J. Murrey Atkins Laptop Survey Results

Compiled by: Rachael Winterling, Usability Coordinator

In spring 2017, the Assessment Team collaborated with the Access Services team to deliver a survey about laptop lending. The purpose of the survey is to gather qualitative data about the laptop checkout service in the library from users. In fall 2016, the Assessment Assistant completed a peer and NC institution study on laptop circulation, [https://docs.google.com/a/uncc.edu/spreadsheets/d/1jFJ61vP1cOKeISn8uDHWqgkGXMQrpAYCFpAAeFiwQ/edit?usp=sharing](https://docs.google.com/a/uncc.edu/spreadsheets/d/1jFJ61vP1cOKeISn8uDHWqgkGXMQrpAYCFpAAeFiwQ/edit?usp=sharing). The survey data will be used with other quantitative data about usage to support recommendations to improve the user experience of the checkout service. The survey was three questions that asked device preference, why they use the service, and what the laptop is used for. In addition, participants could provide their UNC Charlotte email address to be entered in a drawing to win a $25 Starbucks gift card.

The Assessment Team worked with the Student Library Advisory Board (SLAB), the Director of Library Communications & Public Relations, and the Atkins Roamers to recruit survey participants. SLAB shared the survey link with students via social media and email. The Director of Library Communication developed handouts and digital signage to advertise the survey. The Atkins Roamers gave handouts to students checking out laptops. The survey received 109 responses.

This report includes findings for the three survey questions and laptop usage visualizations.

Findings

Findings are grouped by each survey question with a description of the findings.

Question One: Which device do you prefer to checkout?

The question was designed to collect participants' device preference. All 109 participants responded to question one. Participants were asked to select one of the following options in regards to their device preference: MacBook, PC (Windows), and no preference, first available. The results conclude that participants’ device preference is not unanimous, PC (45.87%), MacBook (37.61%), and no preference (16.51%).

<table>
<thead>
<tr>
<th>Device Preference</th>
<th># Responses</th>
<th>Response %</th>
</tr>
</thead>
<tbody>
<tr>
<td>MacBook</td>
<td>41</td>
<td>37.61%</td>
</tr>
<tr>
<td>PC (Windows)</td>
<td>50</td>
<td>45.87%</td>
</tr>
<tr>
<td>No preference, first available</td>
<td>18</td>
<td>16.51%</td>
</tr>
</tbody>
</table>
Question Two: What do you use the laptop for?

The question was designed to collect what participants use laptops for. All 109 participants responded to question two. Participants were asked to select all that applied from the following options in regards to their device preference: use in the Library to quickly check email and social media, use in the Library to complete coursework, use in class, use elsewhere, or other and provide a response. The results conclude that 85.32% of survey participants use the laptop in the library to complete coursework or to check email/social media and 78.89% of survey participants use the laptops outside of the library facility.

<table>
<thead>
<tr>
<th>Option</th>
<th># Responses</th>
<th>Response %</th>
</tr>
</thead>
<tbody>
<tr>
<td>Use in the Library to quickly check email and social media.</td>
<td>18</td>
<td>16.51%</td>
</tr>
<tr>
<td>Use in the Library to complete coursework.</td>
<td>75</td>
<td>68.81%</td>
</tr>
<tr>
<td>Use in class.</td>
<td>41</td>
<td>37.61%</td>
</tr>
<tr>
<td>Use elsewhere.</td>
<td>45</td>
<td>41.28%</td>
</tr>
<tr>
<td>Other: [View]</td>
<td>13</td>
<td>11.93%</td>
</tr>
</tbody>
</table>

The 13 responses listed under other were:

- I do not use it;
- Never checked out a laptop;
- My laptop died last semester, so this service has been a godsend;
- Used mostly at home to type up assignments and papers;
- Can we please have more software on the laptops? As simple as Netbeans or any compilers would be much more useful. I also think the library should lend headphones/linux laptops/ and other cool stuff like in NC State (just think about it);
- Schoolwork;
- use when my laptop wasn't working to do course work;
- To access class PowerPoints;
- To work on in my room or wherever;
- My dorm;
- To do homework;
- Do schoolwork at night and in the morning where I live;
- Use overnight, to compensate the lack of campus computing options.

Question Three: Why do you checkout Laptops?

The question was designed to collect why participants use laptops. All 109 participants responded to question three. Participants were asked to select all that applied from the following options in regards reasoning: I do not own a laptop, my laptop is broken, my laptop does not have the software I need, I do not want to bring my personal laptop to campus, I came to the library to specifically checkout a laptop, I forgot my laptop today, or other and provide response.

The results conclude that 52.3% of survey participants do not own a laptop or his/her laptop is broken, 14.68% checkout laptops for specific software, 31.19% do not bring a personal device to campus, and 24.77% forgot their laptop. In addition, 14.68% of participants came to library solely to checkout a laptop.
The 19 responses listed under other were:

- I forgot my laptop;
- I do not use it;
- Never used a laptop;
- Prefer to check out charger separate from laptop;
- My laptop is not as portable and is slow. The Atkin's laptops are usually readily available, lightweight, and runs fast;
- Because I like to have 3 monitors :) The big computer, the library laptop, and my personal laptop
- my laptop is old and heavy. :(;
- P.S. Please extend the checkout times for laptops and/or shorten the wait period, it's very disruptive. Also don't have the laptops erase everything when they cut off, which often happens accidentally because they won't go into sleep mode;
- Laptop is slow;
- I used laptop checkout a lot last fall when my laptop broke. It was incredibly helpful;
- I like the feel of Macbooks;
- Sometimes certain things needed to be done cannot be done on my laptop. It may be a software or it could be various other areas I receive error messages on my own computer;
- When my laptop crashes or is unavailable;
- It's lighter/ more convenient;
- So I don't have to carry my laptop out of my dorm;
- I need to use 2 different laptops at times and it comes in extremely useful;
- There is no other way to access a computer 24 hours/day on campus;
- My personal laptop does not connect to Wi-Fi anymore so I can only access the internet with an ethernet cable.
Visualizations

Five visualizations are included to display laptop device checkouts from 2013-2016. Descriptions are as follows:

- Laptop Device Checkout Comparison 2013-2016: The visualization displays the number of checkouts for Windows laptops (Laptop) and MacBooks for each year. The visualization shows an increase year-to-year for each device showing the growth in demand for the service.

- Laptop Checkout per Day of the Week 2013-2016: The visualization allows readers to compare device usage by year (vertically) and day of the week (horizontally).

- Laptop Checkouts per Month 2013-2016: The visualization allows readers to compare device usage by year (vertically) and month (horizontally).

- 2016 Laptop Checkouts per Month: The laptop service is less used in the months that include summer sessions and winter holidays between the fall and spring semesters.

- 2016 Laptop Checkouts per Day of the Week: Monday (9,892), Tuesday (12,961), Wednesday (12,480), and Thursday (11,047) have the highest checkouts, and Friday (6,547) Saturday (3,012) and Sunday (4,462) had the lowest checkouts. It is noted that the days that library is not open 24/7 are the days the service is least used.
<table>
<thead>
<tr>
<th>January</th>
<th>February</th>
<th>March</th>
<th>April</th>
<th>May</th>
<th>June</th>
<th>July</th>
<th>August</th>
<th>September</th>
<th>October</th>
<th>November</th>
<th>December</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.627</td>
<td>3.459</td>
<td>4.098</td>
<td>4.958</td>
<td>4.990</td>
<td>5.011</td>
<td>5.013</td>
<td>5.012</td>
<td>5.010</td>
<td>5.010</td>
<td>5.010</td>
<td>5.010</td>
</tr>
<tr>
<td>1.233</td>
<td>1.233</td>
<td>1.233</td>
<td>1.233</td>
<td>1.233</td>
<td>1.233</td>
<td>1.233</td>
<td>1.233</td>
<td>1.233</td>
<td>1.233</td>
<td>1.233</td>
<td>1.233</td>
</tr>
</tbody>
</table>

Laptop Checkout Per Month 2013-2017