

Gayatri Singh. Evolving Space: An Examination of Coffee Shops in Academic Libraries. A Master's paper for the M.S. in L.S. degree. November, 2002. 30 pages. Advisor: Evelyn H. Daniel.

This paper discusses the need for coffee shops in academic libraries. It reviews library literature to evaluate the current situation. Students at the University of North Carolina at Chapel Hill, Duke University, and North Carolina State University were surveyed. Libraries at all three campuses provide or allow coffee in their buildings. A questionnaire was used to determine how students are using academic libraries. In addition, they were asked about their coffee drinking habits. After examining the findings, suggestions are made for libraries considering providing a coffee service for their users.

Headings:

Library cafes

Academic libraries- policy statements

College and university libraries- coffee

College and university libraries- food

College and university libraries- beverages

EVOLVING SPACE:
AN EXAMINATION OF COFFEE SHOPS
IN ACADEMIC LIBRARIES

By
Gayatri Singh

A Master's paper submitted to the faculty
of the School of Information and Library Science
of the University of North Carolina at Chapel Hill
in partial fulfillment of the requirements
for the degree of Master of Science in
Library Science.

Chapel Hill, North Carolina

November 2002

Approved by:

Advisor

Table of Contents

Introduction.....	2
Literature Review.....	4
Methodology.....	10
Findings.....	14
Discussion.....	16
Conclusion.....	18
Appendices:	
Appendix A: UNC-CH Survey.....	21
Appendix B: Duke Survey.....	23
Appendix C: NCSU Survey.....	25
Bibliography.....	27

Introduction

“Coffee is not just a beverage in our culture. It is part of our social grain. We start our day with coffee and end our dinner with it. We meet for coffee, have coffee breaks at work, and stop for coffee” (Reese 176).

Faculty and staff may consider the library to be an integral part of the university experience. In contrast, the first impression many undergraduates have of university libraries is austere buildings crammed full of books located in dimly lit stacks. Large college libraries tend to overwhelm students who are used to one-room high school libraries. Currently online sources and services allow students to use the library from anywhere. Required laptops and campus provided Internet service also make it easier for students to avoid the physical building. Online services and sources and an unwelcoming atmosphere are some reasons why door counts have been dropping.

Since the advent of e-books and full-text databases, many pundits have predicted the demise of the library. One theme found in library literature is to question the value of the library's physical space (Simmonds and Andaleeb 627). With the option to connect to the catalog from at home or the dormitories, why should students come into the physical building? The college students of today expect 24-hour access to the Internet, online full-text sources, and instant service.

In their defense, libraries are aware of these changes. Libraries have tried to accommodate the computer savvy student. For example, they provide forms for frequently requested services online and offer reference chat. They have also started adding more computer terminals and ports. Despite their efforts, the

collections of most libraries are still in print or microform. A virtual library is still a vision of the future. The Internet that students are so quick to turn to only includes 8% of all journals and even fewer books (Herring 77). Subscription databases provide full-text options, but most back files are less than fifteen years old. For a student performing college level research, the library's physical collection is still essential.

If the physical space is important, how can libraries make students aware of its value? One service to consider is providing coffee through coffee shops located in academic libraries. Historically, the policy of most libraries has been no food or drink allowed inside. The main reason is potential damage to the materials and infestation of pests attracted by leftover crumbs and spills. However, as the student body and their expectations change, libraries reconsidered their policies. Bookstores, with their coffee shops, have shown that the amount of damage to materials is minimal (Browne 85). Many libraries have altered their policies to allow beverages in approved containers. Some have gone as far as introducing coffee shops inside the library. Other options include cafes, coffee carts, and vending machines (Reese 177).

The merging of academic libraries and coffee shops is still seen as a passing trend. Many libraries are clinging to their "no food or drink" policy hoping that the coffee fad will pass. Libraries are just trying to protect their property. Replacing keyboards and computer terminals is far more costly than replacing a book. Can libraries protect their property and provide a coffee service for their

users at the same time? Recent studies suggest academic libraries should reevaluate their situation.

This paper will examine the need for coffee shops in academic libraries. It will discuss the benefits and issues related to providing coffee in an academic library setting. Other papers have examined the physical environment/architecture and made comparisons between libraries and bookstores. The objective of this exploration is to determine whether academic libraries should consider coffee shops a serious issue instead of a passing trend.

Literature Review

A coffee shop in an academic library is considered a new venture. Comparisons between bookstores and libraries started in the early nineties when Barnes & Noble and Borders started becoming popular. Most of these comparisons focused on public libraries. Nevertheless, academic libraries, which also serve the needs of their community, can gain valuable information from that research. This literature review will discuss the existing literature on academic libraries, food and drink policies, and the presence of coffee shops in academic libraries to help provide an understanding of the environment in which this study is conducted.

The physical space of libraries is important for many reasons. One reason is that it provides students a place to study. Many students escape to the library to avoid the noise and drama found in dorm rooms. Libraries are also used as gathering spaces to socialize or do group work. In her article "Redefining Library

Space,” Mary A. Thomas argues, “Even on fully networked campuses with a ‘port for every pillow,’ students prefer to study among other students in the relative peace of the library” (413). Patience L. Simmonds and Syed S. Andaleeb conducted a study that determined which factors affect how students were using the libraries. One finding was that atmosphere and amenities are a factor in bringing students into the library (Simmonds and Andaleeb 633). They concluded, “. . . the use of academic libraries is influenced most by a user’s perceived familiarity with the library and its resources” (Simmonds and Andaleeb, 630). The good news is that students who are aware of the services offered are coming in to use the physical space. Libraries need to make an effort to attract students who may not be as aware of the library’s services or collection.

Libraries can change their image to attract unaware college students to the physical space. William Sannwald argues, “A public image represents a library’s reputation—how the public views its services, collections, buildings, systems, and staff” (201). He goes on to discuss the different aspects of image, including architecture, colors and lighting. Public image is important. Libraries need to prove to the students that they can provide valuable services and sources. If changing their image can help achieve that goal, then libraries should consider making changes.

Some librarians dislike the comparison made between libraries and bookstores. Leonard Kniffel put it best when he stated, “I was a customer at B&N and a patron at the library” (38). But as Steve Coffman points out in “What If You Ran Your Library Like a Bookstore?” there are enough similarities that the

two establishments can learn from one another. His monetary comparison shows that bookstores have lower operating costs than libraries and provide similar services. Academic libraries can also make improvements based on what works in bookstores. This includes providing comfortable seating, expanding hours and a coffee shop.

There are many ways libraries can create inviting atmosphere or provide amenities. It does not have to be coffee. But, there are many reasons why academic libraries *should* consider providing coffee for their users. One reason is that patrons expect it. The students who sip lattes at Borders on Friday night are the same students who are at the library on Sunday night. They expect to find the same service (Innerst 37). Bookstores and libraries do not have to offer the same services, but it would not hurt to borrow a few ideas from bookstores. The college students Renee Feinburg surveyed in a Barnes & Noble were unwilling to “sacrifice conversation, coffee, and comfort” (51). Students notice if their library does not provide or allow coffee.

Another reason for providing coffee is to create a stimulating environment that benefits both the user and the library. After creating the Alderman Café, the University of Virginia noted an increase in library patronage (Lawrence and Norris 26). The students also used the space to interact with faculty. Faculty at the university viewed the setting as a way to “contribute to the growth of an intellectual community” (Lawrence and Norris 27). Additional research supports this idea of intellectual/academic community. Mary A. Thomas states, “In addition, libraries, academic and public, continue to serve as community

gathering spaces” (408). It is in this function as a gathering space for intellectual discourse where academic life is truly experienced. Her suggestions to improve library space include large reading rooms, welcoming lobby areas, as well as coffee bars (Thomas 414).

In the past, libraries have dealt with food/drink issues in different ways. In 1985, faced with users ignoring their policy, the University of Oklahoma saw their problem as a “potential hazard to the collection and an unsightly custodial challenge (Weaver-Meyers and Ramsey 536). They implemented a citation system in which patrons caught with unauthorized food and drink were fined. The program was successful, but creating a “food police” seems like a severe solution. Libraries have used other methods. In 1993, the University Libraries at the Pennsylvania State University faced a similar problem. They used a marketing strategy, including posters and brochures, to spread the message to students (Clement and Scott 81-82). The key factor in their solution was staff enforcement. The libraries that experienced the most success in enforcing their policy were also the ones with the most vigilant staff members/librarians (Clement and Scott 82).

Some studies have shown that food and drink do not cause additional damage to libraries or their materials. Noreen Reese surveyed nineteen public libraries and found that while library staff worries about property damage, there is no evidence to support that claim (178). Some colleges have already added this amenity to their libraries. In addition, bookstores that offer coffee and food do not show an increase in material damage (Browne 85). Most coffee shops situated

in or near library entrances are successful. In an editorial in Against the Grain, John Riley brings attention to other university libraries that have either incorporated a cafe in the library or adjacent to the entrance. These libraries usually expand their food and drink policies (Riley 34). Northeastern University even noticed a decrease in food in the stacks since “students like to study in the cafe and adjoining 24 hour study room” (Riley 34). Providing a designated space solves the problem of food/drink related pest problems in the stacks.

Another alternative is a temporary coffee service. George Washington University transforms the Melvin Gelman Library’s 24-hour study room into “Café Gelman” for one night at a time. Using lighting and music to create ambience, library staff transform the room into a temporary coffee shop. Each night has a different theme. For example, one night the theme was poetry readings. Although “Café Gelman” is not a permanent coffee shop, this type of event makes the library seem more welcoming to students who may not normally visit the library. The librarians at Gelman Library believe, “. . . Cafe Gelman attracts students we do not see for other reasons (Masters 390). If libraries get a positive response to similar events, then they can argue to make these temporary coffee services a permanent service.

Food and drink in the library is a continuing concern. In this age of everyone carrying a water bottle or travel mug, libraries have had to reevaluate their food and drink policies. In Managing Food and Drink in ARL Libraries, George J. Soete notes that 51% of libraries (72 reporting institutions) surveyed were not satisfied with their current policies and practices related to the

management of food and drink. In addition, 33% of libraries surveyed anticipated changing their policies and management in the near future. Since many libraries are already in the process of expanding their policies, an introduction of a coffee shop should be easier to incorporate.

As long as there is debate in the field of librarianship, librarians will have a difficult time getting support for a coffee shop in their libraries. Many librarians still consider coffee shops a passing trend and an unnecessary measure. In his article, "The Deserted Library," Scott Carlson addresses the future of the physical library. Librarians cannot agree on the value of the physical building. One side believes that technology will reduce the need for a physical building. Mark Taylor, a professor of humanities at Williams College, states, "The Internet has brought about a new kind of student . . . Libraries will become more virtual and I don't think it will be a huge loss" (Carlson). The other side believes that the library is the "heart and soul" of academe. It is a place to exchange ideas and will always present on college campuses. Carlson lists examples of universities who are making changes to their libraries in trying to bring their door counts back up. These changes include new programming and the installation of coffee shops. These universities include Georgia College & State University, Southwestern College and Texas Christian University.

An examination of library scholarship shows this topic cannot be defined as a passing trend. In this age of increasing college enrollment, many libraries are facing an expansion or renovation in the near future. This study will help

administrators and librarians decide whether a coffee shop or an appropriate service is needed at their academic library.

Methodology

In exploring the issue of coffee shops in academic libraries, following a review of the literature, a survey was employed to gather data and extract findings. An examination of the literature provided information on prior issues with food and drink policies, as well as an overview of the current situation. Three university libraries in the Triangle area in North Carolina were used to gather information. The colleges used were the University of North Carolina at Chapel Hill (UNC-CH), Duke University (Duke), and North Carolina State University (NCSU). The research libraries on these campuses provide or allow coffee in their buildings. More than one campus was used to demonstrate that the results from an individual campus was not a unique situation.

The R.B. House Undergraduate Library at UNC-CH did not add a coffee shop during its recent renovation, but they do allow certain foods on the second floor. The food and drink policy states, "Food should be 'vending-machine' type items only'." A student lounge, with soda and snack vending machines, is available on the second floor. The policy states that food should be limited to the student lounge, but often students eat their snacks in various areas on the second floor. The Undergraduate Library also allows beverages in approved containers. The policy requires "reclosable, spill-proof containers or travel mug." No food or drink is allowed in the Media Resources Center, Collaboratory or

Computer Lab. The library enforces its food and drink policy. Staff members stop patrons with unapproved beverage containers at the entrance. They also remind patrons of the student lounge if they see them with food in other areas of the library. The Daily Grind, a coffee shop located right next to the building, provides students a convenient location to purchase their beverage of choice.

Perkins Library at Duke has a coffee shop named the Perk. It is located on the second floor. The Perk offers regular coffee. Students are encouraged to limit their food/drink to that space, although it seems the library staff at the Perkins Library do not strictly enforce their food or drink policy. Many patrons were seen with disposable paper coffee cups, albeit with lids, from the Alpine, a nearby coffee shop. Currently the library staff is revising their food and drink policy.

The D.H. Hill Library at NCSU offers the Hill of Beans, a coffee shop. The Hill of Beans offers regular coffee, specialty coffee drinks, and a selection of assorted pastries. It opened in March 2002. It was created with the support of the NCSU Libraries, University Dining, and the NCSU Parents and Families Association. It is located on the lower level, near the entrance of the library and next to a large reading/study room. The room has large tables ideal for group work, lots of light, and a few computer terminals. Food is allowed on that floor, and other specific areas of the library. The food and drink policy states, "Food is allowed only in the vicinity of vending machines in clearly designated areas" (Food, Drink, and Tobacco Products Policies). Beverages in approved containers, including disposable coffee cups with lids, are allowed in the same

areas. The policy requires drinks to be covered, but only recommends “spill-resistant containers” (Food, Drink and Tobacco Product Policies). The library has specified certain “no food or drink” areas, especially near special collections, computers, photocopiers, and other machines. The majority of students seen with food or drink were observed in the reading room next to the Hill of Beans.

Survey: Three surveys (see Appendix A, B and C) were developed and offered to students at UNC-CH, Duke and NCSU students in the fall of 2002. The only difference among the surveys was a question that related to the specific library on the campus that they used the most. Students were also provided with a checklist that was used to determine how they used the library. They were asked to establish how frequently they used specific services, the space and the collection. In addition, information was gathered about their coffee drinking habits. Demographic information was not requested because the researcher felt that sex, age, college major, etc. were not factors that affected the results of this study. The survey was pre-tested by having friends evaluate the survey for comprehension and to determine the amount of time needed to complete the survey. The survey was submitted to the UNC-CH Academic Affairs Institutional Review Board (AA-IRB) for approval. After receiving approval from AA-IRB, officials at Duke and NCSU libraries were asked for permission to survey their students.

Research Subjects: The research subjects were current students at these three institutions. The population consisted of students of all classes, including graduate and professional students.

Research Sites: The sites where the research was conducted were three large university libraries in the Triangle area in North Carolina. The specific sites included the area around the entrances of the R.B. House Undergraduate Library at UNC-CH, Perkins Library at Duke, and the D.H. Hill Library at NCSU. Subjects were approached as they left or entered the library. In some instances, students who were taking advantage of seating provided near the entrances were approached.

Data to be collected: The survey gathered data on various uses of the library and coffee drinking habits of students.

- Class Year
- Library Usage
- Preferred Study Location
- Preferred Campus Library
- Coffee Consumption
- Factors in Choosing Coffee Vendor

Findings

Participants:

Sixty students completed the survey. There were twenty students from each campus.

Results:

Table 1. Student Classification

Classification	Number	Percentage
Freshman	12	20
Sophomore	10	17
Junior	13	22
Senior	14	23
Graduate/Professional	11	18
Total	60	100

Table 2. Preferred Study Location

Location	Number	Percentage
Dorm	14	23
Library	36	60
Home/Apartment	10	17
Total	60	100

Table 3. Preferred Campus Library

University	Library
UNC-CH	R.B. House Undergraduate
Duke	Perkins
NCSU	D.H. Hill

Table 4. Student Library Usage for Most Days

Activity	Percentage
Study	34
Use Email	24
Use Computer Applications	21
Use Catalog/Databases	10
Socialize	7
Use Library-only Materials	2
Check out Books	2
Staff Assistance	0

Graph 1. Student Library Usage for Specific Activities

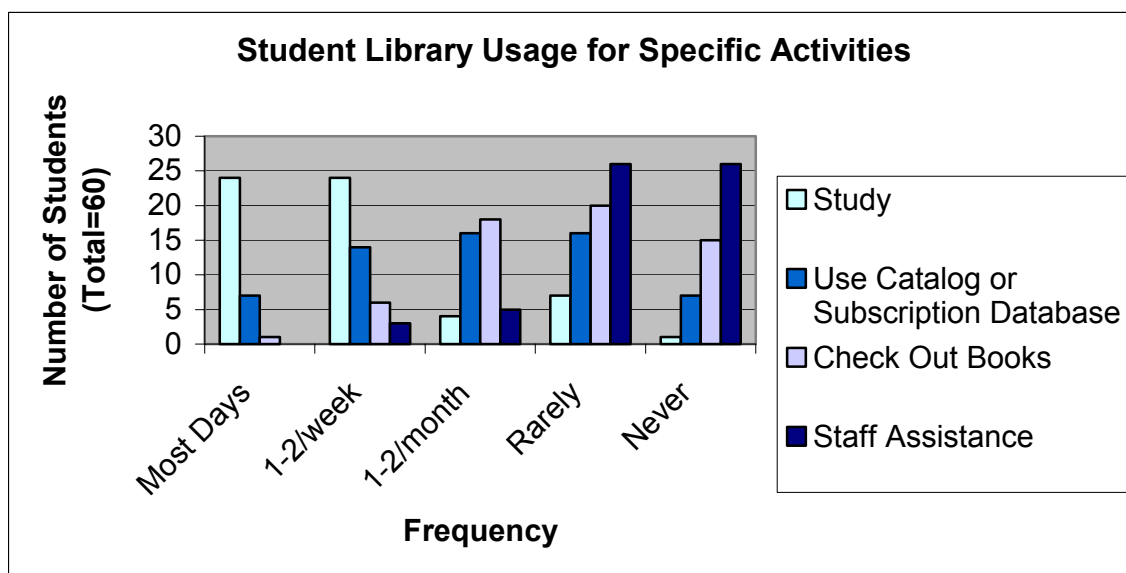


Table 5. Most Important Factor in Purchasing Coffee

University	Importance Factor (number of respondents)			
	Cost	Convenient Location	Vendor	Not Responding
UNC-CH	1	9	4	6
Duke	3	8	5	4
NCSU	0	10	4	6
Total	4	27	13	16

Table 6. Coffee Consumption per Day

Cups of Coffee	Number	Percentage
Three or more	2	3
One to Two	22	37
Rarely	23	38
Never	13	22
Total	60	100

Discussion

This study reaffirms the idea that students are using the library. The physical building is not an endangered species. It is interesting to see how students are using the library space. Table 2 shows that sixty percent of those surveyed chose the library as their preferred study location. Graph 1 shows that the space is used more than the collection or even staff assistance.

Another finding was that a convenient location was the most important factor in deciding where to purchase coffee. Between running to class and work, students favor convenience. It is important to be aware that vendor selection was the second most important factor. Some college libraries that have

incorporated coffee shops in their buildings were surprised when student organized protests against the coffee shops. For example, students at the University of Tennessee at Knoxville provided free coffee to library users, outside the entrance, in protest of the Starbucks inside the library (Hightower). Often it is the vendor and not the service that the students are protesting. Libraries can avoid this situation by studying their community and selecting a non-controversial vendor.

The majority of students who participated in this survey are not daily coffee drinkers. Only forty percent drink coffee on a daily basis. For the sake of simplicity, the researcher selected coffee as the beverage for the survey. In reality, any place that offers coffee could as easily provide tea, hot chocolate, and bottle water and juices. It may be that the students who do not drink coffee would still use the service if it provided more than coffee. It is important to remember that the universities chosen for this study do offer some type of coffee service. It is unlikely that they would do so if the student population really had an aversion to coffee.

Outside research also shows that college students do drink a sufficient amount of coffee. The Specialty Coffee Association of America (SCAA) has compiled statistics from various industry studies and surveys. They state that fifty-two percent of American adults (18 years or older) drink coffee daily (SCAA Coffee Index). In addition, the SCAA statistics show that forty-seven percent of coffee drinkers age 18-24 are likely to drink coffee away from home (SCAA Coffee Index).

Conclusion

“A cup of coffee and a good book- it’s natural” (Lyons 20)

Academic libraries need to consider offering their students a coffee service. Libraries exist to provide service to their users. If the community has a new need, libraries need to adapt their policies and services to reflect these changes. In addition, on most campuses safety is an issue. If the library is open for extended hours or all night, it would be a great service to provide coffee in the library so students would not have to walk to other parts of campus at night. Another reason to consider adding a coffee service inside an academic library is that academic library settings tend to be overwhelming to undergraduate students. A coffee service would help make the library a more comfortable environment. A coffee shop would also provide a space for faculty and students to come together to exchange ideas. This reflects the use of the library as a place for intellectual discourse on campus. Additionally, the coffee service can be used to promote the library’s collection and services. This study showed that students were coming to the library to study more than using the collection or for staff assistance. Libraries can use the coffee shop space to promote and market their collections and services. The coffee service will increase the value of the library on campus by increasing the number of users. In the past, academic libraries have resisted the idea of coffee shops for many reasons. However, prior research shows that pests and potential damage to materials are not valid reasons for dismissing coffee shops in academic libraries as a trend.

There are several factors to consider before committing a library to providing a coffee service. The first factor is to determine whether the library's patrons would consistently use a coffee service in the library. Surveys or focus groups will help establish the need in individual libraries. Another option is to study the community where the library is located. If there are many coffee shops in the area, then that is a good indication a coffee shop would be popular in the library. Observing what types of coffee and food local coffee shops provide is another way to determine what the library should offer (Reese 178).

Funding is another important factor. Many libraries that are willing to provide a coffee service are unable to because they lack the necessary funding. As mentioned before, there are different ways to provide a coffee service. The different options are a full-service café, a coffee shop, a coffee cart/kiosk, or a coffee vending machine (Reese 177). Depending on how much funding and campus support a library can obtain will determine the best coffee service to provide. If there is a total lack of funding, another option is to expand the food and drink policy. Libraries can control the situation by designating specific areas, foods, and beverage containers. Reese discusses other factors, such as outsourcing and profits that a library should decide upon before starting this venture (177-178).

Location of the coffee service within the library will determine how successful the operation will be. This study shows that a convenient location was the most important factor in determining where to purchase coffee. If

students have to wander away from the sections of the library they use the most, then it is possible the coffee service will go unused.

If a library offers a coffee service or expands its food and drink policy, it should also consider creating a reading/study room next to the coffee service. This room should be a designated area for food and drink. Previously staff enforcement determined the success or failure of a food and drink policy. Designated areas help the staff enforce the library's food and drink policy without transforming them into the "food police." Instead of making the students leave the library or dispose of the food or drink, they can suggest a place in the library where food and drink is allowed. The reading room helps the staff enforce the food and drink policy, as well as creating better public relations with the users.

It is easier for libraries to get support for coffee services if they can support their proposals with successful examples. Large university libraries, that tend to get more funding, should seriously consider adding a coffee service in their library. As their services are established, it will be easier for smaller academic libraries to follow suit.

As college enrollment increases, many academic libraries will be expanding. Renovations and new library buildings provide the perfect opportunity to add a coffee service. College and university libraries are important spaces. Adding a coffee service inside academic libraries is an ideal way to increase the value of the library. Librarians should recognize the value of coffee services.

Appendix A: Survey used at UNC-Chapel Hill

Student Survey

This student survey is completely anonymous, so please be candid. The purpose of this survey is to help determine how college students use the library, as well as establishing some of their coffee drinking habits. This investigation is not affiliated with the university or the library system. The results of this survey will be aggregated and used in a master's paper at the School of Information and Library Science at the University of North Carolina at Chapel Hill.

Please circle or check the appropriate options, or in the case of a table, place a check in the box that best describes your response.

1. Class:

Senior

Sophomore

Junior

Freshman

Grad Student

Other: _____

2. How often do you come to any campus library for the following uses?

Uses	Most Days	1-2 times/week	1-2 times/month	Rarely	Never
Studying					
Social Space/ Meeting Friends					
Use computers to search catalog or find articles					
Use computers for software applications or printing					
Check out books					
Staff assistance					
Use of library-only materials					
Email/internet use					
Other- please specify:					

3. Where do you study most of the time?

Dorm

Computing Lab (outside of library)

Library

Other: _____

4. Why do you study at a library, as contrasted with other options?

Quiet _____

Space for group studying _____

Staff assistance _____

Other: _____

(Please use this space to explain)

5. At which library do you spend the most time?

Davis House Undergraduate Law

Health Sciences Other: _____

6. How often do you consume coffee/coffee drinks?

3 times or more/day _____

1-2 times/day _____

Rarely _____

Never _____

7. When purchasing your coffee/coffee drinks, how do you select where to purchase it?

Cost _____

Convenient Location _____

Vendor Selection _____

8. Any other comments:

Thank you for completing the above information.

If you have any questions about your rights as a research participant in this study, you may contact the Academic Affairs Institutional Review Board at UNC-CH. Please write down the following telephone number and email address: TEL: (919)962-7761, EMAIL: aa-irb@unc.edu

Appendix B: Survey used at Duke University

Student Survey

This student survey is completely anonymous, so please be candid. The purpose of this survey is to help determine how college students use the library, as well as establishing some of their coffee drinking habits. This investigation is not affiliated with the university or the library system. The results of this survey will be aggregated and used in a master's paper at the School of Information and Library Science at the University of North Carolina at Chapel Hill.

Please circle or check the appropriate options, or in the case of a table, place a check in the box that best describes your response.

1. Class:

Senior

Sophomore

Junior

Freshman

Grad Student

Other: _____

2. How often do you come to any campus library for the following uses?

Uses	Most Days	1-2 times/week	1-2 times/month	Rarely	Never
Studying					
Social Space/ Meeting Friends					
Use computers to search catalog or find articles					
Use computers for software applications or printing					
Check out books					
Staff assistance					
Use of library-only materials					
Email/internet use					
Other- please specify:					

3. Where do you study most of the time?

Dorm

Computing Lab (outside of library)

Library

Other: _____

4. Why do you study at a library, as contrasted with other options?

Quiet _____

Space for group studying _____

Staff assistance _____

Other: _____

(Please use this space to explain)

5. At which library do you spend the most time?

Perkins Lilly Medical Center

School of Law Other: _____

6. How often do you consume coffee/coffee drinks?

3 times or more/day _____

1-2 times/day _____

Rarely _____

Never _____

7. When purchasing your coffee/coffee drinks, how do you select where to purchase it?

Cost _____

Convenient Location _____

Vendor Selection _____

8. Any other comments:

Thank you for completing the above information.

If you have any questions about your rights as a research participant in this study, you may contact the Academic Affairs Institutional Review Board at UNC-CH. Please write down the following telephone number and email address: TEL: (919)962-7761, EMAIL: aa-irb@unc.edu

Appendix C: Survey used at NCSU

Student Survey

This student survey is completely anonymous, so please be candid. The purpose of this survey is to help determine how college students use the library, as well as establishing some of their coffee drinking habits. This investigation is not affiliated with the university or the library system. The results of this survey will be aggregated and used in a master's paper at the School of Information and Library Science at the University of North Carolina at Chapel Hill.

Please circle or check the appropriate options, or in the case of a table, place a check in the box that best describes your response.

1. Class:

Senior

Sophomore

Junior

Freshman

Grad Student

Other: _____

2. How often do you come to any campus library for the following uses?

Uses	Most Days	1-2 times/week	1-2 times/month	Rarely	Never
Studying					
Social Space/ Meeting Friends					
Use computers to search catalog or find articles					
Use computers for software applications or printing					
Check out books					
Staff assistance					
Use of library-only materials					
Email/internet use					
Other- please specify:					

3. Where do you study most of the time?

Dorm

Computing Lab (outside of library)

Library

Other: _____

4. Why do you study at a library, as contrasted with other options?

Quiet _____

Space for group studying _____

Staff assistance _____

Other: _____

(Please use this space to explain)

5. At which library do you spend the most time?

D.H. Hill Design Natural Resources

Veterinary Other: _____

6. How often do you consume coffee/coffee drinks?

3 times or more/day _____

1-2 times/day _____

Rarely _____

Never _____

7. When purchasing your coffee/coffee drinks, how do you select where to purchase it?

Cost _____

Convenient Location _____

Vendor Selection _____

8. Any other comments:

Thank you for completing the above information.

If you have any questions about your rights as a research participant in this study, you may contact the Academic Affairs Institutional Review Board at UNC-CH. Please write down the following telephone number and email address: TEL: (919)962-7761, EMAIL: aa-irb@unc.edu.

Bibliography

- Browne, Julia. "Coffee, Tea and/or Literacy: The Public Library's Role in Accommodating Today's 'Average Joe'." Current Studies in Librarianship. 24.1 and 2 (2000): 80-87.
- Carlson, Scott. "The Deserted Library." The Chronicle of Higher Education. 48.12 (2001): A35-A38.
- Clement, Elaine and Patricia A. Scott. "No food, no drink, no noise." College and Research Library News. 55.2 (1994): 81-83.
- Coffman, Steve. "What If You Ran Your Library Like a Bookstore?" American Libraries. 29.3 (1998): 40-46.
- Feinberg, Renee. "B & N: The New College Library?" Library Journal. 123 (1998): 49-51.
- Ferguson, Mike, ed. SCAA Coffee Index. Specialty Coffee Association of America (SCAA). 4 Nov. 2002. <<http://www.scaa.org/stories.cfm?st2=industry/coffeestatsroundup.cfm>>
- Food, Drink, and Tobacco Products Policies. Feb. 2000. North Carolina State University Libraries. 1 Nov. 2002. <http://www.lib.ncsu.edu/administration/policy/food_drink.html>
- Herring, Mark Y. "10 Reasons Why the Internet Is No Substitute for a Library." American Libraries. 32.3 (2001): 76-78.
- Innerst, Carol. "Don't Judge a Library by Its Façade." Insight. 12.11 (1996): 37.
- Lawrence, Anne and Melissa Norris. "University of Virginia's Alderman Café Earns High Marks from Faculty, Students, and Customer Survey." Virginia Libraries. 45.3 (1999): 26-27.
- Lyons, Dianne B., ed. "A Cup of Coffee and a Good Book- It's Natural." Public Libraries. Jan./Feb. (2000): 20.
- Masters, Deborah, et. al. "Café Gelman: An Innovative Use of Library Space." The Journal of Academic Librarianship. 19.6 (1994): 388-390.

- Reese, Noreen. "Café Services in Public Libraries." Public Libraries. May/June (1999): 176-178.
- Riley, John. "A Cup of Joe, a Krispy Kreme & Thou: Visits to Coffeehouses in Libraries." Against the Grain. 14.2 (2002): 34, 38.
- Sannwald, William. "Espresso and Ambiance: What Public Libraries Can Learn from Bookstores." Library Administration and Management. 12.4 (1998): 200-211.
- Simmonds, Patience L. and Syed S. Andaleeb. "Usage of Academic Libraries: The Role of Service Quality, Resources, and User Characteristics." Library Trends. 49.4 (2001): 626-634.
- Soete, George J. Managing Food and Drink in ARL Libraries. Washington, D.C.: Association of Research Libraries, 1998.
- Thomas, Mary A. "Redefining Library Space: Managing the Coexistence of Books, Computers, and Readers." The Journal of Academic Librarianship. 26.6 (2000): 408-415.
- Weaver-Meyers, Pat L. and Stephen D. Ramsey. "Fines for Food: A Citation System to Control Food and Drink Consumption in the Library." College and Research Libraries News. 6 (1990): 536-538.