

**Here's What you Said about the Mills Learning Commons
(Phase 1)
As of October 31, 2006**

A: What you Like BEST

# of Times Reported	Liked BEST	Our Response
30	Seats (comfortable chairs)	We aren't surprised the chairs are so popular. McMaster students picked the winning model in the "Vote with Your Seat" chair fair held in Mills Lobby back in the Spring. [NOTE: We were really glad that we asked...Our staff thought the model was "way too bouncy" and probably would have picked a different one!]
30	New computers	Adding computers to McLay has definitely reduced the lineups for computers elsewhere in the building.
20	Lighting	Improving the lighting situation – especially at night – was one of the project's big objectives. The electrical consultants will be glad to hear that you approve.
9	New tables	We agree. The tables were designed by the Architect and built by Palmieri, a furniture manufacturing company in Toronto.
9	Décor – warm, comfortable, friendly...	We agree. The old McLay Reading Room had become pretty dingy.
5	Electrical outlets	The plan provides an electrical outlet for every seat in the house without a desktop computer. Our cleaning staff also love it – lots of places to plug in the vacuum cleaners!
5	Cleaner	And we hope that it stays that way!
3	New carpet	Yes, the old carpet was being held together with duct tape! The new carpeting features a way-finding border (to assist students with visual disabilities). And the new underpad is absorbing some of the sound in the room.
3	Layout – Spacious	We were surprised that we could fit in so many additional seats and still have the room look so spacious.
3	Group work	Many groups seem to have found the new space.

1	Help Desk	What you're seeing right now is just a temporary desk. The REAL service desk will be arriving during the coming weeks.
1	More people	Yes, the capacity of the room has climbed from 140 to 210. During the busy times of day, every seat is in use.
1	Free Pencils	Glad to be of assistance!
1	Free Buttons	We've heard rave reviews for our buttons...and have had to re-order to keep up with demand.

B: What you Like LEAST

# of Times Reported	Liked LEAST	Our Response
40	Not enough group space/tables (tables without computers)	<p>You may be surprised to learn that the capacity of the room has actually climbed from 140 to 210 seats. Approximately 60 of those seats are at computers.</p> <p>3 new group study rooms have opened as part of Phase 2 of the Learning Commons project on the 3rd floor – with another 2 rooms opening later this month.</p> <p>Given your concerns, we will be ordering additional chairs for the existing tables in McLay.</p>
22	Not enough space, seats	We agree. Despite increasing the capacity of the room by 70 seats, there are still not enough places to sit in the Library. We continue to work on plans to add more seats in Mills, Innis and Thode.
13	Not enough computers	When Phase 3 of the Commons (refurbishment of the Reference Area) is completed in early 2007, you'll see about 20 additional computers on the floor.
7	Too many computers	As you can see from the concern above, the Library faces a very difficult task trying to balance conflicting needs and opinions. What's "too much" for one person is "not enough" for another.
6	Too much direct sunlight. Need blinds.	We agree. We've ordered blinds and hope to have them installed in the coming weeks.
4	Too loud	As a group space, we expected the room to be fairly loud. It's actually quieter than it was before the renovation – probably because of the carpeting and upholstery.
4	Digital signage	The digital signs were purchased through a generous donation from library supporters. We've introduced them to the space, but still have a lot of work to do perfecting the use of the technology.

4	Printers down, don't work	We are very sorry for the inconvenience caused by our new printers. We have voiced your concern to the vendor and are awaiting the arrival of new machines.
3	Too cold	Temperature is centrally controlled on campus. When the outside temperatures drop early in the Fall, we typically experience cold temperatures in many public and staff spaces. The problem typically resolves itself when the temperature moderates.
2	No headsets for computers	Actually we DO have headsets available from the IT Help Desk in the Reference Area.
2	Not enough art / décor	We agree. Plans are underway to run a student art contest. Winning entries may be featured on the large (very white!) west wall of McLay.
2	Want an "add value" machine in the area.	We're investigating the possibility of putting an "Add Value" machine in the room – near the service desk.
2	Table configuration	Table configuration is a question of personal taste. Many respondents liked the scattered arrangement of the tables while two people preferred "rigid" lines.
2	Privacy (monitors)	The computers in the Reference Area are meant for individual research. The computers in McLay are intended for group work.
2	Need a café	We're still struggling with this one. Some students want the convenience while others hate the garbage, the smell and the loss of study space.
2	Need more couches	We will be adding more comfortable lounge seating on the 3 rd floor Mezzanine (Phase 2 – November 2006) and the Reference Area (Phase 3 – February/March 2007).
1	Stapler	The staplers are located near the printers and copiers.
1	Need a big clock	We will add additional clocks.
1	Tables too small	The tables come in a variety of sizes and shapes. Some are larger than the old tables in McLay – and some are smaller.
1	Computers, too restrictive, can't save	Locking Locking down the space on public computers reduces the amount of infection from viruses and spyware and, in doing so,

		keeps the computers in operation. As well, it insures that private documents are not inadvertently left in a public space. We encourage you to save your documents on a USB storage device, CD/DVD or to mail them to yourself.
1	Need Minitab	Minitab is available on the 8 computers in the Data/GIS lab on the first floor of Mills Library. The future deployment of statistics software to the Learning Commons is being considered.
1	Alarms going off too frequently	We're working on that. The staff who have to come in at all hours to respond to the alarms are making it a priority!
1	Lights too bright	The vast majority of respondents liked the new lighting.
1	No electrical by comfy seats.	We have ordered coffee tables (with electrical outlets coming up through the centre) for the lounge areas. It should be arriving in November.
1	Don't like the "no food" policy.	We need to maintain a "no food" policy in the Library to keep the garbage, bugs and noxious smells at bay. We ask our users to walk a few steps over to the Student Centre for their food breaks.
1	Should be 24/7	We don't have the funding or security infrastructure in place to keep McLay open 24 hours right now. We WILL, however, be piloting a 2 am closing during the exam period in December. <i>(UPDATE: Deferred until April 2007 due to construction delays on the Tower Entrance.)</i>
1	Non-academic work being done on computers.	We hope that the dramatic increase in the number of public stations in the Library will reduce the strain on our public computers.

