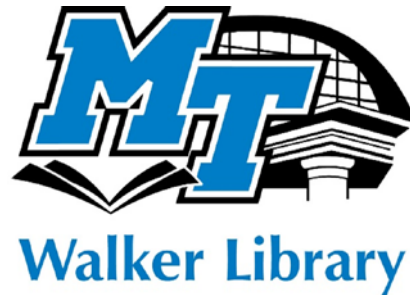


Walker Library Noise Complaints Fall 2015-Spring 2016

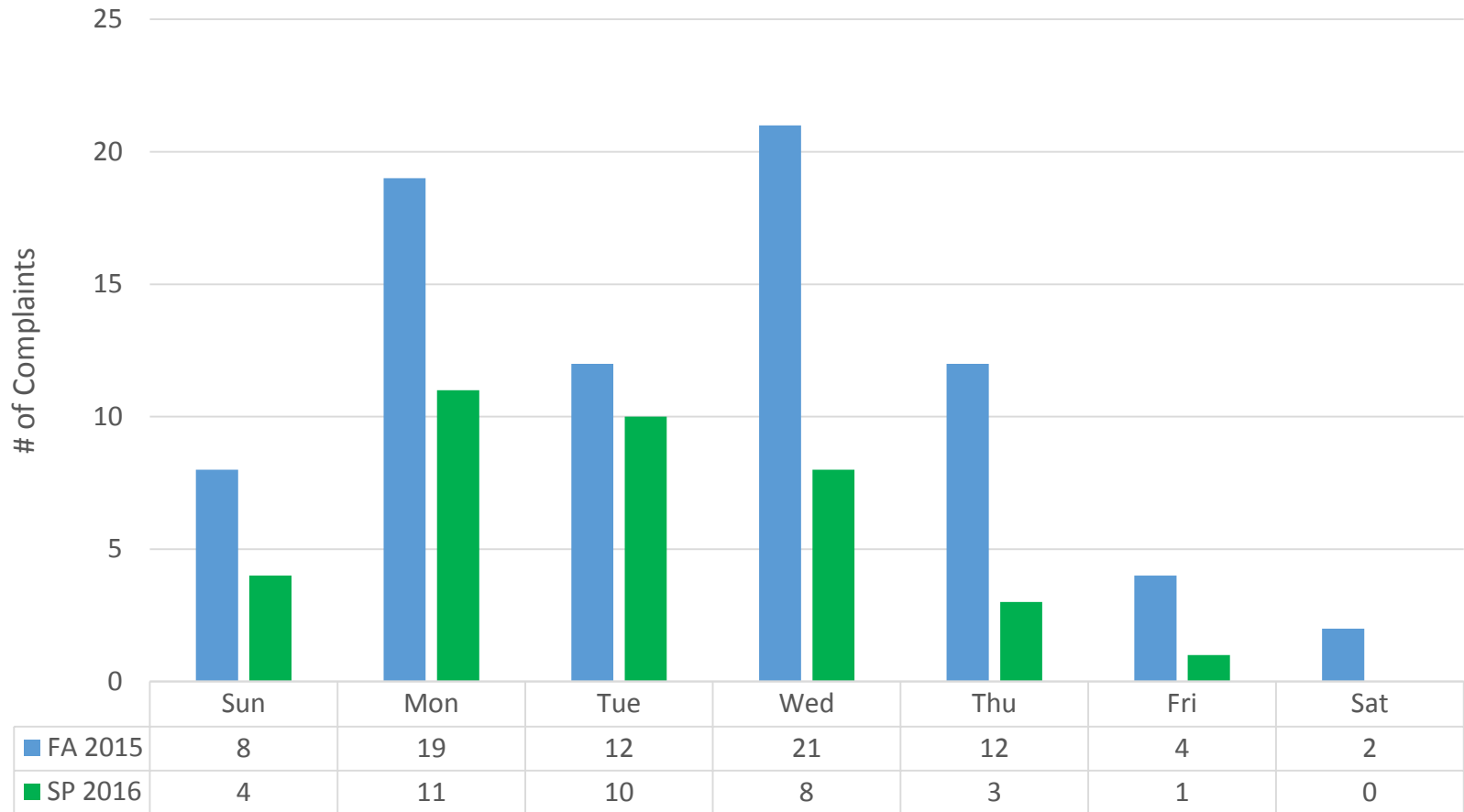
An Analysis of LibChat Transcripts



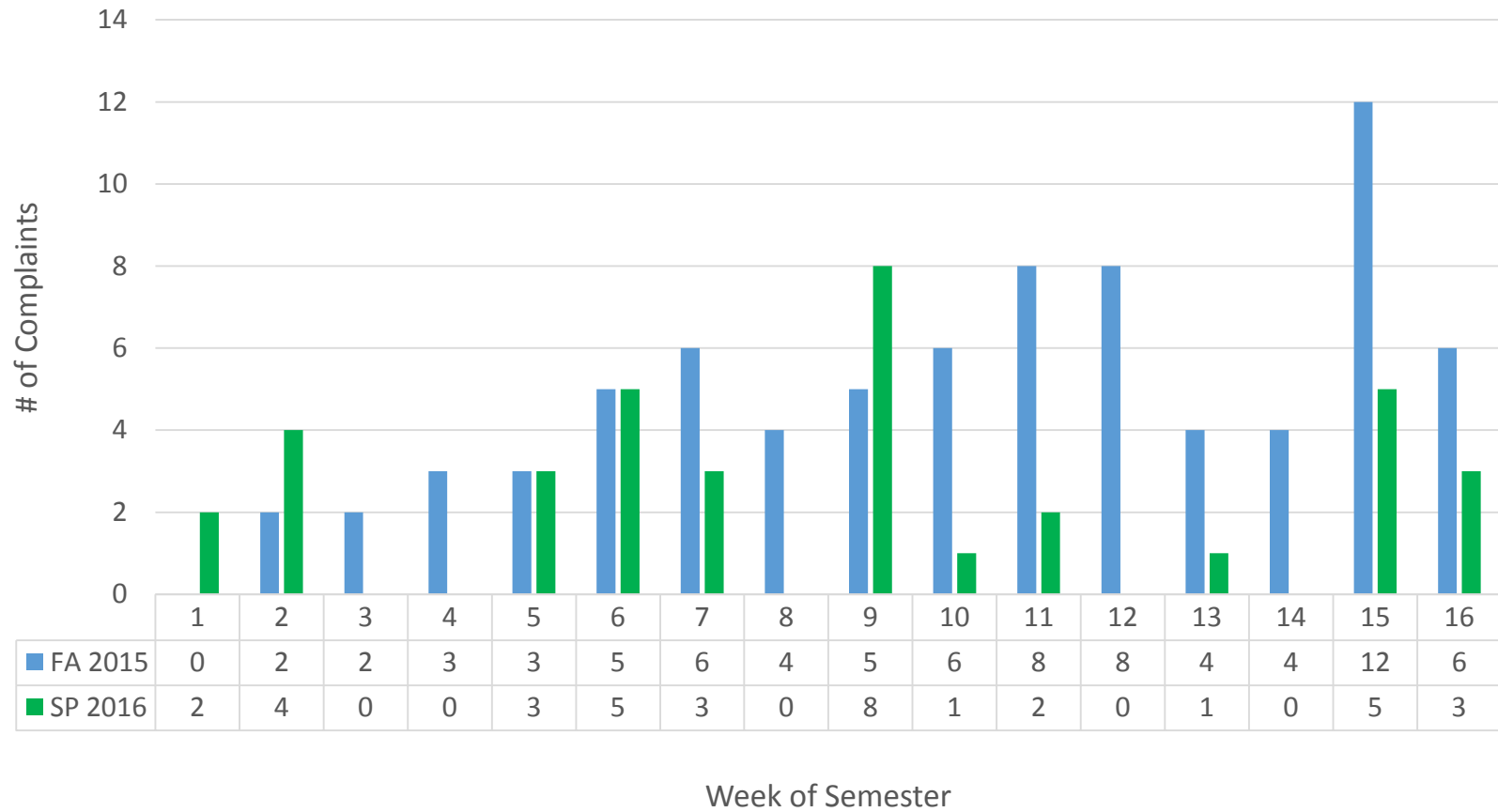
Methodology

- Downloaded LibChat transcripts for August 1 through December 10, 2015 AND January 1-May 5, 2016.
- Filtered LibChat transcripts for mentions of (loud OR nois* OR quiet OR talk* OR music OR complain*).
- Identified 78 unique noise complaints for Fall 2015 and 37 for Spring 2016.
- Note: This only includes noise complaints that originate from patron-initiated instant messages.

Noise Complaints by Day of Week



Noise Complaints by Week of Semester



Percentage of Total Patrons with Noise Complaints (by Week of Semester)

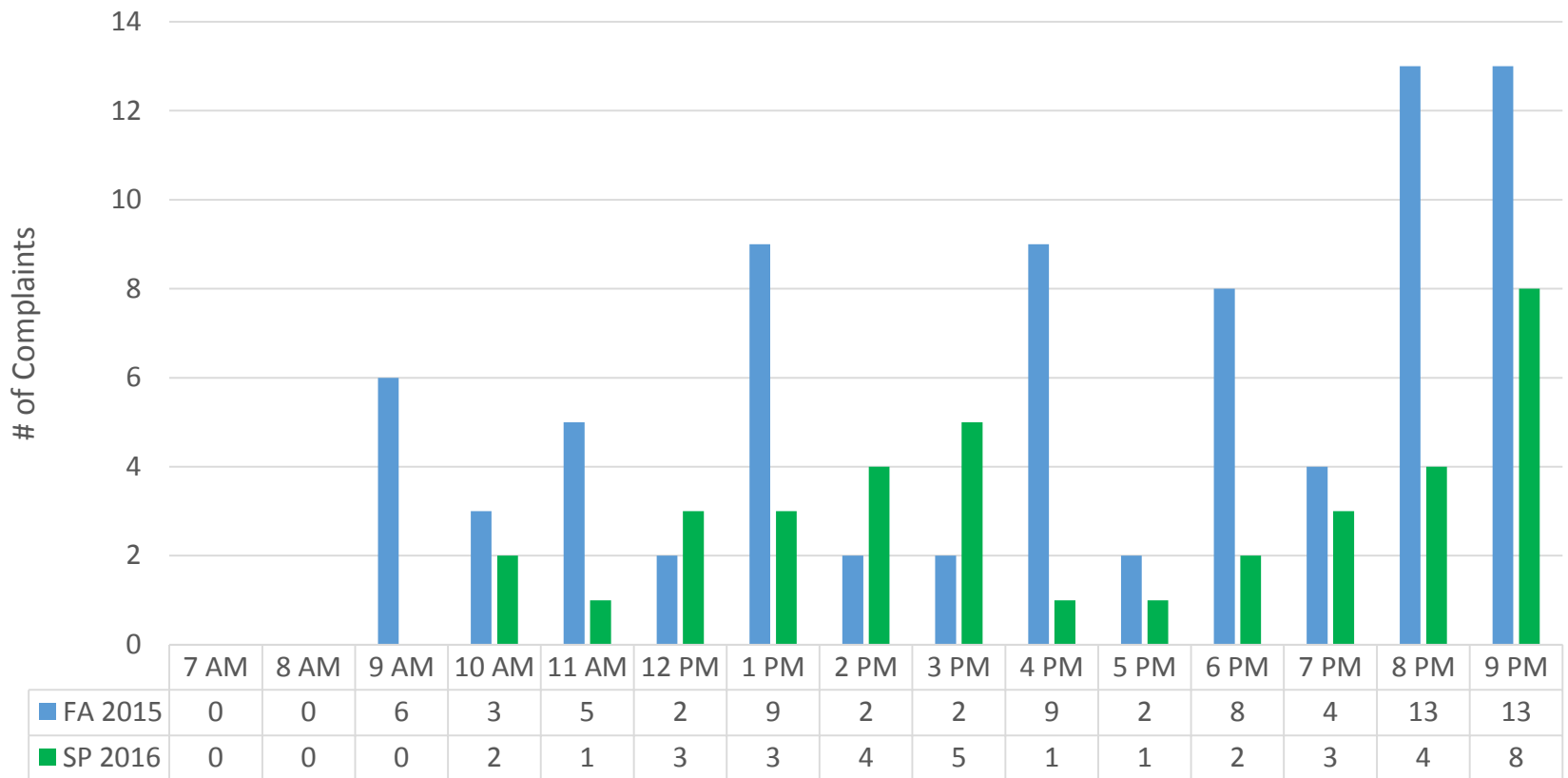
Fall 2015

| Week | Gate Count | Complaints | Percentage |
|------|------------|------------|------------|
| 1 | 26906 | 0 | 0.00% |
| 2 | 30411 | 2 | 0.01% |
| 3 | 23929 | 2 | 0.01% |
| 4 | 34288 | 3 | 0.01% |
| 5 | 33139 | 3 | 0.01% |
| 6 | 29963 | 5 | 0.02% |
| 7 | 32633 | 6 | 0.02% |
| 8 | 20615 | 4 | 0.02% |
| 9 | 30680 | 5 | 0.02% |
| 10 | 29535 | 6 | 0.02% |
| 11 | 31718 | 8 | 0.03% |
| 12 | 30916 | 8 | 0.03% |
| 13 | 26567 | 4 | 0.02% |
| 14 | 14043 | 4 | 0.03% |
| 15 | 29933 | 12 | 0.04% |
| 16 | 22391 | 6 | 0.03% |

Spring 2016

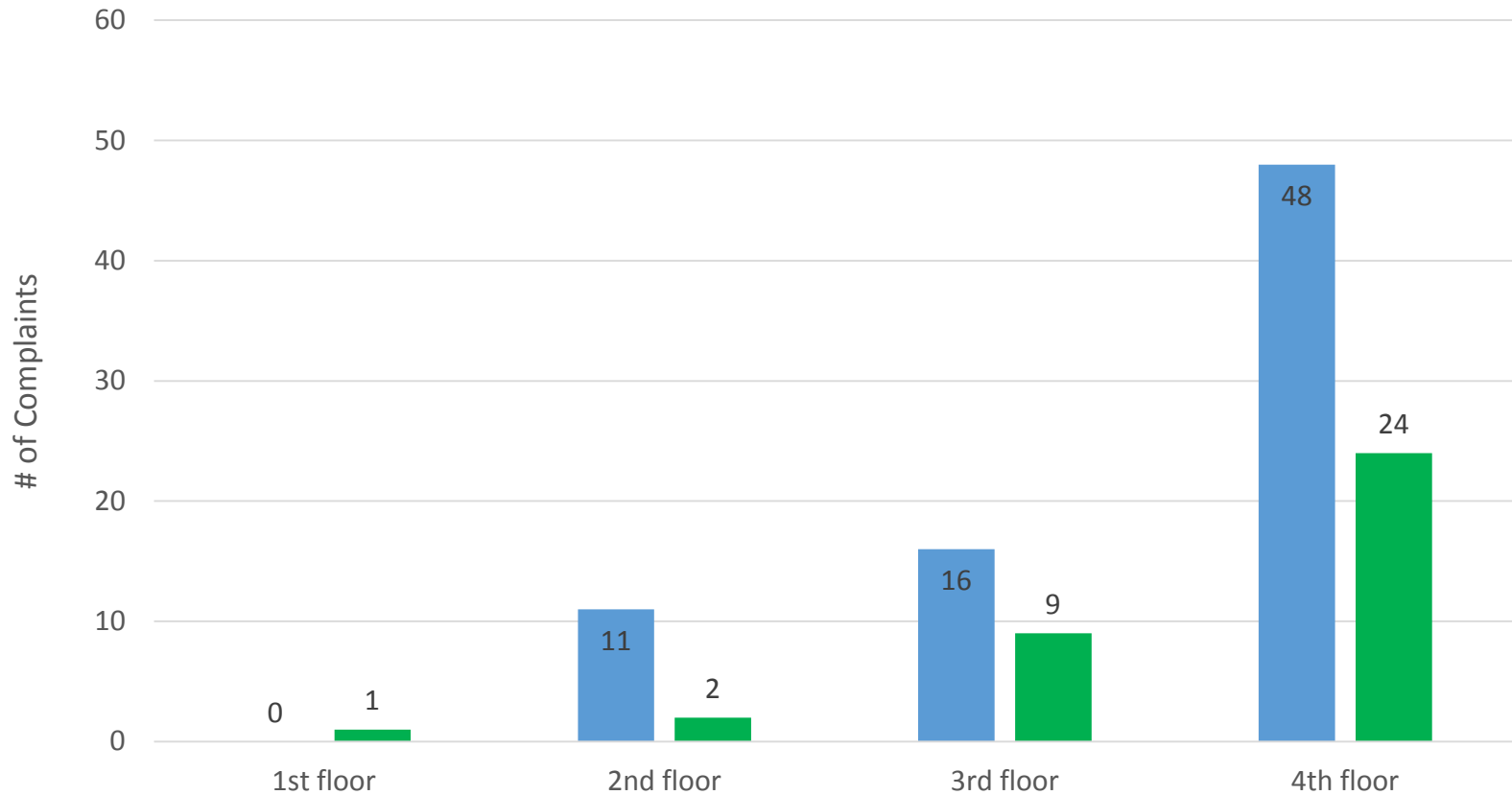
| Week | Gate Count | Complaints | Percentage |
|------|------------|------------|------------|
| 1 | 15303 | 2 | 0.01% |
| 2 | 24254 | 0 | 0.00% |
| 3 | 25279 | 0 | 0.00% |
| 4 | 18804 | 0 | 0.00% |
| 5 | 24936 | 3 | 0.01% |
| 6 | 26811 | 5 | 0.02% |
| 7 | 28765 | 3 | 0.01% |
| 8 | 2136 | 0 | 0.00% |
| 9 | 25364 | 8 | 0.03% |
| 10 | 25906 | 1 | 0.00% |
| 11 | 25688 | 2 | 0.01% |
| 12 | 26240 | 0 | 0.00% |
| 13 | 29226 | 1 | 0.00% |
| 14 | 29358 | 0 | 0.00% |
| 15 | 29000 | 5 | 0.02% |
| 16 | 17233 | 3 | 0.02% |

Noise Complaints by Time of Day



Note: Instant Message service ends at 10 PM.

Noise Complaints by Floor



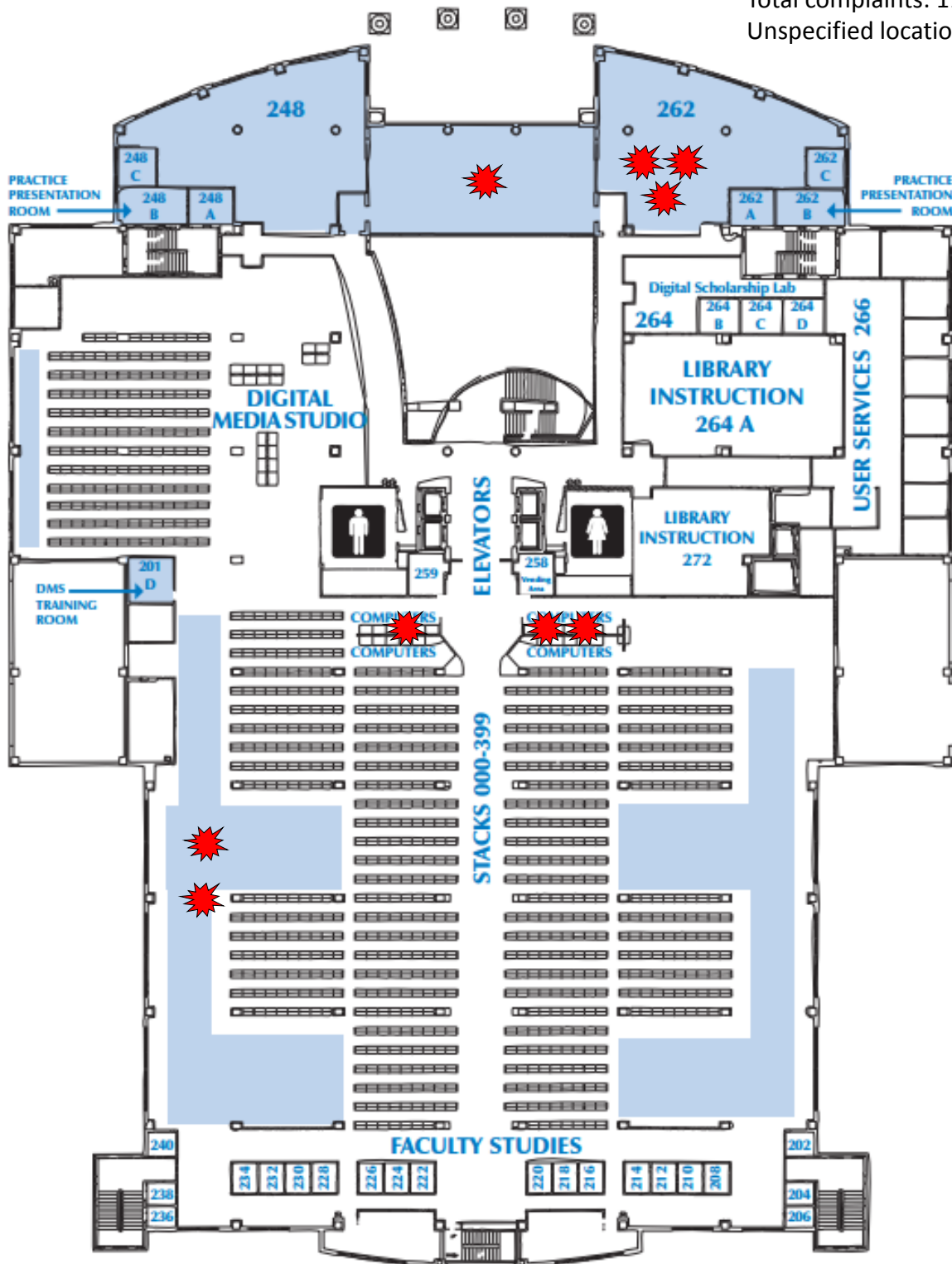
Note: Three complaints for FALL 2015 and one for SPRING 2016 were general in nature and did not identify a specific floor.

Fall 2015

SECOND FLOOR

■ Designated study areas
(Group study rooms available)

Complaint: 
Total complaints: 11
Unspecified location: 2

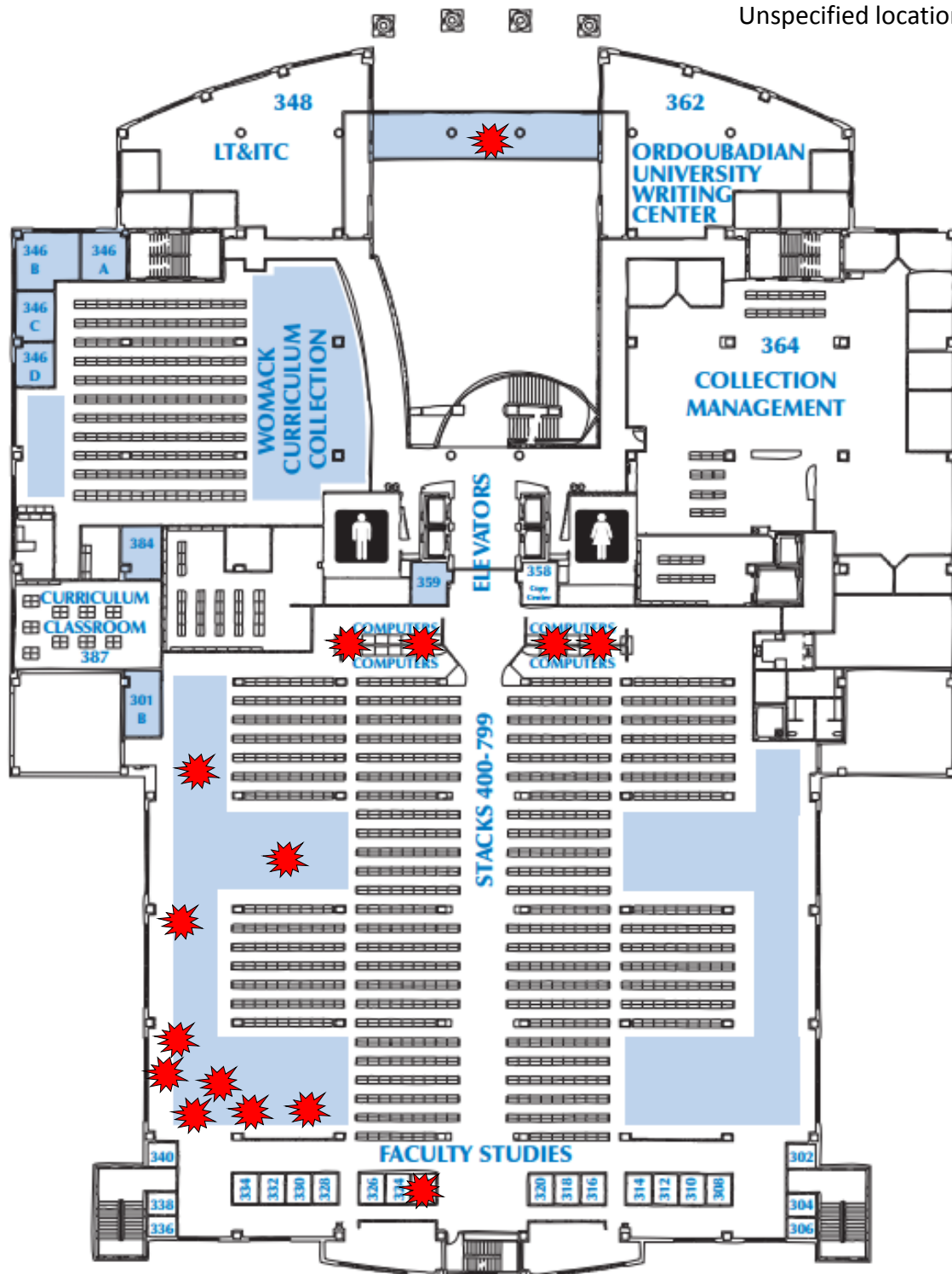


Fall 2015

THIRD FLOOR

■ Designated study areas
(Group study rooms available)


Complaint: ★
Total complaints: 16
Unspecified location: 1

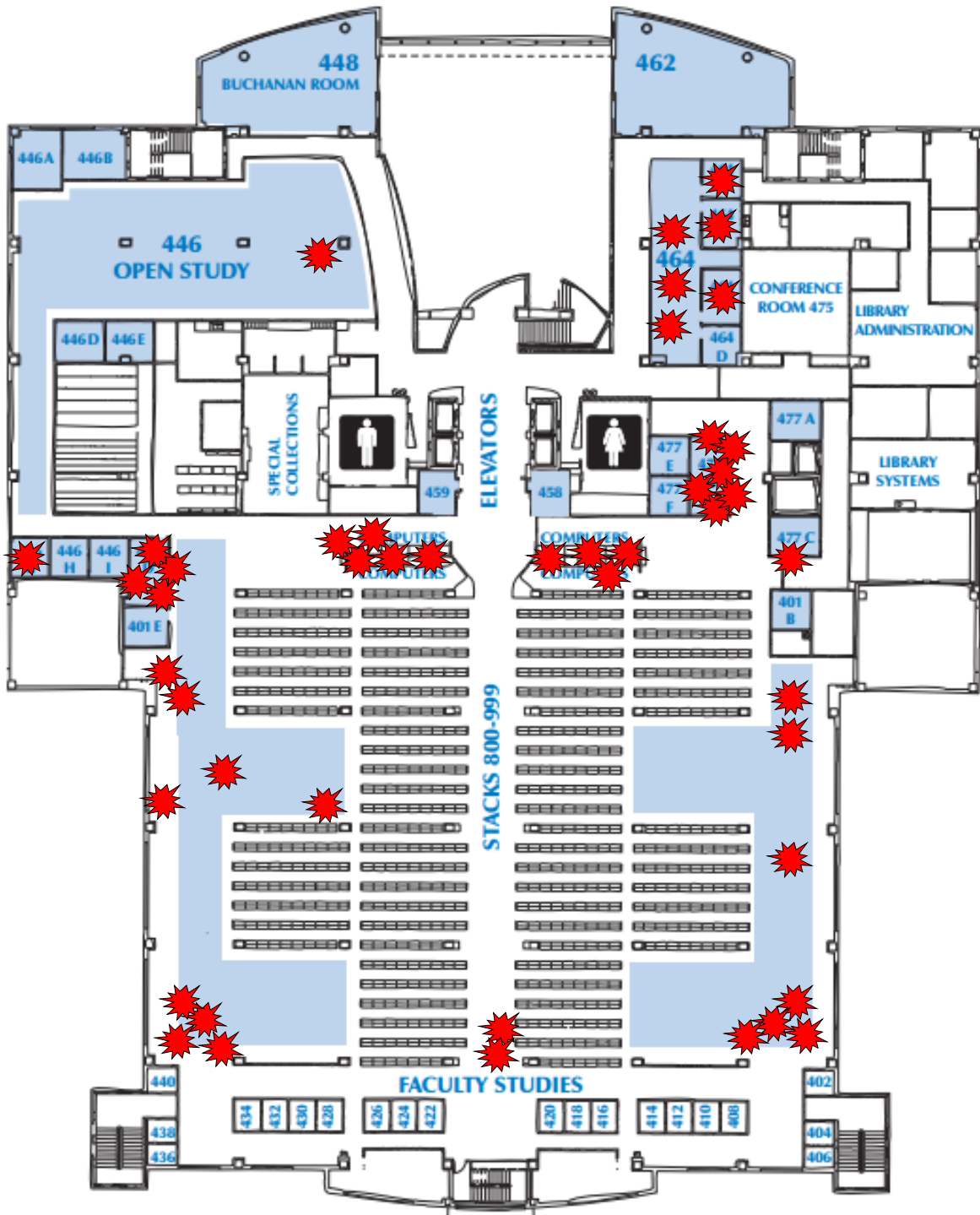


Fall 2015

FOURTH FLOOR

■ Designated study areas
(Reservable group study rooms available.)

Complaint: 
Total complaints: 48
Unspecified location: 2

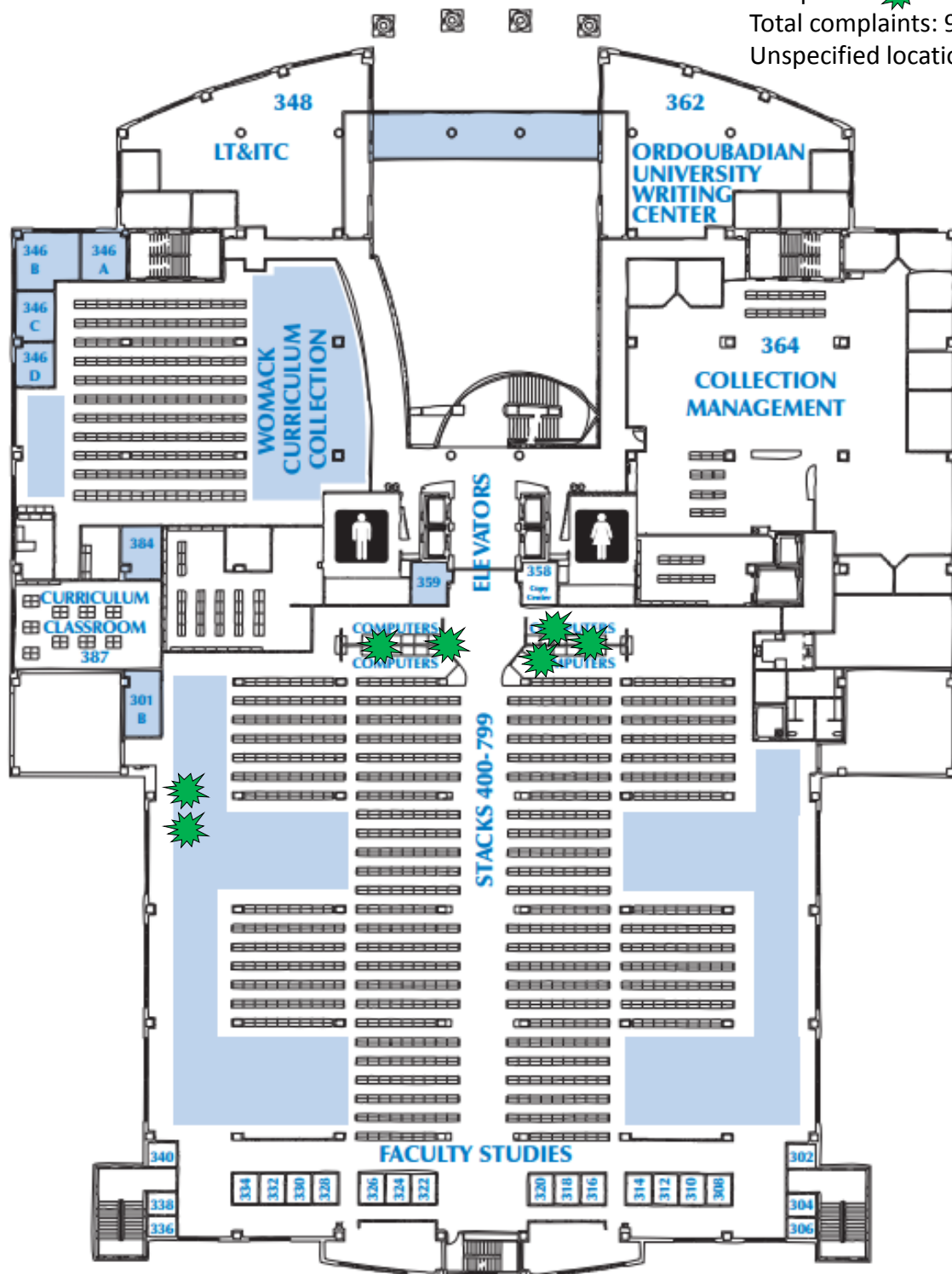


Spring 2016

THIRD FLOOR

■ Designated study areas
(Group study rooms available)

Complaint: 
Total complaints: 9
Unspecified location: 2



Spring 2016

FOURTH FLOOR

■ Designated study areas
(Reservable group study rooms available.)

Complaint: 
Total complaints: 24
Unspecified location: 4

