

# AFFINITY DIAGRAM

## Why Noranda? (Total: 18)

P2: Comes to this library to study because other people are always studying so it puts the pressure on

P2: Library is near where they live, and that's a reason to come

P7: "I find this library much quieter and less busy relative to others, I'd improve nothing."

P12: "It's quiet and the staff is not afraid to ask people to stop talking when students are getting disruptive"

P14, P15: Comes to library to be "productive"

P16: Came because they had free time and wanted to study

P16: Haven't been here a lot lately because classes are far from here

P16: Noranda is closest to the big lecture hall (1st floor), so it was accessible and easy to use before/after classes

P16: In first year, came here a lot because P16 had lots of classes nearby, liked the quiet space, friendly environment, and natural light..."helps me study"

P16: "A lot of my needs are taken care of when I come to Noranda...there's always hand sanitizer, pencil sharpeners, small boxes of pencils and papers distributed throughout the library...It feels like someone has really put thought into making my experience [good]."

P17: Lives in New College, so Noranda is just across the street; also Noranda is the closest library to P17's classes

P17: Gets distracted easily; Noranda does not have a lot of people, so it helps P17 focus

P25: There's always space

P30: "It's my favourite place to study, it's quiet, consistent and reliable"

P30: "Being here makes me feel calm and I can focus and that's what helps me study."

P30: " There's enough stress with projects and life and it's nice to know that this is a positive space that won't add to my stress.

P31: It's bright and not too busy

## Noise Levels/Quiet (Total: 17)

P1, P2, P5, P13, P15, P25, P30: Enjoys the quietness because it helps them concentrate

P2: Concerned that adding a group study space would make the library too loud

P3: "I appreciate the silence, it's 'pin drop' silent."

P3: It's better than Robarts or Gerstein where people "don't take the silence seriously."

P12: "It's quiet and the staff is not afraid to ask people to stop talking when students are getting disruptive"

P14: Place was recommended to them because it was quiet

P15: Feels "bad" talking

P22: Unhappy that sometimes people chat loudly at the desks downstairs and everyone upstairs can hear

P29: Too quiet - "I slept once unintended"

P30: "I like the quiet, I want it to be maintained." Also suggested adding panels to absorb more sound.

P30: "The fluorescent lighting are very prone to buzzing and tinkering and general noise of operation—or when they have issues they're very loud."

## Light (Total: 13)

P1, P5, P15, P17, P25, P30: Likes the natural light

P2: Likes sitting downstairs because there is nice light (and you can see the sunset)

P12: "The windows are great - I like having **natural light** and seeing when its getting dark."

P13: Likes the chairs by the windows (Light)

P25: Lights are too bright

P30: should let blinds up more often

P30: "Library has a lot of natural light - it's well designed"

P31: It's nice to get some sunshine, especially in the winter and with SAD

## Atmosphere/Study Environment (Total: 19)

P1: The quiet is good for concentrating

P3: "I'm very affected by the environment when I'm studying, I need the positive space to counter the stress of studying."

P3: I have divided attention, ADHD, and I am distracted by other people ("like the guy three seats away shaking his leg").

P3: "It helps me focus more. I don't feel trapped here either, like in Graham Library."

P3: "I like all the posters, the dinosaur posters makes it feel like an Earth Science library."

P3: "Robarts is kind of ghetto, EJ Pratt is too much like an Apple Store, Emmanuel is too pretty."

P9: Likes that it is not crowded even during peak hours. Love the vibe, really cozy

P12: "you can tuck yourself away in one of the carrells and not be bothered"

P12: "It's comfortable and not cold, like Emmanuel College library

P12: "In one of the spots upstairs you can see a couple of **nesting pigeons**, they're really fat, sitting on their nests, I love looking at them.

P16: "[Compared to Noranda], Gerstein is too serious and Robarts is scary."

P16: "Atmosphere is unique at every library, but Noranda helps me study because there's always a space to sit...Gerstein tends to be full"

P16: "When I enter the library, the stacks are there and the smell of the books/old paper reminds me of my grandfather's library. It reminds me of spending time with my grandfather in his study...takes me back years ago. Puts me in a study mood."

P16: One time on the 2nd floor, the air conditioner was very loud. Can get used to the sound and tune it out, but prefers silence.

P17: Loves reading, likes looking at books even if not reading; Noranda is "pleasing to the mind and eye"

P17: Doesn't feel crowded

P17: Books are aesthetic; energetic; is positive and motivating to be in a space with so much knowledge, people studying hard, etc.

P22: the library can be too cold

P30: "Being here makes me feel calm and I can focus and that's what helps me study."

P30: "There's enough stress with projects and life and it's nice to know that this is a positive space that won't add to my stress."

## **Physical Space/Design/Aesthetics (Total: 28)**

P1 & P9: Likes that the library is spacious

P1, P2: Likes that you can see all around the space when you walk in (you don't have to search for a good spot)

P1: Likes the wall of shelves that separate the computer area

P1: The library could use new flooring

P1: The library could use a new coat of paint

P1, P13: Likes how "round" it is

P2: Likes that the library is small compared to others

P3: "I like how it's a globe, round, like a dome; it feels like there is a lot of space even though it's small...it feels big and open, with lots of natural light, and I like the trees outside."

P12: "Plants would fit with the theme of the library really nicely. They would boost morale, especially in the dead of winter."

P12: Likes the bookcase at the entrance with the dinosaurs, wishes it were changed more often.

P13: Likes the "aesthetics" of the library

P13, P15: prefers library to Robarts (vs "brutalist", "metal" "harsh")

P14: lots of space to study

P15: Feels like Disney movie (library in Beauty & the Beast)

P15: Likes the look of the books

P15: "comfortable and cosy" = good for studying

P15: "Study spaces are spaced out enough"

P17: Prefers 1st floor because it feels very open; doesn't like the upstairs because it feels like enclosed cubicles

P30: "First off the windows - you can't really beat looking out windows at trees!"

P30: "Library has a lot of natural light - it's well designed"

P30: "The atmosphere is nice and open, and not a confined space"

P30: "Books give it a special ambience"

P31: Wants indoor plants "What would be nice is to get **live plants in the library** - it would provide a more encouraging environment."

## Group Study (Total: 20)

P1: Would like group study space

P2: Concerned that adding a group study space would make the library too loud

P2, P13: Would like to be able to book group study rooms in advance

P2: Don't need group study spaces now but may need them in upper years

P3: Doesn't usually use study rooms unless it's for a group project; would be good if it was on the other end; isn't sure where [Noranda] would put it.

P3: "If that's the case I would just go to one of the main public libraries. This is the kind of library you go to when you study by yourself."

P3: "I wouldn't stop coming here because there *was* a group study space, but I don't know where you'd put it though.

P5, P16: Doesn't feel the need for group study rooms

P12: My need for group study space is less than wanting a quiet library.

P13: Would use if offered

P14: doesn't visit as often after getting access to bookable Forestry computer lab (fob access)

P15: uses the tables for group study

P15: Wants group study rooms added

P16: If group study rooms are added and they are noisy, it would be a problem; but if they are designed well (e.g. soundproofed), no problem

P17: Would like group spaces to be added

→ P17: if noises are distracting this would be bad; maybe have a dedicated quiet vs. group study space

P25: Closed bookable group study rooms would be nice

P30: "There are times when I think it would be nice to have a group study space but it would ruin the acoustics and there are other places on campus for that."

P31: I study alone so I wouldn't really benefit from that.

## **Individual Study (Total: 15)**

P1: Most often uses the library for individual study

P1, P19, P21: Wants more private cubicle work spaces

P2: Comes to the library for individual study and homework

P2: It's usually easy to find a space to study

P9: Likes the carrels because they make the participants feel blocked in. Likes that you can't see other people

P13: studies at the tables, likes the space to spread out

P14, 15: uses individual carrels

P15: wants *private* individual study rooms

P16: Prefers to work alone; courses have been more individual-based

P16: Has come with friends to study, but would be working quietly/whispering at most

P17: Usually studies alone

P31 Studies alone

## **Availability of Study Space (Total: 2)**

P3: Always found a space to study

P25: There's always space

## **Course Reserves (Total: 2)**

P3: My major doesn't really require a lot of reading stuff. It's nice to know that it's there though.

P25: Use course reserves a lot

## Books/Library Materials (Total: 25)

P1: Suggested adding in more print materials with an “environmental component” to attract readers

P2: If the books were removed it wouldn't feel like a library

P3: I've used books for classes but I haven't talked to the desk people.

P5: Is in the Earth Sciences program and uses library for books, courses reserves, and references

P5: “Ideally, keep the books but move them into the reading room space, and then use the extra space for a group study room.”

P12: “I don't really take out books but it would kind of suck if they weren't here.”

P12: “I don't actually check books out, but I like to walk around and browse through the books.

P12: “There are some old journals about plants in India that are beautiful. I didn't realize before but this would be something worth studying.”

P15: uses online material

P15: took out a book when she couldn't find what she wanted online

P16: Doesn't really use the books, but likes looking at them. Sense of seeing them is pleasant.

P16: Would be okay for removing some for more study space.

P16: Wants to explore the journals, but hasn't yet

P16: really likes the book sale section; so far hasn't bought any

P17: Uses online resources mainly; would like to use books here, but hasn't yet

P17: “If there are no books here, why call it a library?”

→ P17: Does not want stacks to be removed for study space; would deter from the positive study space/motivation

P25: Books are interesting and relevant to their studies

P25: Likes the book sales section. Bought books

P31: Used collection a few times.

P30: There's a whole section on soils which may sound boring but I find it interesting. Its outside my coursework and it fuels my interest and passion.

P30: There's a serendipity of discovering books in a library which is something that you wouldn't get otherwise...One time I decided not to work and I ended up reading a whole stack of horticultural journals.

P30: I have attention issues and when I have an e version I'm just going to parse through it, and not read it the way it was intended. With a book I'm encouraged to read more of it, I get a deeper reading of the material, and I'm more inclined to use it.

P30: If there were no books I wouldn't come here.

## Reference Material (Total: 7)

P1, P2, P13, P14, P15: Does not use reference material

P5: Useful, but only uses the materials in the first few rows

P25: Doesn't use it a lot

## Library Hours (Total: 21)

P1: The hours work well (there are other libraries open later to go to if needed)

P2, P3, P25: Wants the library to be open until 10pm

→ P3: I would like it to be open until 10 on weekdays, but no later than that.

→ P25: Wants the library to remain open for longer (10 pm on weekdays, and extended hours on exam time)

P2, P17, P28: Wants the library to be open on weekends

→ P17: Would prefer going to Noranda on weekends, because it is hard to find spaces at Robarts and Gerstein on weekends

P5: Summer hours is an "issue": wants longer hours

P12: Wishes it was open on weekends " There are a lot of midterms and exams on Saturdays so it would be really nice to come here before a midterm."

P13, P14: Didn't know the hours

P13, P14, P15, P16: Doesn't come to the library on weekends

P14: Doesn't stay into evening

P16: No problem; Is a commuter, so is usually on campus from 9am to 6-7pm; library is open during these times

P17: Knows the opening hours (9 am); wasn't sure about closing hours

P17: Would prefer and would make use of early and extended hours during exam weeks

P17: Not usually here during reading weeks, but can understand why there might be reduced hours

P28: wants longer hours

P30: Would like longer hours on Friday night and on weekends

P31: would like longer hours on on weekday nights, wouldn't use it on weekends

## Furniture (Total: 18)

P1 & P5: Chairs at the desks are comfortable

P1: Chairs at the tables are a bit clunky

P1: The height of the chairs relative to the tables is good

P2: Chairs are really soft

P3: "It's nice, it has a good feeling"

P9, P12: Likes the additional light on the carrels

P12, P13, P14: Chairs are comfortable

P16: Likes the general smell, and that the tables/chairs are old-style; fits the Earth Sciences theme; feels comfortable.

P16: Feels that the natural space/light is "connected" to the earth/earth sciences

P17: Comfortable

P22: some lights don't work at the desks

P26: wants more comfortable seating

P30: I like most of the furniture. The tables are solid wood with rounded corners.

P31: furniture is good and comfortable

## **Water Fountain (Total: 4)**

P3: "The water fountain could also be better. I wish it had more power. "[It seems/feels like] it's on its last legs".

P9: The water fountain does not fill up water bottles.

P12: I can't fill my water bottle with the one that's here, it's the wrong angle.

P15: Didn't know there was water fountain in library

## **Washrooms (Total: 15)**

P1, P3, P15: Bathroom is too far

P3: "With the bathroom you have to pack your stuff up or have someone look after your stuff. Depends on how paranoid you are about people taking your stuff, but that hasn't been a problem."

P3: It would be okay if there was a bathroom on this floor but "it would have to be soundproof" unlike EJ Pratt where you can hear it when it flushes.

P5: Some people don't use this library because the washroom is not nearby

P5: Would be nice to keep personal belongings behind the desk so people don't have to pack up to go to the bathroom

P6: Wishes there was a washroom close by

P12: "They suck! - downstairs smells gross and I really avoid using the bathrooms here if I can. (there's a lot more in the interview – a real pain point for this participant)

P13: Distance to bathroom is not a problem: acts as "mental break"

P16: "I don't know where the washrooms are near the library"

→ P16: usually would go downstairs; would have to leave stuff in library

→ P16: suggests allowing patrons to leave stuff with library staff for washroom

breaks

P17: Distance is not an issue

P31: I leave the library entirely if I need to go to the washroom..I don't like to leave my stuff unattended.

## **Staff/Services/Rules/Suggestion Box (Total: 16)**

P3: "I also like the fact that you can't eat in here. I find it distracting in other libraries."

P12: Staff are friendly

P12: "I love that they don't mind telling people to be quiet"

P5, P16, P30: Suggests allowing patrons to leave stuff with library staff for washroom breaks

P16, P30: Had to print something last year but had a technical issue (with TCard)

→ P16: Even though she thought the document was 6 pages, it was actually 20 pages...but the staff realized she was in a rush and accommodated her need at no extra cost; was very thankful for that

P16: Used the suggestion box in the first year; was very happy with it

→ P16: left positive feedback to thank her for the materials provided around the library

P17: Haven't asked for help for anything technical; but did ask for research help before; positive experience

P17: didn't know about suggestion box

P25: Likes the suggestion box

P25: Doesn't like that you can't eat in there

P25: Circulation desk is helpful

## **Navigation/Wayfinding (Total: 15)**

P1: When you approach from outside, you wouldn't know that the library is here because it doesn't say so on the sign

P1: Discovered the library through the U of T library guide

P1: Once you know the library is here, it's easy to find

P3: Navigation is fine once you've figured it out the first time.

P3: "The first time I heard there was an earth science library I googled it."

P12: " there should be more signs - especially outside. I wouldn't have known to come into this building. But I was lucky - I had the time and didn't mind wandering around so did find it in the end.

P13: Navigation is fine

P14: finding the library the *first time* was hard (but okay after)

P16: People don't know about where Noranda is...it's sort of hidden. There's a sign that says "Library" but it's not very obvious from the outside.

P17: "When I first came, it took me a while to find it."

P17: Having a better map/wayfinding would be great (inside the building); was told it was on the second floor, but couldn't find it

→ P17: Maybe put signs saying "Library, 2nd Floor" at all entrances, and maybe a map/floor plan?

P25: Layout very obvious and therefore easier compared to other libraries

P30: "The whole building is pretty bad for this, not just the library"

P31: At first tried to enter library from third floor

## **Computers & Printers (Total: 18)**

P1: Likes having desktop computers here

P3: Printers and computers are enough [as is].

P3: "In Robarts I've had to wait in line for the printer even though there are more."

P12: Doesn't use the printer or copier but glad it's there in case someday they need it.

P13: Comes to library to use the library's computers

P13: likes easy access to computers without having to wait

P14: has never used library's computers

P15: Uses printer

P15: Had issue printing before

P16: Used computer and quiet space last time they came; had an assignment and didn't have their computer

P16: Uses printer a lot to print lecture notes

P17 (Interview): Doesn't need to use the computers here

P17 (Survey): Wants more computers

P17: Doesn't use printers; has her own printer at home

P25: Likes that printing is close to the circulation desk so it's easy to get help

P30: TCard is a hassle - should be able to use printer with just student number and PIN

P30: Would be nice to have a colour printer

P31: Computers great but wish they had some other software installed on them: GIS (for making maps) and R studio (data analysis).

## Electrical Outlets (Total: 22)

P1: Add electrical outlets close to each study space

P1: More outlets in the computer area

P2: Studies upstairs if they are staying for a long time because of the outlets, but prefers to sit downstairs if staying for a short time

P2, P3, P9, P12, P15, P25: Unhappy there are no outlets on the 1st floor (\*except one)

P4, P5, P25, P29, P32: More outlets

P5, P14, P15: Uses outlets upstairs

P12: Only one outlet in the back where the moving shelves are.

P16: Not a big concern; usually comes prepared/with a full battery

P17: usually sits in the 1st floor reading area, but there's a lack of outlets there

P30: Only two tables downstairs have them and they are always taken. Understand that putting them in the middle of the room is difficult, but could make a huge improvement by just putting extension cords around the walls.

P30: "This problem can be solved with 3 extensions cords, a power strip and some tape. Give me the money and I'll go buy them"

## Other (Total: 15)

P1: Wants a separate room where you're allowed to eat and talk

P1: Add a multi-use space that can host events or be rented out (\*he was saying this as a way that the library could draw in more patrons)

P2: Visits other libraries when this one isn't open and when their classes are nearer to Robarts or John M. Kelly Library

P5: "This library already fits my needs, can't think of improvements."

P12: Found out about it through Blog TO or Narcity

P13: Visits multiple libraries on campus

P13: Found library through happenstance

P14: "it's a great study area!"

P16: Found Noranda from looking at a list of UTL libraries in first year

P17: Learned about Noranda from friends and orientation

P17: "Robarts makes me angry . . . it's a very sad environment. I feel miserable when I'm there...yellow light is depressing and there's too many stressed out people"

P17: "Really like this library"

P25: Always looks at the bulletin board

P30: "This is a positive library—some \$5 solutions would go a long way to making a big difference."

P31: "It's a great library. A few plants would make it even better."