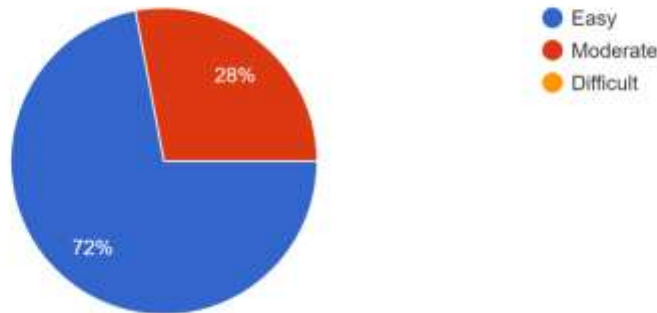# Appendix B (April 2020)

LSAC Virtual Tour Survey (April 2020) - Results
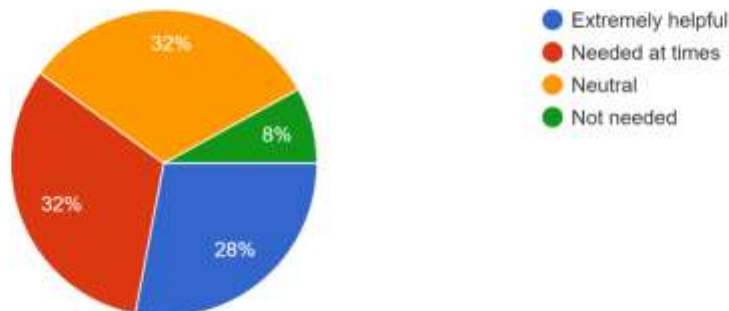
1. Please rate the level of difficulty to navigate the tour.

25 responses

- Easy
- Moderate
- Difficult

28%

72%

2. How helpful was having the Virtual Tour Key to assist you in navigating the tour?

25 responses

- Extremely helpful
- Needed at times
- Neutral
- Not needed

32%

8%

32%

28%

3. Describe any problems you had navigating the tour. [16 responses]

- Things took a while to load
- It was pretty straightforward
- The white loading screens every time that you would press an arrow were a little distracting but also understandable.
- I did not have any problems navigating the tour, the tour keys were helpful and pretty intuitive. Every once in a while, I would tap the wrong tour key and enter a space I did not mean to, but that is more of a user error than a design one.
- Does the tour not include the up-stair floors?
- Did not understand why the frames could not be frozen, but it took a while but was manageable
- When entering a new area, you're always facing the same direction, no matter how you entered the area. So if you keep on trying to move a direction that appears to be "forward," you'll likely just get stuck in an infinite loop, blinking between the same two areas.
- The tour would occasionally freeze when I clicked a button, but not in a way that prevented the whole tour from functioning. The image just wouldn't move back and forth.

- Fairly simple. When moving sometimes needed a second to orientate myself as to where they moved me, but besides that it was easy.
- It seems a bit disoriented after clicking every arrow. It feels quite hard to figure out exact where one is without already knowing which part is which.
- N/A
- Whenever I click on move direction, it felt like the picture moved too fast and the first thought I have after moving was "where am I". It would probably be helpful if the after image have some parts of the previous so that it's easier to map the pictures together.
- No problems it was fairly efficient and straight forward.
- It was cumbersome to click the back button several times to get to the main area. I'd rather have a main map at the corner of the screen to jump across the library instead of tracing my way back.
- My computer did have a hard time loading the website and sometimes the pages, (either the entire page wouldn't load or only the keys to move around would load), and thus, I would have to reload the page/restart the tour quite a few times.
- Some icons do not let you exit out after reading, and then block access to clicking on other icons behind them. It made it so I had to go back and start the tour of that location over again just to access the icons a second time.
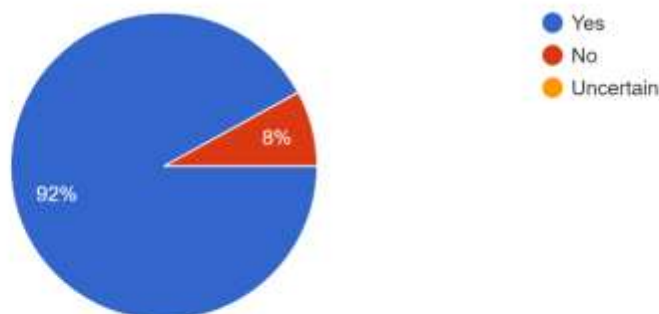
4. Would having the Virtual Tour Key accessible within the tour be useful?
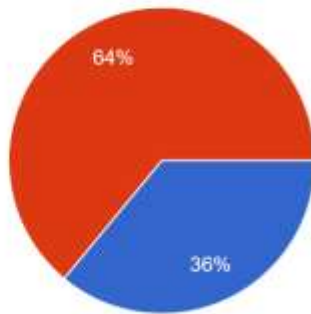25 responses

- Yes
- No
- Uncertain

60% Yes, 32% Uncertain, 8% No
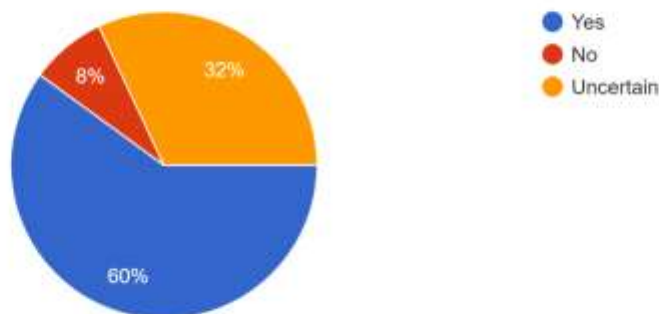
5. While taking the tour, would it be useful to see a map showing your current location within the larger context of the Library?
25 responses

- Yes
- No
- Uncertain

92% Yes, 8% No

6. Would you prefer to (A) have one path through the tour, working through it from start to finish, or (B) select locations of interest to view?
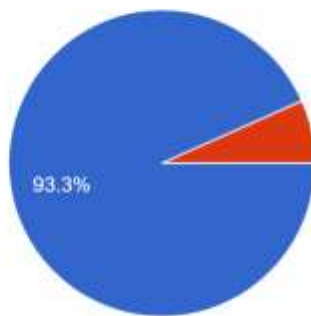
25 responses

- A (one path through the tour from start to finish)
- B (select locations of interest to view)

64%

36%

7. If you chose A above, would you like the ability to skip locations to easily jump ahead, if desired?
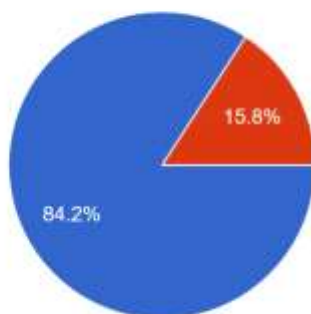
15 responses

- Yes
- No

93.3%

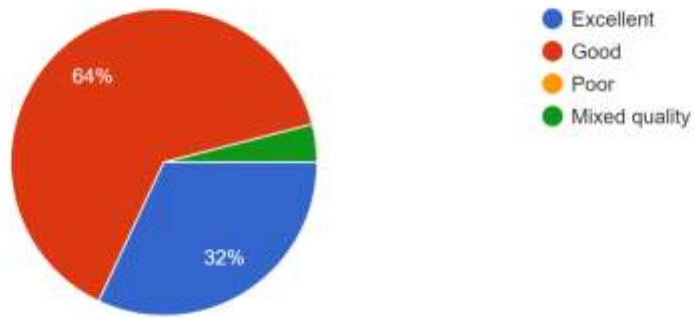8. If you chose B above, would you prefer to select locations of interest from...

19 responses

- An interactive map
- A text-based list of areas included in the tour

15.8%

84.2%

9. Rate the quality and selection of the images in the tour.

25 responses

- Excellent
- Good
- Poor
- Mixed quality

64%
32%

10. Rate the overall appearance of the tour.

25 responses

- High quality
- Good quality
- Neutral
- Low quality
- Poor

48%
44%
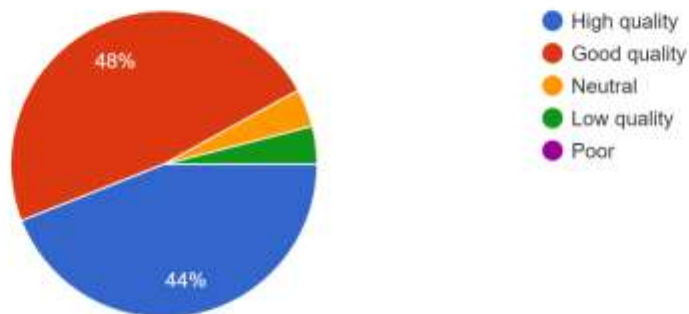
11. Rate the length of the tour.

25 responses

- Too long
- Too short
- Just right

84%
12%
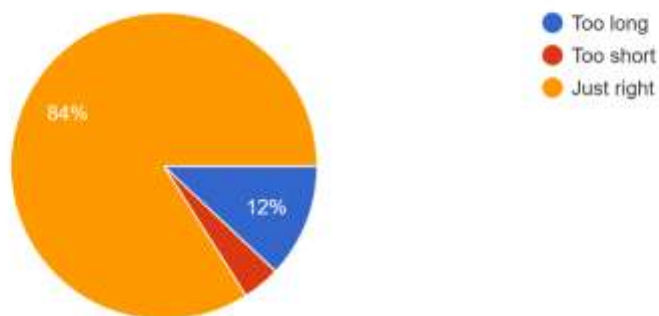
12. Rate your overall impression of the tour.

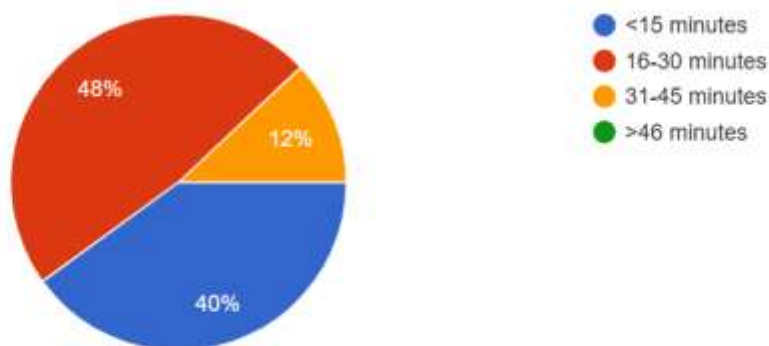25 responses

- ● Excellent
- ● Good
- ● Poor

68%
32%
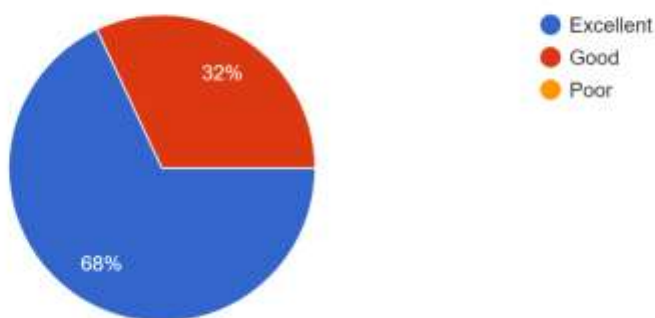
13. List 3 words you would use to describe the tour. For example, informative, engaging, dry, and fun.

Interesting (x5)	Informative (x10)	Fun (x2)	Interactive (x2)
Visual (x1)	Intriguing (x1)	Freedom (x1)	Engaging (x5)
Gloomy (x1)	Extensive (x1)	Educational (x1)	Immersing
Easy (x2)	Smooth (x1)	Really cool overall (x1)	Straightforward (x1)
In-depth (x1)	Eye-opener (x1)	Useful (x2)	Innovative (x1)
Well-designed (x1)	A little bit confusing because of the signs (x1)	Confusing (somewhat, location-wise) (x1)	Bland (would prefer some music or someone I can see speaking about each area) (x1)

14. How long did you spend in the virtual tour?

25 responses

- ● <15 minutes
- ● 16-30 minutes
- ● 31-45 minutes
- ● >46 minutes

48%
12%
40%

15. Is there anything we should add to or remove from the tour? [25 responses]

- Nope
- No, I think it covers all the bases.
- n/a
- Maybe a chat option so you can ask questions about the library
- More information audreys and the teaching and learning commons

- As mentioned in question 5, I think it would be helpful to add a map that offers a bit of a bird's eye view of at least the floor that you're on, so you know which way you're going. There are times that I kept clicking back and forth through the tunnel trying to get to the other side and ended up just returning back to where I started because I wasn't sure which way I was facing once I clicked into it.
- Add an explanation of the East Commons Desk
- I would add some pictures of examples of what you put in the displays next to the dr suess room
- N/A
- Nope! I think it was interesting to see no people on the tour
- We should be able to use the elevators to access other floors (assuming that those floors are intended to be accessible on the tour).
- Maybe more fun facts like the photo of library from past
- Add more floors!! This might be bad on my part, but I was only able to explore the first and second floors on the tour. I like it as it, but changes could also be made to the panning of the image as the tour goes on. For me, the image moves a little slow, but I can also see that some people would like a tour to be more slow and relaxing. I think offering a way for the user to customize the speed of the image moving might be helpful.
- Yeah, so currently I have to kinda always move myself, but having a map and being to "teleport" would be very nice.
- I think you really only need one of the videos about the door art work in the beginning. Both seemed a little overkill.
- Virtual tours of other floors might be helpful too. I couldn't find a way to go beyond first and second floor, if there is a way.
- Add more historical or modern fun facts
- N/A
- Maybe on of the other floors to show what study spaces look like
- Comparing with my time spent in the library I feel that this tour does an excellent job of covering all the major points.
- N/A
- Music.
- Added upper floors, simplify the signs
- I had a hard time getting through the entire tour (as mentioned above), but I think I got to everything, and I liked everything that was there!
- I think the reading prompts should offer it in another language when read aloud, maybe more common languages at UCSD campus like Farsi, Chinese, etc. because UCSD is very diverse, with students coming from around the world. Those students, their family and friends, might feel more included if they can listen to the tour when possible in their own language. I did not see a section for touring DML, I would like to be able to tour inside the DML. I think it would be helpful to add a icon at the beginning saying "if you click and drag your screen you can move your location 360 degrees" because I did not know that I could move my screen initially which made the tour a little long as I waited for the screen to rotate itself to the next arrow.

16. Did you learn anything new about the Library from the tour?
25 responses

● Yes
● No

32%

68%
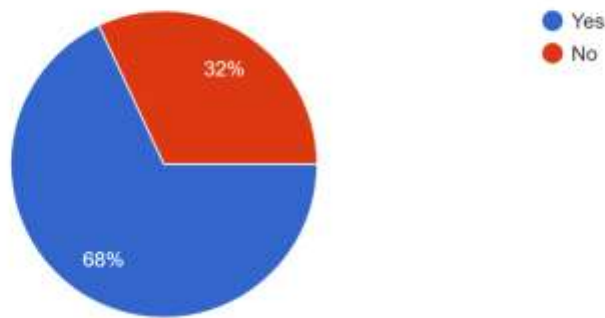
17. If "yes" above, what did you learn? [19 responses]

- About the history of the library
- I learnt about the different art installations at the front of the library.
- History about the library
- I learned about the underground expansion art (the information that was found outside of the library)
- I never paid attention before to the fact that the library doors (red, blue, and yellow) cast the yellow and green shadows once opened! I think the Stuart Art collection as whole is something that is interesting to learn about.
- I did not know that there is VR equipment available at DML
- I learned when the east and west wing expansion was built
- I didn't know there was an Imprints inside the library. I also learned where some things were located.
- n/a
- The historical photo of the library was very interesting
- The reflective windows had bad press.
- The historical pictures of the old looks of the library is quite incredible.
- The "art" tree in front of the library and its significance. Mrs. Seuss' first name is used for Audrey's Café
- The background of the READ/WRITE/THINK/DREAM instillation
- I learned a lot about the art exhibits at the front of the library
- You can borrow whiteboard markers from the front desk.
- The stories of some designs
- I did not know about some of the art pieces sort of hidden around the library, nor about some of the elevators (since I normally take the stairs)
- No- because I work here

18. Tell us the groups of users to whom we should market the virtual tour. [24 responses]

- Maybe potential admits
- Prospective and new students and visitors
- I feel like prospective students would be really interested in the virtual tour.

- People who have never been to UCSD and are interested in knowing what Geisel is like. For example, freshmen or any new students.
- Incoming and prospective students
- Prospecting Students
- Incoming freshman/transfers
- Incoming Freshmen and Transfers
- Incoming students, 1st years or transfers
- Parents, incoming freshmen, prospective students, current students who don't know what the library can offer
- Freshman/incoming students
- New students and parents (who will need the information), old students (who will be curious about the tour format), prospective students/parents
- Incoming students (freshmen and transfer). To potential applicants.
- Incoming freshmen/transfer students or interested students
- Prospective and incoming students. General public.
- Students and parents.
- Incoming students, transfer students, parents
- Prospective students
- Prospective students, and those unfamiliar with the library. More than likely most students are, usually more than their liking, well antiquated of the basics already.
- New students or parents
- Incoming first year students, students who need labs and collect &archives, etc., students taking research classes.
- New students
- I think new students would definitely benefit the most! I am currently an OL for Revelle and I think if we were to put this link on the Revelle app for new/all students to have access to, they would definietly explore/use it! (all revelle students at some point should have been introduced to our college's app at somepoint, for it is a resource to navigate Revelle and university resources)
- New students, their family and friends, and in general visitors

19. Would you recommend the tour to others who wanted an introduction to the Library?
25 responses

Legend:
- Yes
- No
- Maybe

96%