

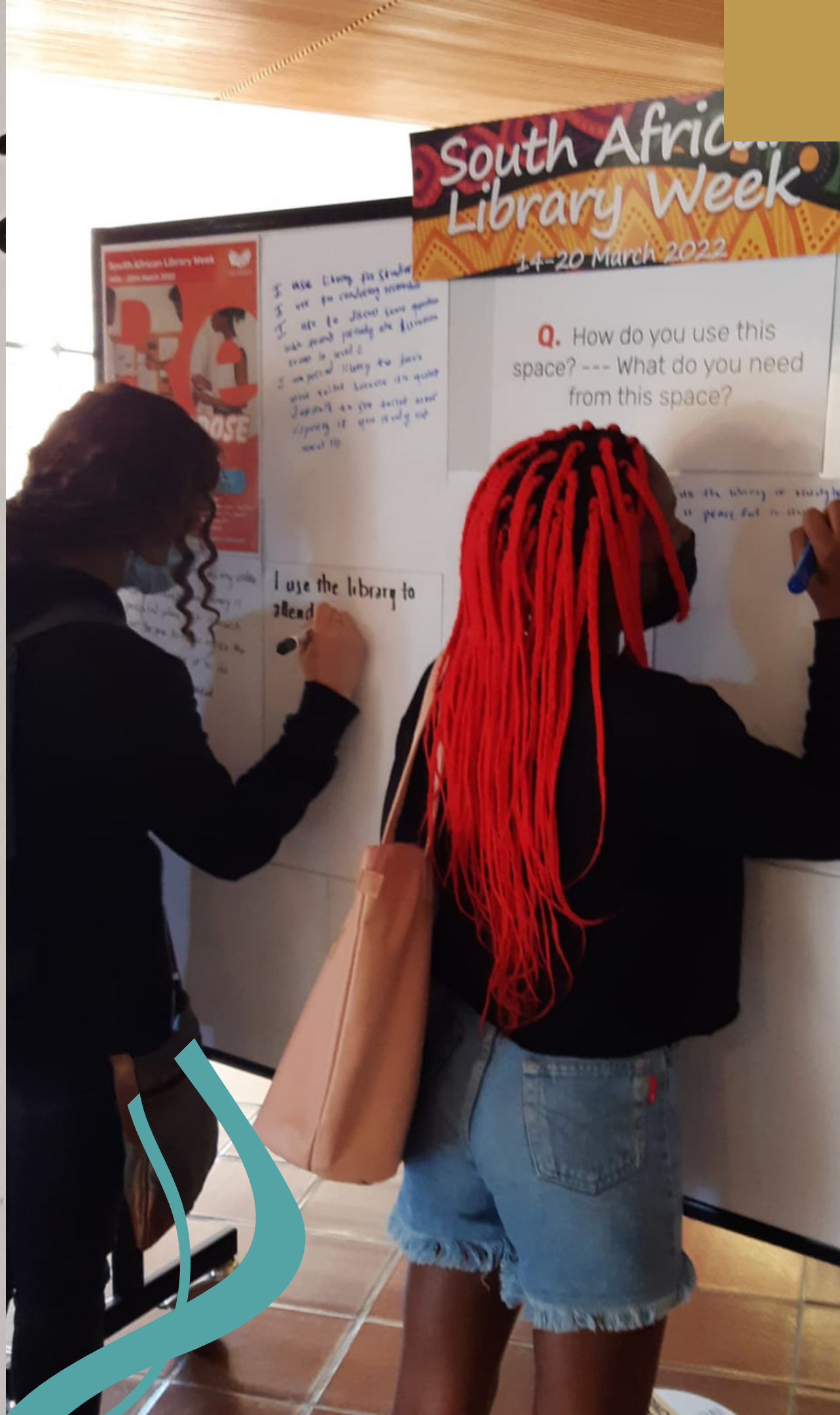
SALW 2022

Student Suggestions

Whiteboard Campaign



It was my first best friend
in UWC :)



Welcome

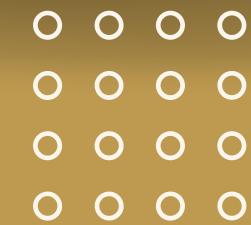
We are going to present you with feed-back from the Whiteboard campaign we ran during south African Library Week 2022.

We will start by looking at the project itself and how successful it was then we will show some of the comments about the library and then we will look at the suggestions focusing on the most frequently topics brought up by students



The library makes me feel empowered and motivated to study despite me having ADHD. Will little room for me to lose focus

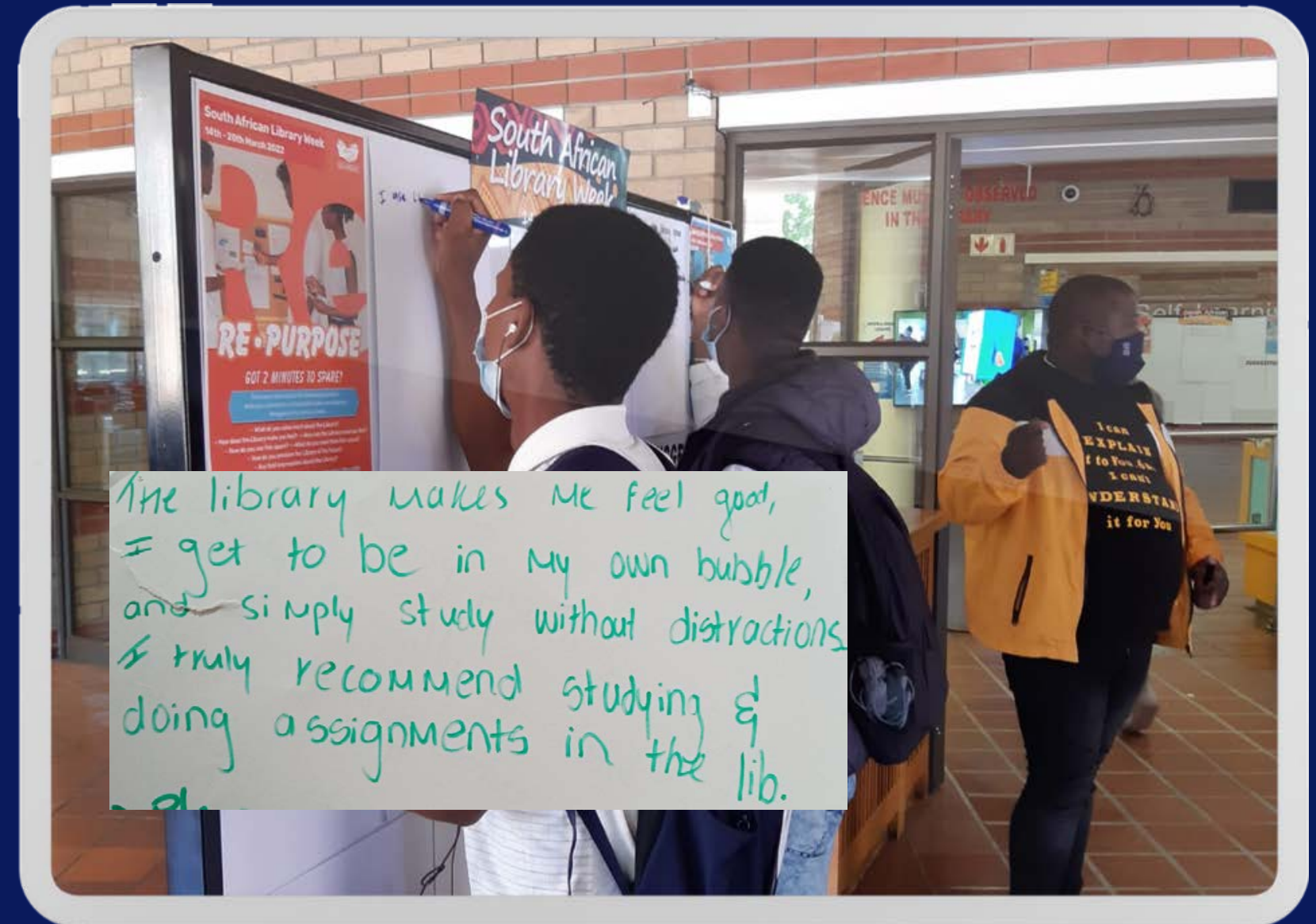
- # Library Week
- 14-20 March 2022
- Q.** How do you use this space? --- What do you need from this space?
- THANKS WELL DONE UWC LIBRARY.**
- SUGGESTION**
- Please open more study rooms.**



SALW 2022

Every March the Library Association of South Africa (LIASA) runs the South African Library Week campaign where the organisation brings attention to the importance of libraries in our communities and tries to raise awareness and support for the many needs of the library and the community.

This year's theme was Reimagine! Rediscover! Repurpose! With this theme in mind we ran several different campaigns, one of which was our whiteboard campaign





RE•IMAGINE!

RE•PURPOSE!

RE•DISCOVER...

LIBRARIES!

**South Africa
Library Week
2022
@ UWC Libr**

**Give us
your ideas**

see more
@ the Librar
homepage
lib.uwc.ac.z

Whiteboard Campaign

The purpose of the whiteboard campaign was to elicit feedback from our community. To do this we placed four whiteboards, each with a different theme and question, around the library. Every day we had teams of staff members walking around from whiteboard to whiteboard to help encourage students to contribute either how they feel about the library or suggestions they may have for the library.

Thanks to our eager staff members and engaged student community we managed to collect 249 comments and 234 suggestions, giving us a total of 583 total responses.

Process

To collate this data, all the sheets from the boards were combined to create a document with every individual response made on the boards. These responses were then separated into suggestions or comments.

The comments consist of statements made by students which tell us what they use the library for how they feel about the library and how the library makes them feel. These have been listed in a word document.

Next the suggestions were copied into a table divided into 27 different categories.



Monday		Tuesday		Wednesday	
9-10	Thozama+Khanyisa	9-10	Ricardo+Sylvester	9-10	Romeo
10-11	Dominic+Duane	10-11	Jacqui+Beauren	10-11	Jacque
11-12	Cynthia+Francis	11-12	Trevor+Khonziwe	11-12	Sibo+M
12-1	Cedric+Gerald	12-1	Allison+Ella	12-1	Alfred+
1-3	Elair				

Library Week

14-20 March 2022

Student comments

“

I often come to the library for peace and quiet so I can concentrate & focus on whatever task I'm busy with and I get just that! I love my library Great place to study

“

Die library is a gemaklike plek en al jou dinge rondom jou studies to doen en beskik oor al die hulpbronne wat jy sal nodig kry

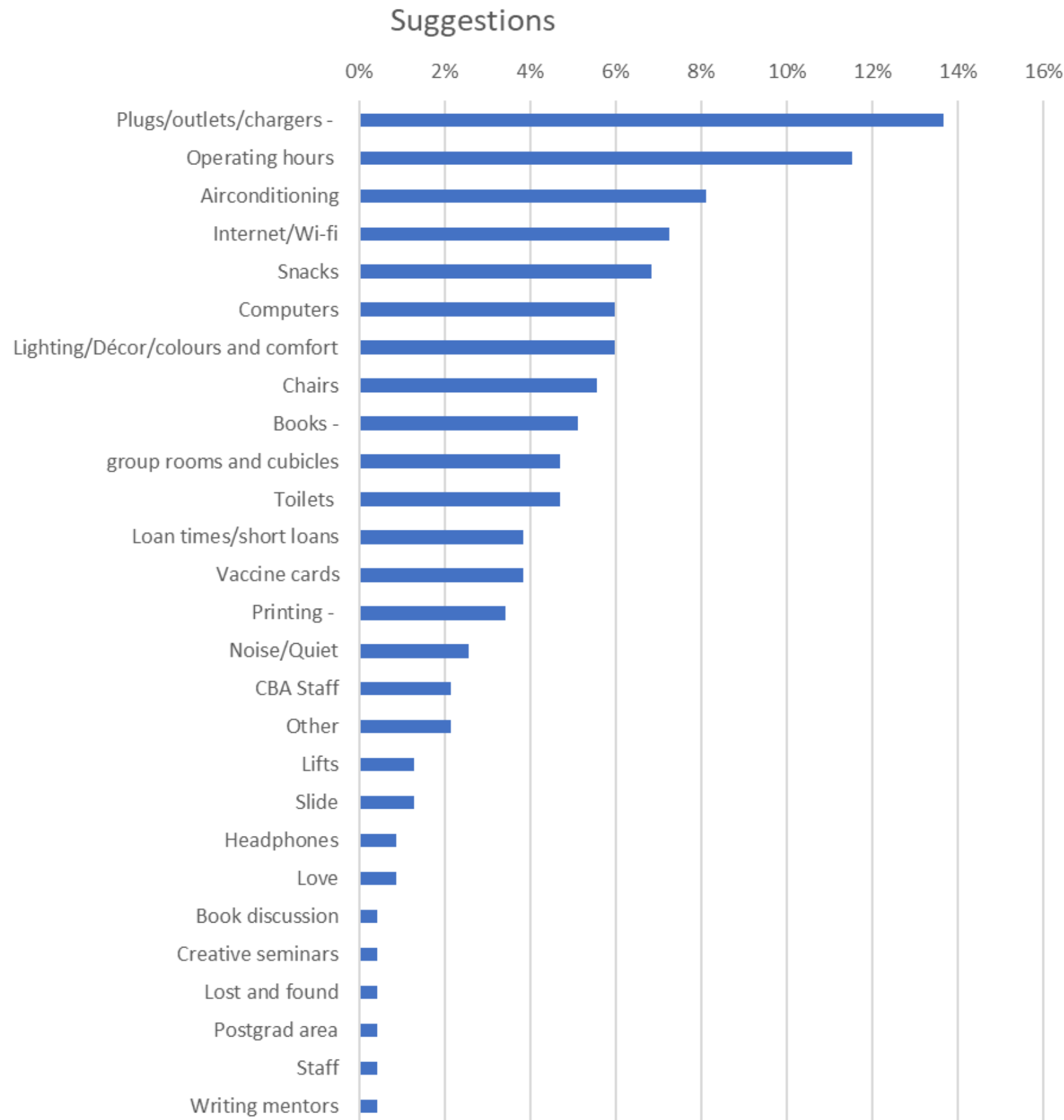
“

I was [am] able to do my work peacefully, for me I didn't see anything that needs to be changed

Comments

1. *Excellent and conducive environment [to study in].*
2. *The library makes me feel safe and like a proper learning environment with the necessary resources*
3. *The library is very useful, peaceful.*
4. *It is such a nice place for studying*
5. *Everything is just perfect!*
6. *It is a bit cold though*
7. *The library makes me feel motivated to study more, especially because people studying there seem to be enjoying it.*
8. *The library is a safe space where one can peacefully, get some work done.*
9. *I love the peace and tranquillity of the library*
10. *I was [am] able to do my work peacefully, for me I didn't see anything that needs to be changed.*

I use the library to attend online classes.
I use the library to study
I use it to read up on all topics I'm interested in.
I love the quiet of it.



Once the suggestions had been sorted into categories and qunaitified we could make a chart to show which category had the most comments.

The graph on the left lists all the categories in descending order from the most to least commented on.

It should be noted that as we did not assign these categories ourselves the ones at the bottom are not unimportant to students its just that these suggestions were less frequent. Every suggestion or comment that has been made is valuable insight and should be taken seriously as it may represent the feelings of many more of our patrons than is illustrated here.

From here we will take a closer look at the most common suggestions and consider the problem and solutions for the top ones

Top Suggestions

MOST FREQUENT SUGGESTIONS

The most repeated suggestions made by students:

- PLUGS/OUTLETS/CHARGERS – 14%
- OPERATING HOURS – 12%
- AIRCONDITIONING – 8%
- INTERNET/WI-FI – 7%
- SNACKS – 7%
- COMPUTERS – 6%
- LIGHTING/DÉCOR/COLOURS AND COMFORT – 6%
- CHAIRS – 6%
- BOOKS – 5%
- GROUP ROOMS AND CUBICLE – 5%
- TOILETS – 5%
- LOAN TIMES/SHORT LOANS – 4%

BOOKS ARE COOL, READ MORE!!!
—Ukhona

Slide!!!

Plugs/Outlets/Chargers

COMMENTS

"In level 9 (law) most of the wall sockets (adapters) are not functioning"

"NB!! Please fix the charging sockets!"

"Cable charging pts (USB, C-type)"

PROBLEM

Students are finding that there are not enough power points, the ones that are there are not working and there is a need for certain types of plug types

SOLUTION

fix existing plugs and add new plugpoints with a type-c connection for USB charging

Internet/Wi-fi

COMMENTS

"Improve the internet connectivity at every level!"

"More, or enough, or stable connectivity"

"Better wi-fi please! Groot Asb!"

PROBLEM

Students find the internet is slow or the connection is poor.

SOLUTION

Install more repeaters to enhance wi-fi signals in all areas of the library. Check availability of eduroam for students.

Snacks

COMMENTS

"I would like to be allowed to eat light snacks at the library"

"The no eating rule kills me"

"Eating on the premises should not be prohibited because some of the students are studying with empty stomachs (not by choice!)"

PROBLEM

Students get hungry in the libray and would like a place to be able to purchase and eat food

SOLUTION

Put aside an area where students can eat or drink and maybe install a vending machine for light snacks or coffeee.





COMMENTS

"Get reading books!"

"More fiction for reading, please!!"

... and newer books

"Provide enough prescribed books because students struggle studying without books before NFSAS [?] pays out which normally takes long."

"To make it easier to access the textbooks."

PROBLEMS

Not enough leisure reading material, books not relevant to modules being studied and there are not enough textbooks, for some subjects

SOLUTIONS

Get feedback from students on their favourite authors or types of leisure reading material. Make a comfortable reading area. More and newer books related to course work. More textbooks or online access for textbooks. Talk to lecturers about using open access texts for teaching. Staff could donate a book from their favourite author and we can make a staff picks section.

Books

Books before boys because boys bring babies

* There's nothing to be improved the
Library is already perfect!

Thank You for
listening!

