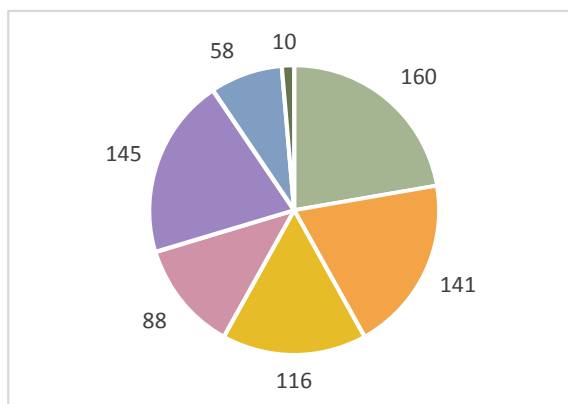
### ◆ Results

#### 1. You are... (n=797)



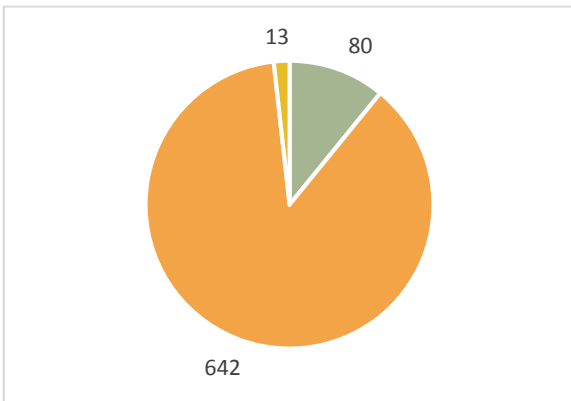
- Undergraduate Student
- Graduate Student
- Faculty members
- Other

#### 2. You are... [Only for students] (n=718)



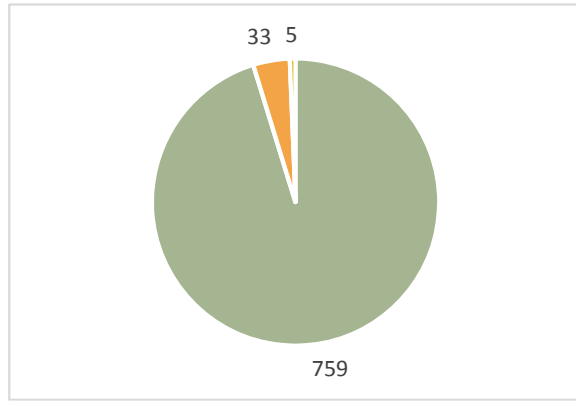
- Undergraduate 1st year
- Undergraduate 2nd year
- Undergraduate 3rd year
- Undergraduate 4th year and over
- Master's Program
- Doctoral Program
- Other, No response

3. You are from... [Only for students] (n=735)



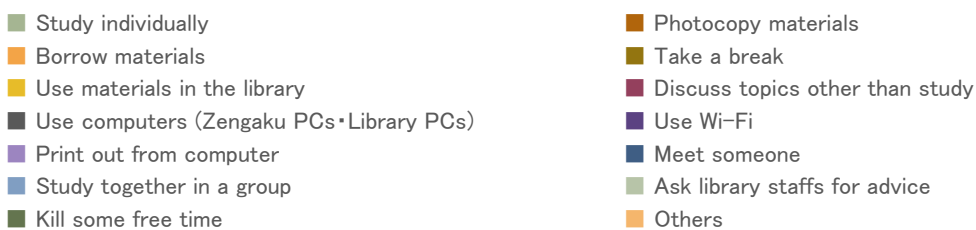
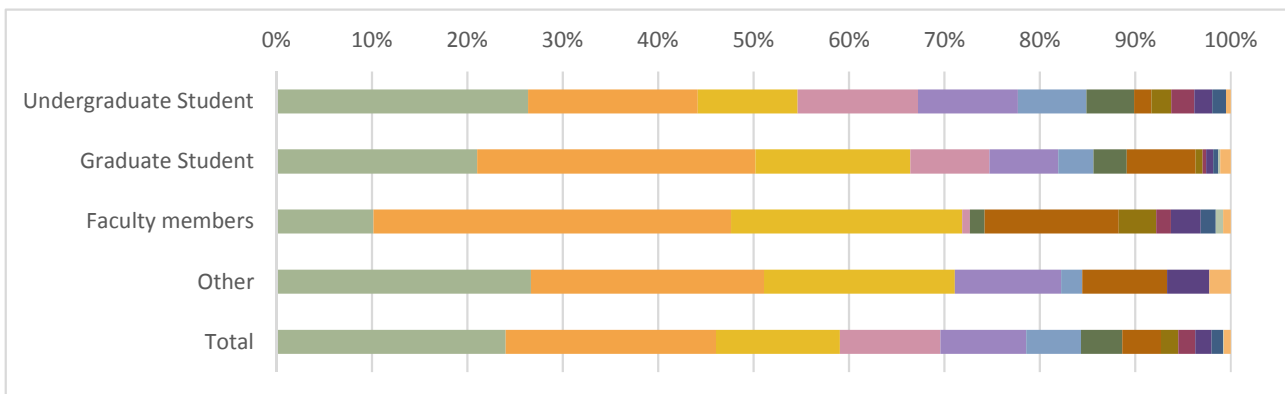
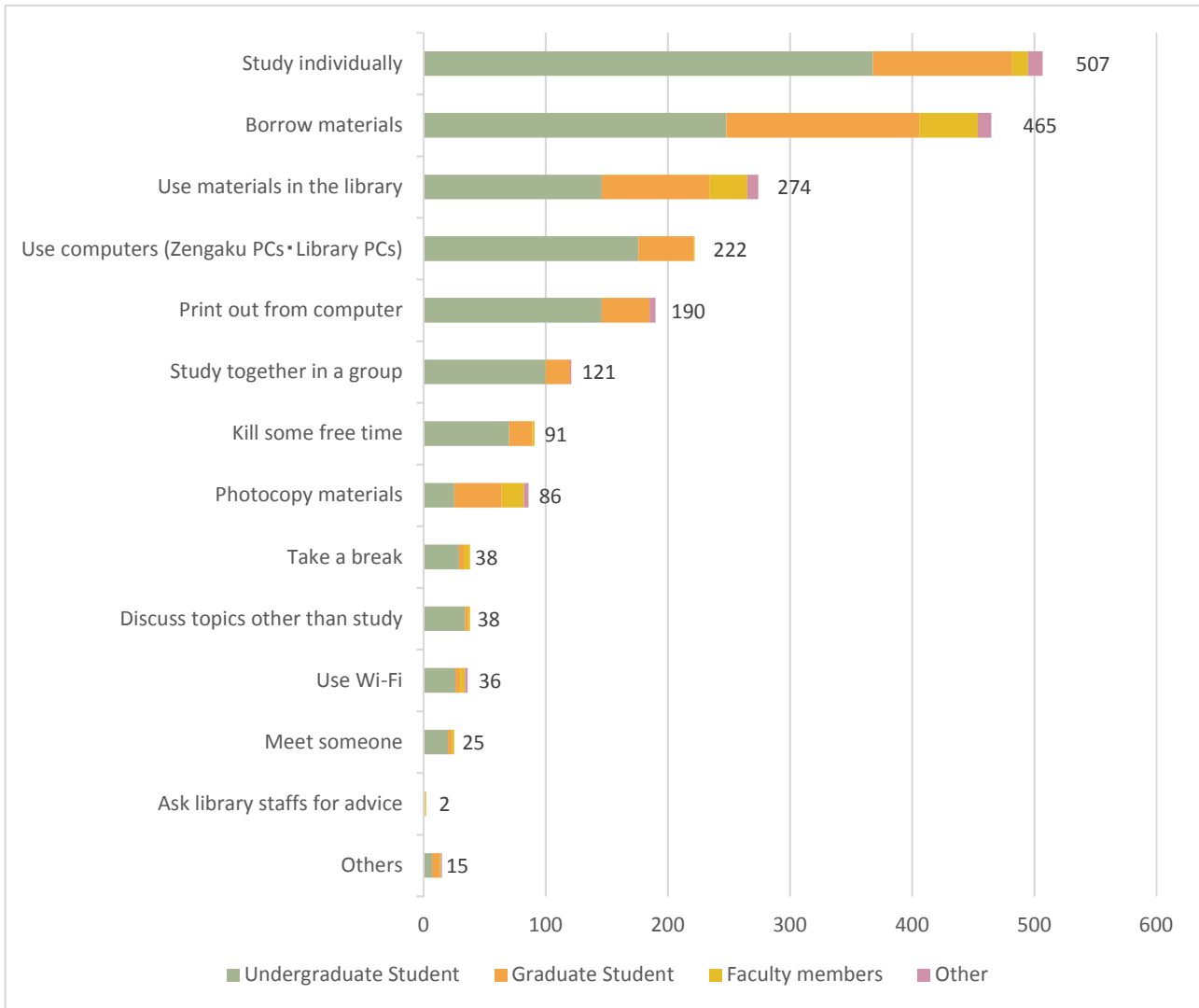
- Other countries
- Japan
- No response

4. Have you ever used the Central Library within the past one year? (n=797)



- Yes, I have.
- No, I haven't.
- No response

5. In the library, you often come to... [Select up to 3]



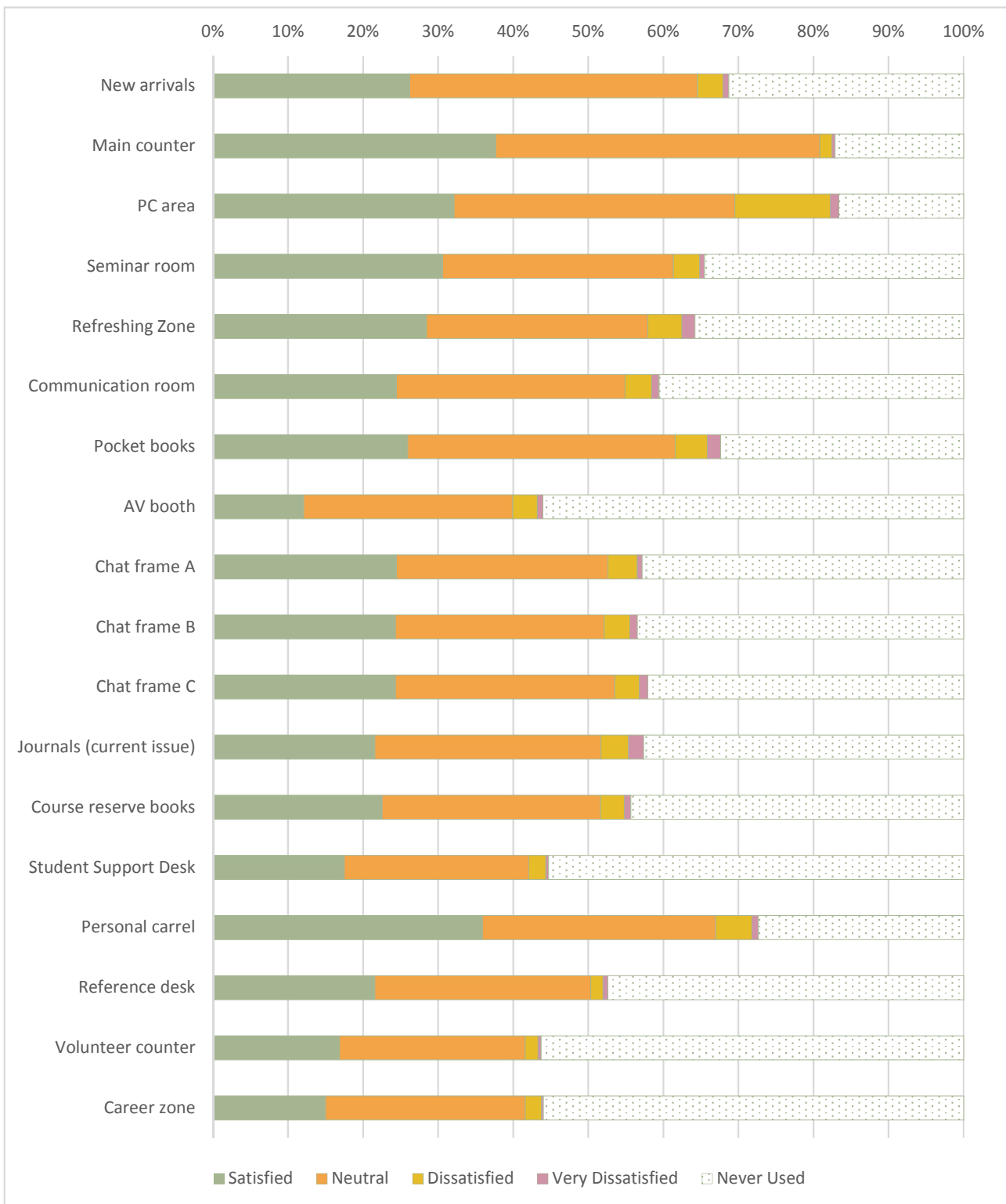
(Number)

	Under-graduate Student	Graduate Student	Faculty members	Other	Total
Study individually	368	114	13	12	507
Borrow materials	248	158	48	11	465
Use materials in the library	146	88	31	9	274
Use computers (Zengaku PCs・Library PCs)	176	45	1	0	222
Print out from computer	146	39	0	5	190
Study together in a group	100	20	0	1	121
Kill some free time	70	19	2	0	91
Photocopy materials	25	39	18	4	86
Take a break	29	4	5	0	38
Discuss topics other than study	34	2	2	0	38
Use Wi-Fi	26	4	4	2	36
Meet someone	20	3	2	0	25
Ask library staffs for advice	0	1	1	0	2
Others	7	6	1	1	15

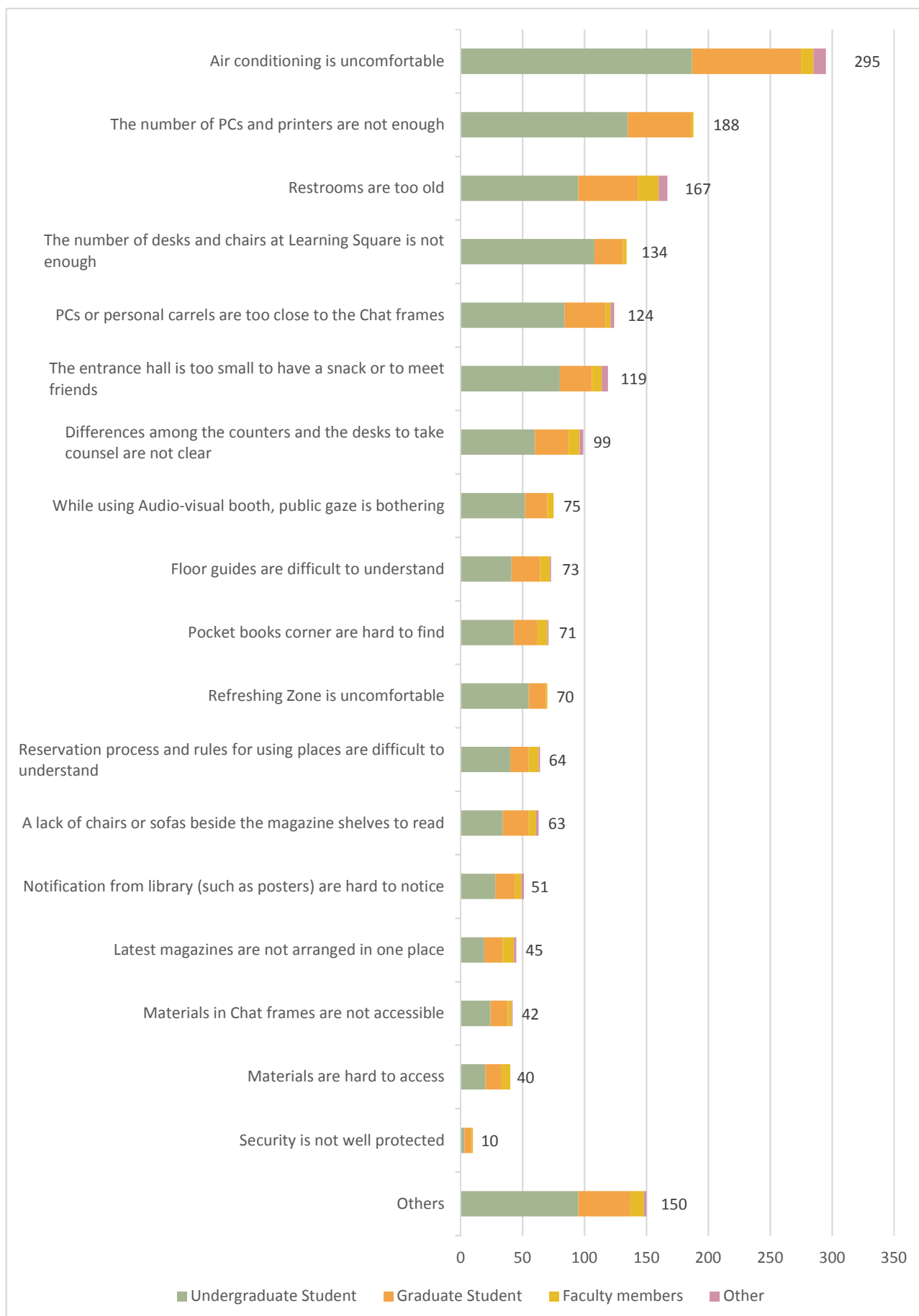
**【Others (Comments)】**

- Read newspapers or Doctoral theses
- Join or hold events in the library
- Use Student Support Desk
- Look inside of the library
- Take a nap

6. Please choose the level of satisfaction of each area in Learning Square on the 2nd floor in the Central Library.



7. In the Central Library, you feel inconvenience as follows: [multiple answers allowed]



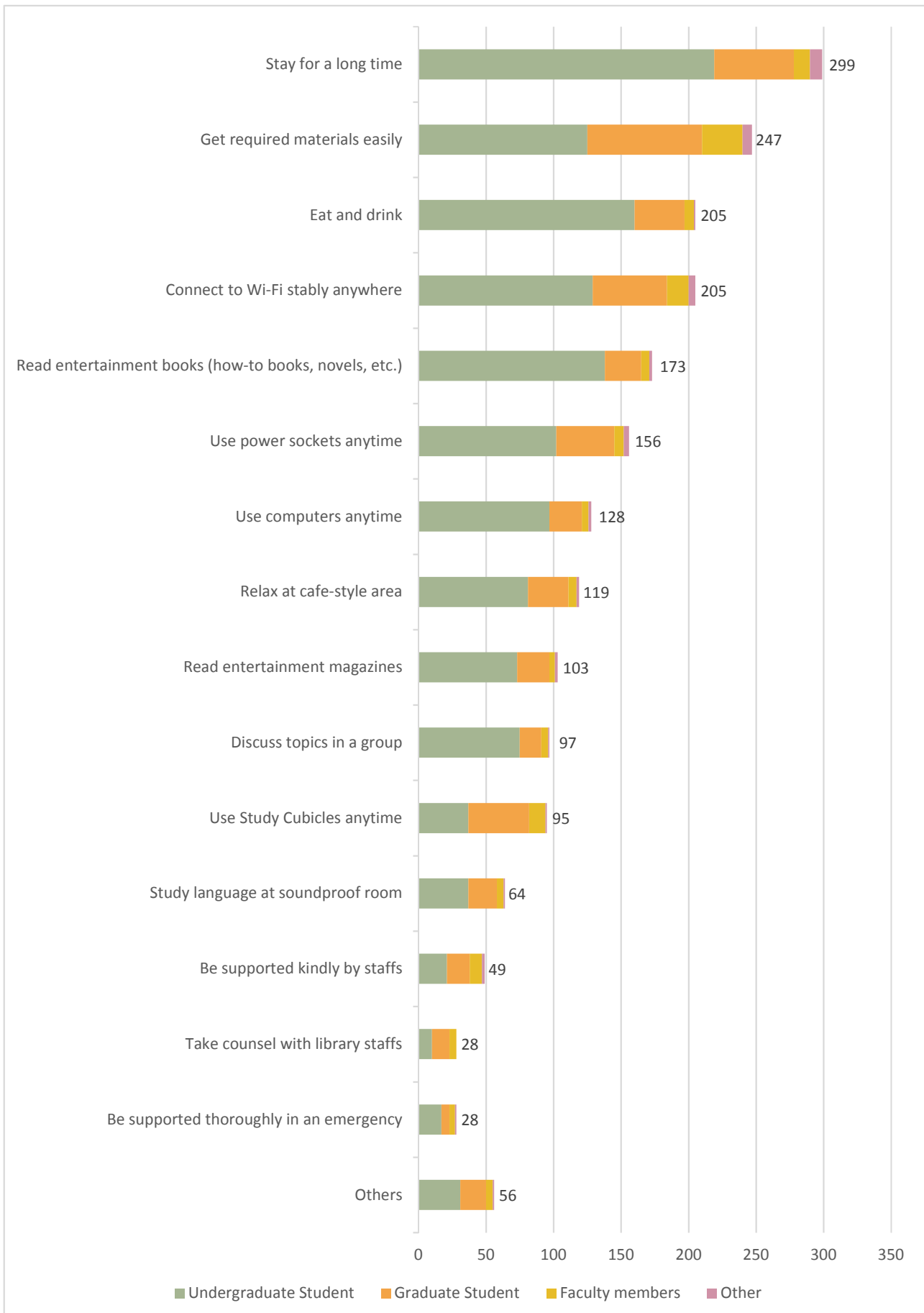
(Number)

	Under-graduate Student	Graduate Student	Faculty members	Other	Total
Air conditioning is uncomfortable	187	88	10	10	295
The number of PCs and printers are not enough	135	51	2	0	188
Restrooms are too old	95	48	17	7	167
The number of desks and chairs at Learning Square is not enough	108	23	3	0	134
PCs or personal carrels are too close to the Chat frames	84	33	4	3	124
The entrance hall is too small to have a snack or to meet friends	80	26	8	5	119
Differences among the counters and the desks to take counsel are not clear	60	27	9	3	99
While using Audio-visual booth, public gaze is bothering	52	18	5	0	75
Floor guides are difficult to understand	41	23	8	1	73
Pocket books corner are hard to find	43	19	8	1	71
Refreshing Zone is uncomfortable	55	14	1	0	70
Reservation process and rules for using places are difficult to understand	40	15	8	1	64
A lack of chairs or sofas beside the magazine shelves to read	34	21	6	2	63
Notification from library (such as posters) are hard to notice	28	16	5	2	51
Latest magazines are not arranged in one place	19	15	9	2	45
Materials in Chat frames are not accessible	24	14	3	1	42
Materials are hard to access	20	13	7	0	40
Security is not well protected	3	6	1	0	10
Others	95	42	11	2	150

**【Others (Primary Comments)】**

- Hope the library to open 24 hours (many opinions)
- Hope the library to open longer in weekends (many opinions)
- Number of PCs is not enough (many opinions)
- Zengaku Computers start up too slow
- Enter keys of some keyboards sinks in
- Wi-Fi is slow, and the signal is weak (many opinions)
- Voices at Learning Square bother (many opinions)
- Power sockets at Learning Square are few
- Air conditioning is too bad, anyway too hot (many opinions)
- Study spaces in which eating and drinking are allowed are few (many opinions)
- Group study spaces are often full and unavailable
- Undergraduate students want to use Study Cubicle too (many opinions)
- Seminar Rooms smell bad, filled with smell
- New books are few (many opinions)
- Distinguishing general books from reference books is difficult
- Finding pocket books is difficult
- Easy to get lost in Pocket books corner
- Finding new journals is much more difficult than before
- Sometimes books are not on the shelf of correct call numbers
- Self-checkout machines are few and sometimes don't work properly

8. At the Central Library, you hope to... [Select up to 3]





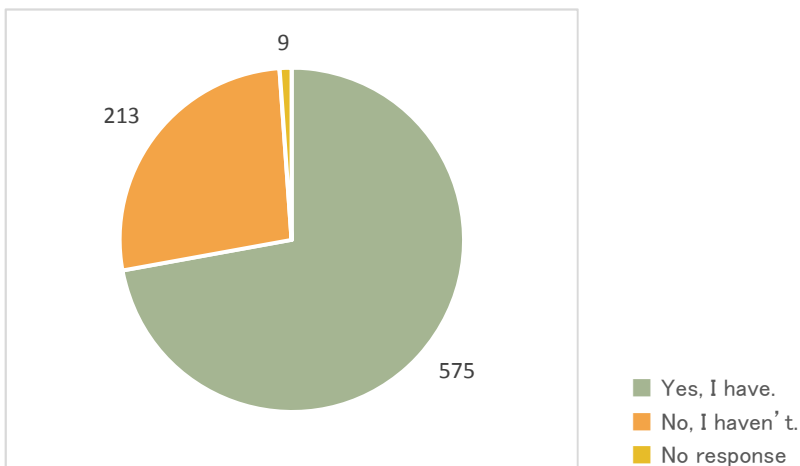
(Number)

	Under-graduate Student	Graduate Student	Faculty members	Other	Total
Stay for a long time	219	59	12	9	299
Get required materials easily	125	85	30	7	247
Eat and drink	160	37	7	1	205
Connect to Wi-Fi stably anywhere	129	55	16	5	205
Read entertainment books (how-to books, novels, etc.)	138	27	6	2	173
Use power sockets anytime	102	43	7	4	156
Use computers anytime	97	24	5	2	128
Relax at cafe-style area	81	30	6	2	119
Read entertainment magazines	73	24	4	2	103
Discuss topics in a group	75	16	5	1	97
Use Study Cubicles anytime	37	45	12	1	95
Study language at soundproof room	37	21	5	1	64
Be supported kindly by staffs	21	17	9	2	49
Take counsel with library staffs	10	13	5	0	28
Be supported thoroughly in an emergency	17	6	4	1	28
Others	31	19	5	1	56

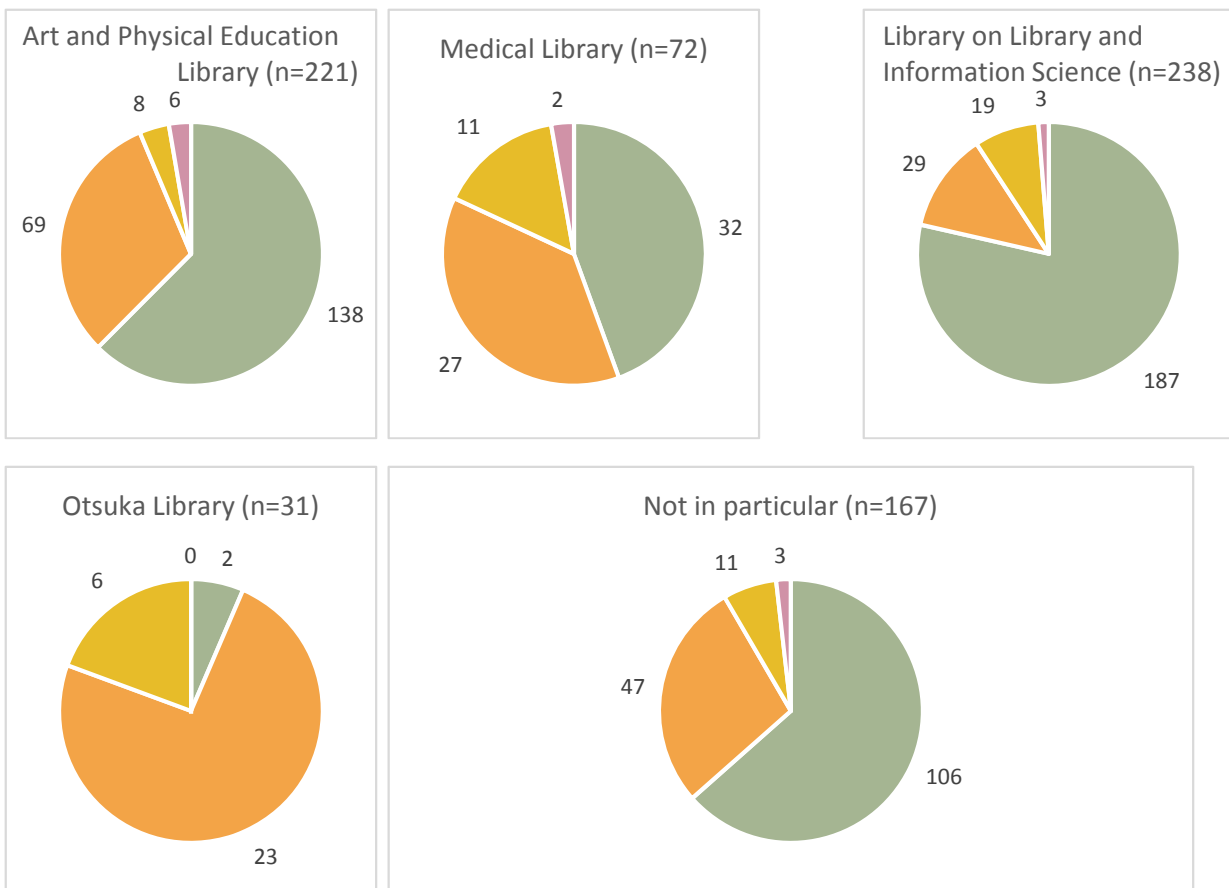
**【Others (Primary Comments)】**

- Be able to use Study Cubicle for undergraduate students too (many opinions)
- Increase the number of Seminar Rooms (many opinions)
- Enhance the collections of technical books and academic books (many opinions)
- Aim to collect books and magazines at top level compared to other universities
- Try to secure a budget to buy materials
- Keep from enhancing the collection of entertainment materials
- Have a little more entertainment magazines
- Expand a budget for purchasing books applied from students
- Make maps which shows the correspondence of the shelves to each college or write the names of related colleges on the shelf signs
- Locate desks at the reference book corner on the 3rd floor (dictionaries are heavy)
- Locate chairs here and there
- Open 24 hours
- Open until midnight in weekends
- Stay in comfortable air conditioning
- Have a allowed space for eating and drinking on each floor
- Have water servers
- Keep lights turned on
- Connect to Wi-Fi easily (on upper floors)

9. Have you ever used any libraries in University of Tsukuba except for the Central library within the past one year? (n=797)



10. Which library do you mostly use except for the Central library? [Choose one]

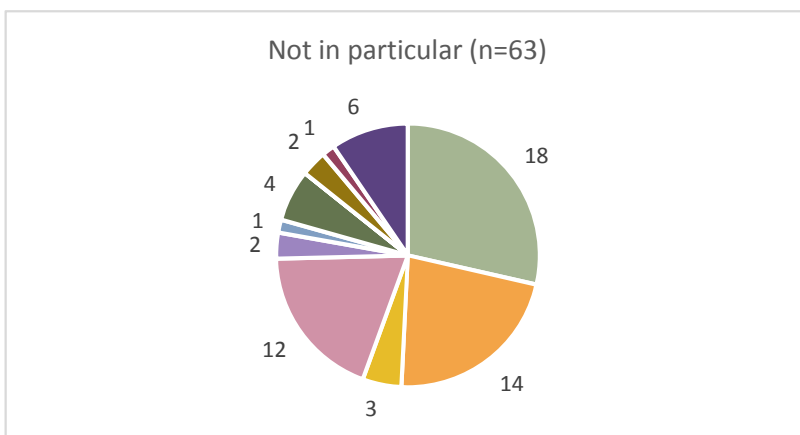
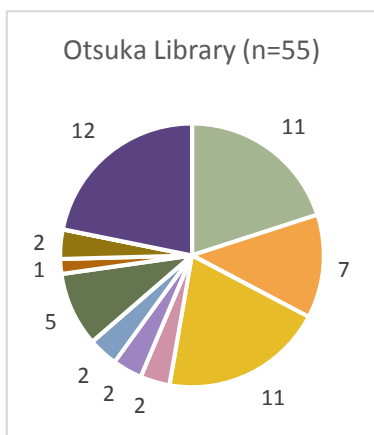
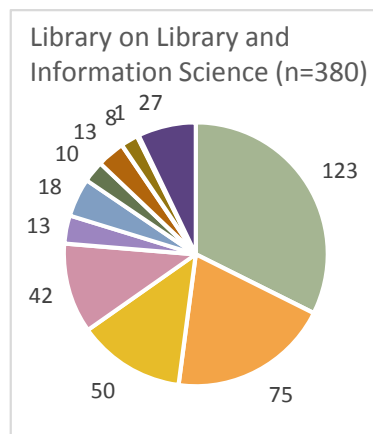
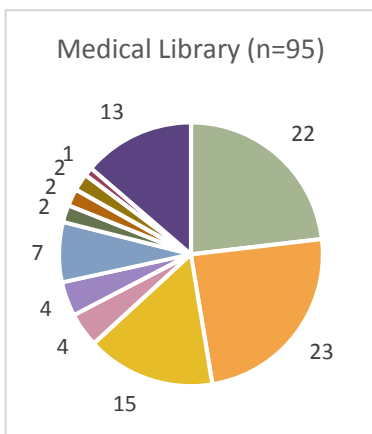
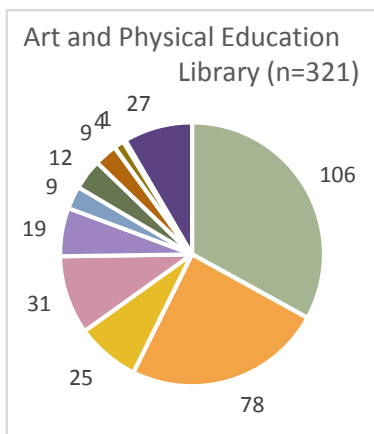


- Undergraduate Student
- Graduate Student
- Faculty members
- Other

\* There were some answers that select multiple libraries.

11. In the Library you have chosen at Question 10, you feel inconvenience as follows: [multiple answers allowed]

\* As multiple answers are possible, the number of responses does not match the total number of respondents.



(Number)

	Art and Physical Education Library	Medical Library	Library on Library and Information Science	Otsuka Library	Not in particular
Opening hours are too short on weekends	106	22	123	11	18
Opening hours are too short on weekdays	78	23	75	7	14
Few quiet places to study individually	25	15	50	11	3
Restrooms are too old	31	4	42	2	12
Seminar rooms are inconvenient to use	19	4	13	2	2
No areas to study together in group	9	7	18	2	1
Silent places are not specified	12	2	10	5	4
Areas to use AV materials are inconvenient to use	9	2	13	1	0
No Student Support Desk	4	2	8	2	2
Security is not well protected	1	1	1	0	1
Others	27	13	27	12	6

**【Others (Primary Comments)】**

**Art and Physical Education Library**

- Power sockets are few (inconvenient for using lap-top) (many opinions)
- Zengaku Computers are few
- Zengaku Computer desks are narrow and easy to see the display from the next seat
- Air conditioners are not working well
- Study Cubicles are few
- Seminar Rooms are old and dark
- Seminar Rooms and Study Cubicles are scary to use alone as they are located at unfrequented area
- The slope at the north stack room on the 1st floor is too long. Please set stairs

**Medical Library**

- Desks with power socket are few
- Smell around the entrance bothers
- Technical books are few
- Nice to have a little more materials
- Hope that the air conditioners are turned on whenever necessary, without being limited to certain periods.  
It is too hot

**Library on Library and Information Science**

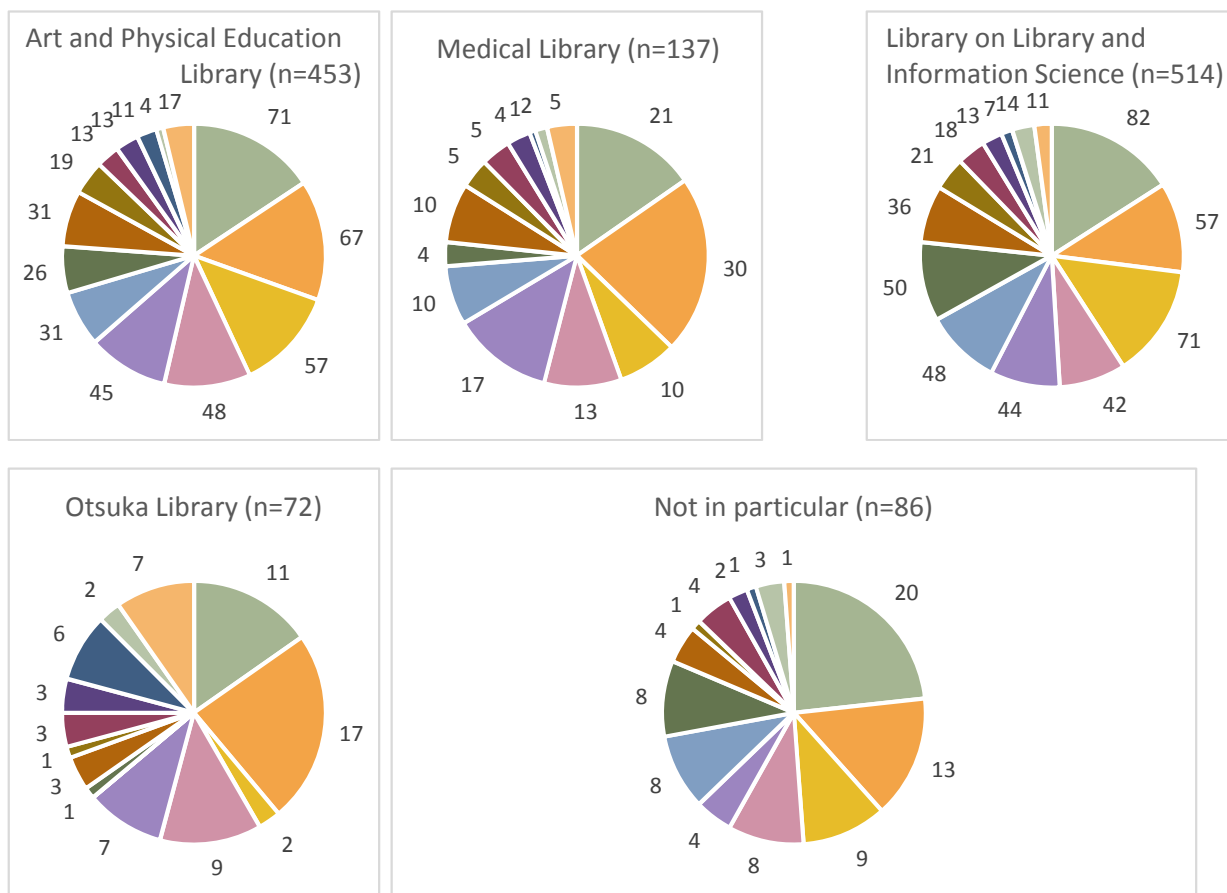
- Self-study spaces are few
- Desks are obviously few
- Air conditioning is uncomfortable (especially on the 2nd floor)
- Inconvenient to get out through the gate when using restrooms
- PCs are few
- Seminar Rooms are few
- Floor guide is hard to understand
- Treatment by staff is rather rough

**Otsuka Library**

- Since the library holds few books, book delivery service is always needed
- Magazines are few
- Room temperature is too high
- Noises occur around the Quiet Study Seats at regular interval
- Some users strike keyboard noisily

12. In the Library you have chosen at Question 10, you want to... [Select up to 3]

\* As multiple answers are possible, the number of responses does not match the total number of respondents.



(Number)

	Art and Physical Education Library	Medical Library	Library on Library and Information Science	Otsuka Library	Not in particular
Stay for a long time	71	21	82	11	20
Get required materials easily	67	30	57	17	13
Eat and drink	57	10	71	2	9
Connect to Wi-Fi stably anywhere	48	13	42	9	8
Use power sockets anytime	45	17	44	7	4
Use entertainment materials (how-to books, novels, etc.)	31	10	48	0	8
Relax at cafe-style area	26	4	50	1	8
Use computers anytime	31	10	36	3	4
Discuss topics in a group	19	5	21	1	1
Use Study Cubicles anytime	13	5	18	3	4
Be supported kindly by staffs	13	4	13	3	2
Take counsel with library staffs	11	1	7	6	1
Be supported thoroughly in an emergency	4	2	14	2	3
Others	17	5	11	7	1

**【Others (Primary Comments)】**

Art and Physical Education Library

- Extend opening hours
- Be able to get information about museums abroad from various media
- Have all materials of art arranged at Art and Physical Education Library (Not decentralized to other libraries)
- Have wide Seminar Rooms
- Have a space for eating and drinking in the library

Medical Library

- Extend opening hours
- Have a space for eating and drinking in the library
- Improve poor Wi-Fi environment (upper stairs)
- Have more Seminar Rooms
- Stay in comfortable temperature (It is hot)

Library on Library and Information Science

- Extend opening hours
- Enhance the collection of technical books and magazines
- Have more bicycle parking space than now

Otsuka Library

- Expand computer prohibited area
- Study silently