University Libraries

Assessment Committee

2010/11 Report

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Introduction

In recent years, the University Libraries (Libraries) Assessment Committee, which consists of staff, faculty, and administrators, has administered the LibQUAL+® survey at a campus-wide level, designed and conducted a basic needs survey of online learners generally, and used the Appreciative Inquiry method to explore satisfaction of graduate students in online programs regarding the Libraries' collections and services. This year, the Committee chose to explore the role of the library as place.

Technological advances in the latter decades of the twentieth century have made a wide and varied array of electronic resources and services available for the academic community. Furthermore, researchers have demonstrated a marked preference for remote, online access. These trends have impacted the role and function of the traditional academic library. Is the traditional library maintaining its value as a centralized building for the storage and use of tangible resources and a provider of study space? The Committee conducted a survey to determine the role and function of the physical libraries on campus. The purpose of the survey was to determine how UNC library patrons, including students, faculty, staff, and community members, use the physical space of the Michener and Skinner Libraries. The survey instrument asks what the respondent has done in the most recent visit to the library.

Method

In anticipation of a remodeling project, librarians at the University of North Carolina–Greensboro (UNC-G) examined the ways in which patrons used their library space. Using UNG-G as a model, the Committee adapted the UNC-G survey to reflect the campus environment in Greeley and secured IRB approval for distributing the survey (Appendix A).

The paper-and-pencil survey was administered in person from 24 – 30 March, a seven-day period immediately following Spring Break 2011. Survey teams consisted of two or three Libraries staff and student workers that solicited patrons as they left the Michener and Skinner Libraries during various morning, afternoon and evening hours, including some weekend hours (Appendix B). This Report's cover image shows the students in one of the Michener Library evening teams. The teams offered small candy bars and dried fruit as incentives for participation. Advance trials indicated that completion of the survey would take two minutes or less; many respondents required significantly less time. More than 300 surveys were completed over the seven-day survey period. Data from completed surveys was entered into Excel, allowing for simple quantitative analysis. Additionally, qualitative analysis was performed on the textual data from open-ended questions.

The following list of activities was included in the survey as the central question; respondents were asked to indicate all activities undertaken during "this visit to the library." For simplification in the following discussion, abbreviated versions of these activities will be used throughout the report. See the list of activities and abbreviations below in Table 1.

Table 1: Activities and abbreviations

Activities Listed on Survey	Activity Abbreviation
Studied or worked on a project with a group	Group project
Studied or worked on a project by myself	Individual project
Used a campus computer to access Blackboard	Blackboard
Used a campus computer to check email	Email
Used a campus computer to check Facebook, MySpace, YouTube, other social networking site	Social networking
Used a printer	Printer
Asked for help with research	Help
Checked out something to use outside the library	Material check out
Read a print magazine or newspaper	Print magazine
Used a book in the Reference Collection (encyclopedia, dictionary, etc.)	Reference collection
Used online library resources (databases, etc.)	Databases
Used a quiet space to study	Quiet space
Used course reserves	Course reserves
Used the Wi-Fi	Wi-Fi
Used the Coffee Corner	Coffee Corner
Made photocopies	Photocopier
Used the scanner	Scanner
Other	Other

Results

Over the course of the week-long survey period, 323 surveys were completed. Of those, 21 responses were unusable because respondents indicated being below 18 years of age, or did not complete the age section. Institutional Review Board parameters require that respondents be 18 years old or older, therefore these 21 surveys were excluded from analysis and destroyed, leaving 302 usable surveys for analysis. Three-quarters, or 75% (228) of respondents completed surveys at the Michener Library, and 25% (74) responded at the Skinner Library. Slightly more males (51%, 155) participated than females. While the majority of survey respondents were undergraduate students (79%), 7 other types of users responded (Table 2). Not surprisingly, 67% (203) of respondents indicated that they fall into the 18–22 age bracket (Table 3).

Table 2: Status of respondents

Respondent type*	#
Undergraduate	241
Graduate	44
Faculty	10
Staff	6
Student from other school	2
Retired Faculty	2
Faculty from other school	1
Community	1

*Sums above 302 because multiple categories could be, and were, selected.

Table 3: Age of respondents

Age	#
18-22	203
23-30	61
31-45	26
46-65	9
over 65	3

While 25% of survey respondents participated during the hours of 7-9 p.m., the hours of noon to 2 p.m. yielded the largest number of responses (82). The largest number of surveys was completed on Monday with 95 collected between two shifts, one at each library.

One survey question asked how many times respondents visited the Libraries in the past 7 days, and close to half (49%) of respondents answered 4 or more times a week (Figure 1). Nearly 90% of respondents indicated that they had visited two or more times in the past week. It is important to note that the week immediately prior to the survey period was Spring Break, therefore the "past 7 days" may not have been a time when participants would visit. A majority of respondents (278, or 92%) indicated that their visit to the Libraries was successful. The amount of time respondents reported spending in the Libraries varied greatly, however nearly two-thirds of respondents reported that their most recent visit was longer than one hour (Figure 2).
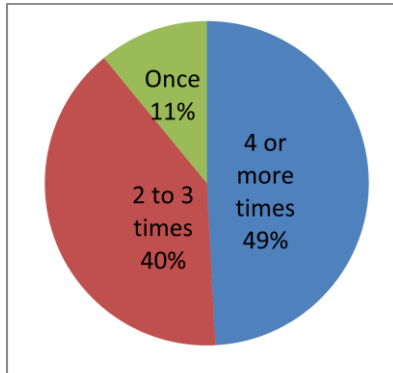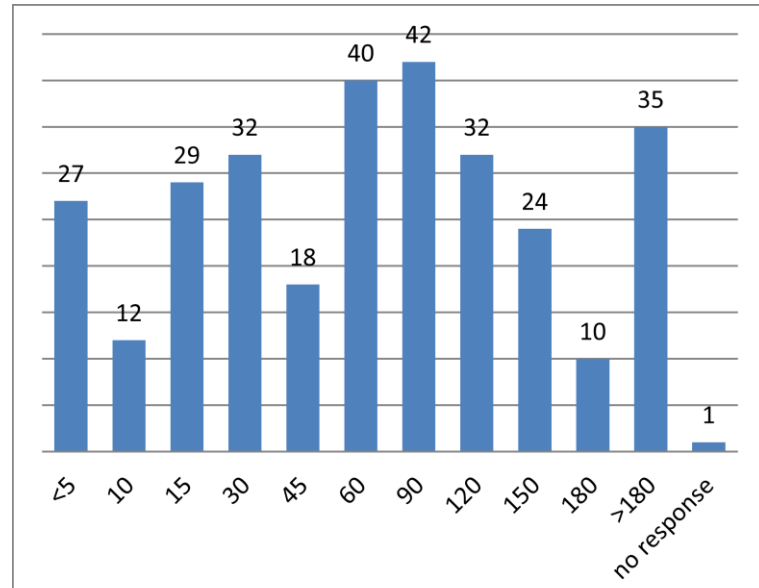
Figure 1: Number of visits in the past week

**Figure 2: Frequency of reported visit length in minutes**

The most frequently selected activity overall was *Individual project*, reported by over half of all respondents (Table 4). More than 30% of all respondents reported use of *Blackboard, Email, Printers,* library *Databases,* and *Quiet space*. Appendix C shows all activity responses in aggregate.

Table 4: Most-selected Activities in the University Libraries

Activity	Freq.	Percent of total respondents (n=302)
Individual project	157	52
Blackboard	115	38
Email	138	46
Printer	105	35
Databases	92	30
Quiet space	109	36

Respondents from the two libraries are remarkably similar in terms of activities pursued in the library (Figure 3). The highest response to "What did you do at the library today?" in both libraries was working on individual projects (*Individual project*). Library location had no effect on use of email, reference collections or course reserves. Only Michener Library has a coffee cart, which is why no Skinner survey
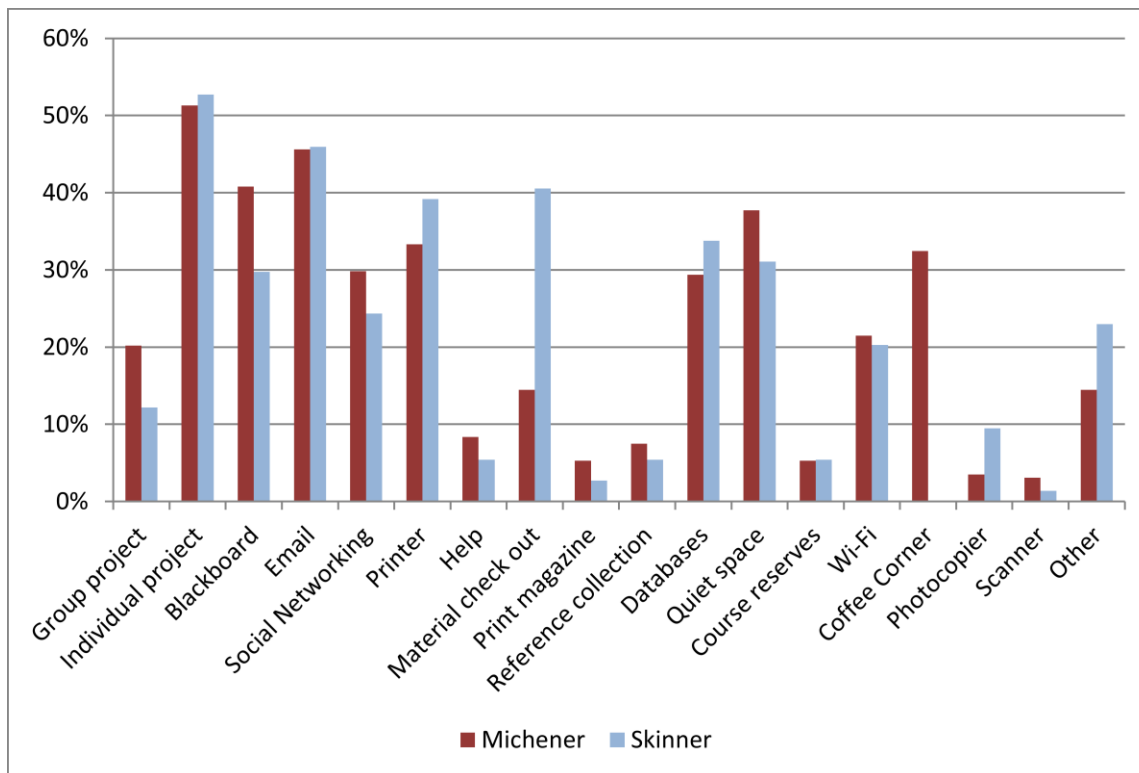
respondent checked this activity. *Group project* was also a more frequent response at the Michener location. Skinner users outpaced their Michener counterparts in the use of printers and use of online resources. Most telling, however, is the distribution of *Material check out*. Skinner respondents selected this activity more than three times as often as Michener respondents.

These essential results suggest only a simple sketch of patrons and the varied ways in which they make use of the physical spaces of the libraries, including the services and collections. As a result, the Committee explored the data more closely to gain a deeper understanding of patron-respondents. Specifically, the Committee analyzed the effect of gender, status (undergraduate and graduate students) and the importance of working on class projects during the library visit. Those three analyses are addressed in the following sections.

Explorations of the Effect of Gender and Status of User
Since the undergraduate population is the largest user group, the Committee examined gender differences within this group. Of the 240 undergraduate respondents, 118 were female, 122 were male; one undergraduate did not indicate gender. To compare responses of female and male undergraduate students, percentages of responses by category were used rather than the number of responses.

The following activities received the highest percentage of responses from both female and male undergraduate students (Figure 4):

- Studied or worked on a project by myself (*Individual project*) (males: 14%, females: 12%)
- Used a campus computer to check email (*Email*) (males: 12%, females: 11%)
- Used a campus computer to access Blackboard (*Blackboard*) (males: 11%, females: 10%)

Figure 4: Comparison of activities undertaken by female and male undergraduate respondents
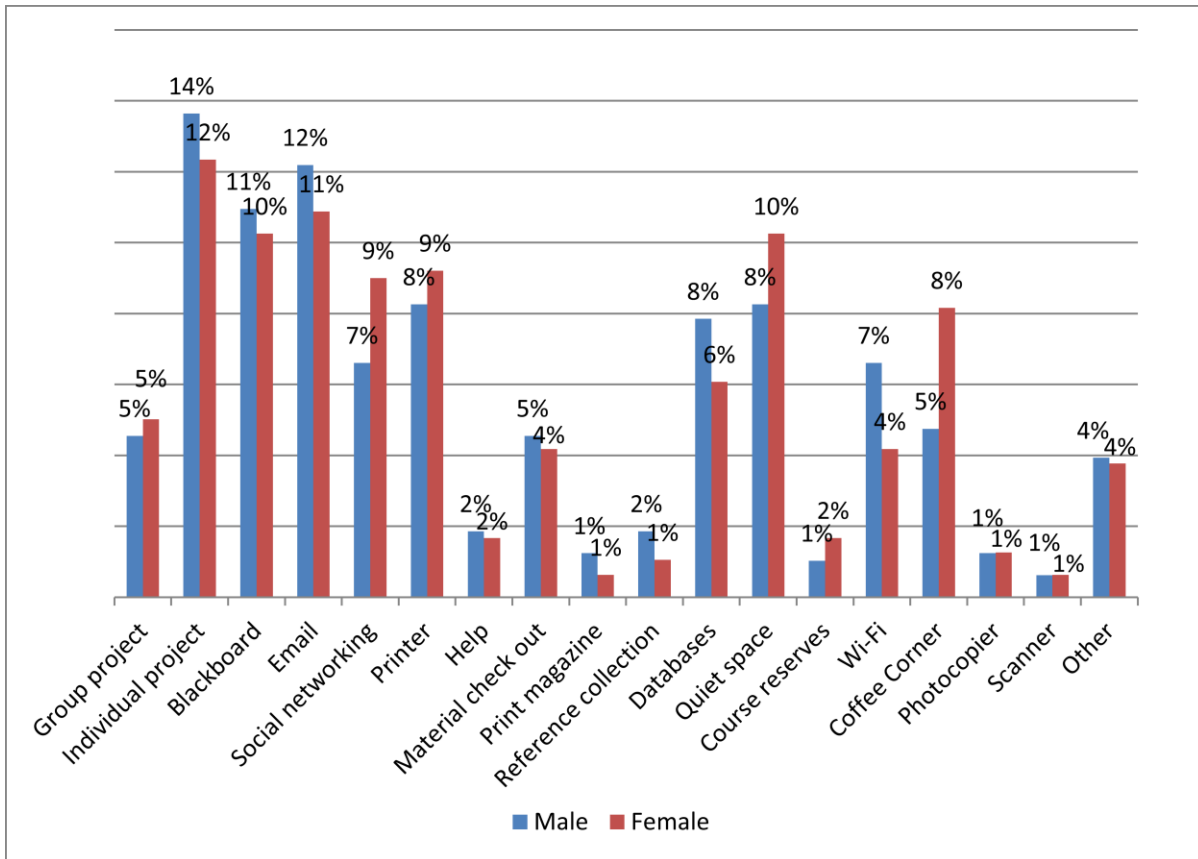
In comparison to male undergraduates, responses from female undergraduates were higher for use of the Coffee Corner (*Coffee Corner*) and use of a campus computer to check social media (*Social networking*). The responses from female undergraduates were slightly higher for use of the library as a quiet place to study (*Quiet Space*). On the other hand, percentage responses from male students relative to female undergraduates were slightly higher for use of the wireless network (*Wi-Fi*) and for use of online library resources (*Databases*).

Since students, undergraduate and graduate, represent the largest combined populations served by Libraries, the Committee compared use by those two groups to determine if there were differences. To compare responses of undergraduate and graduate students, percentages of responses by category were used rather than the number of responses. A total of 240 undergraduates and forty one graduate students completed the survey.

The following activities received the highest percentage responses from both undergraduate and graduate students (Figure 5):

- Studied or worked on a project by myself (*Individual project*) (Undergraduates: 14%, Graduates: 15%)
- Used a campus computer to check email (*Email*) (Undergraduates: 12%, Graduates: 12%)

Percentage responses from undergraduates relative to graduate students were higher for use of a campus computer to access Blackboard (*Blackboard*), use of a campus computer to check social media (*Social networking*), and use of the Coffee Corner (*Coffee Corner*).   Percentage responses from graduate students relative to undergraduates were higher for use of the library to check online library resources (*Databases*) and to check out material for use outside the library (*Material check out*).

**Figure 5: Undergraduate and graduate student respondent activities**
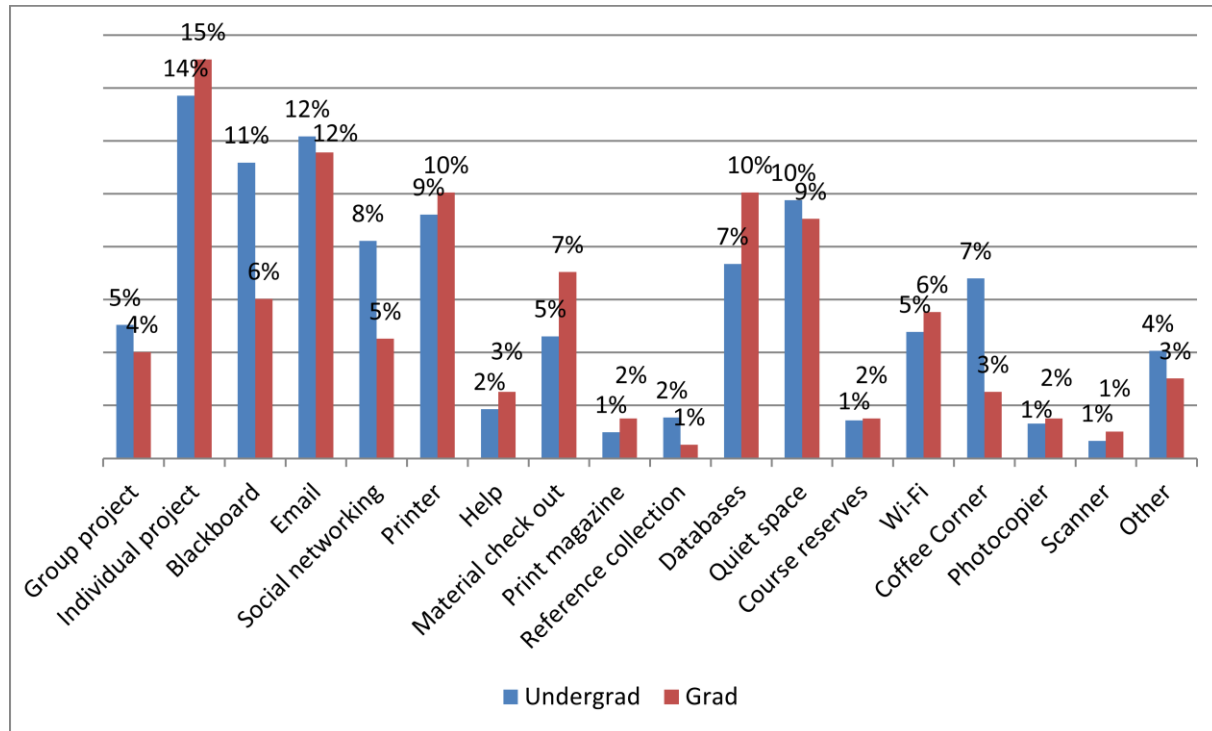
Class Projects and Related Activities

Nearly two-thirds of respondents (189) indicated that they had been working on a class project, either as an individual or in a group. The data from these respondents was compared to the data from respondents that did not work on a class project (113) to see if the groups used the library differently (Figure 6). Those working on class projects indicated engagement in an average of 5 activities in the libraries, while those not working on class projects selected an average of only 2 activities.

Figure 6: Class project work in relation to other activities
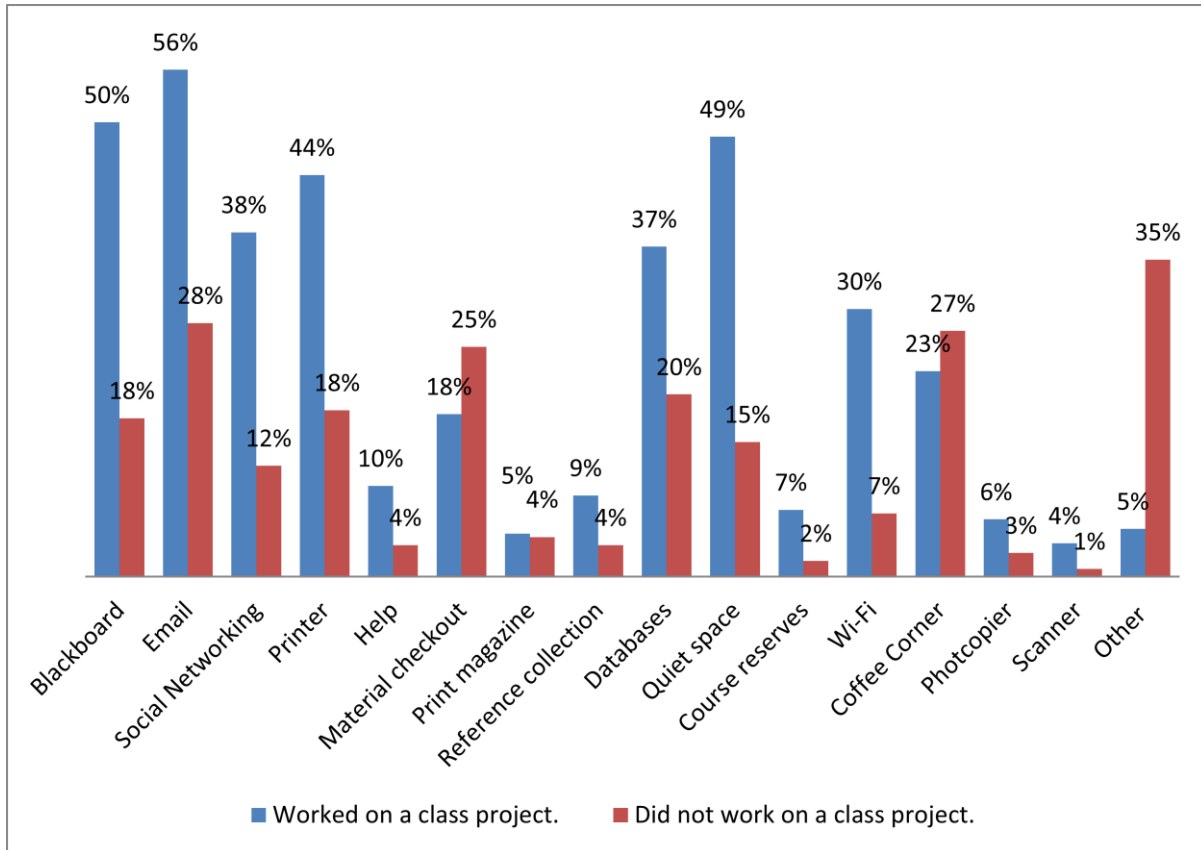
Both groups used campus computers to check *Email*, as well as other activities, but some differences are apparent (Table 5). Respondents involved with class projects, either individually or in groups, indicated higher use of the Libraries *Wireless* network and a need for *Quiet space* as well as campus *Printers*. This suggests that those working on a class project were customizing their use of space and technology to suit the need for a <u>place</u> for work. Those not involved in class projects indicated greater use of the Libraries online *Databases* and the *Coffee Corner* and *Material check out;* this group also engaged in more *Other* activities than those involved in class projects.

Table 5: Top activities reported by two groups

| Those working on a class project	Those *not* working on a class project
Email – 56%	Other – 35%*
Blackboard – 50%	Email – 28%
Quiet space – 49%	Material check out – 25%
Printer – 44%	Databases – 20%
Social networking – 38%	Coffee Corner – 27%
Wi-Fi – 30%	Blackboard/Printer (tied) – 18%

*The most frequent details provided for *Other* are "worked," "attended class," "returned books," and "met with friends."

Analysis of Comments

A majority of the survey focuses on activities happening in the Libraries, and with this in mind respondents were invited to suggest improvements regarding facilities, spaces and services at the end of the survey. A total of 98 respondents (31%) took advantage of the open-ended section. Respondents' comments were separated into 11 categories reflecting various aspects of the physical environment, such as furniture, noise levels, and equipment. There was a total of 116 comments (due to multiple comments by a single respondent). Half a dozen comments were excluded from the results below because they were categorized as "n/a" (Appendix D).

The following chart illustrates the categories determined to best suit the comments received while indicating the number of comments in each category (Figure 7).

Figure 7: Frequency of comments by category
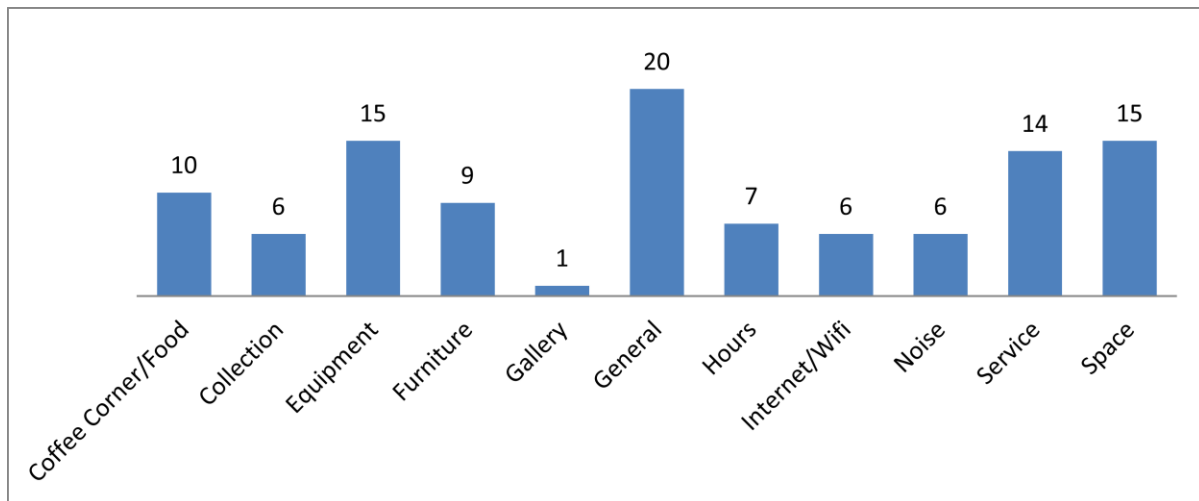
Although the *general* category received the highest number of responses, it should be noted that all of these indicated, simply, that patrons enjoy the services provided, even going so far as to state "The library is great!"

The *space* and *equipment* categories each received 15 comments. Of the 15 comments regarding *space*, there were quite a few requesting a restroom on the first floor of Michener. Since a restroom has been installed within the past year, it perhaps needs to be more fully advertised. Other comments include requests for more study space, better climate control, and building renovations to make Michener more modern. Even though the *furniture* category consisted of only 9 comments, a majority of those asked for more comfortable chairs. Comments about *space* and *furniture* have been prominent in past surveys as well.

The *equipment* category includes requests for more computers, headphones and software. In fact, 4 out of 6 Skinner respondents requested more computers. Headphones were requested by respondents at both libraries.

Additionally, there was high interest in having a coffee corner in Skinner, much like the one available in Michener. It is worth noting that even though Michener respondents enjoy the Coffee Corner, some did complain about the associated noise. Respondents seem to be sensitive to noise as they also commented on the need to enforce the Third Floor Quiet Zone.

Limitations of the Survey

The survey limitations include the following: it was delivered only to those physically in the Libraries, so it necessarily missed those who use the Libraries' online tools exclusively, those who did not exit the Libraries during survey times, and those who are not library users. Some questions were ambiguous or poorly worded in other ways. The pencil-and-paper method may have placed a limitation on those who would have given more thoughtful, complex responses to open-ended questions; some respondents may have preferred the increased anonymity or ease of communication of an online instrument.

Summary

The above results indicate that library patrons make use of the facilities, services and collections in predictable and disparate ways: seeking a quiet place to study or a place for a study group to gather; using the wireless infrastructure and the Coffee Corner; working on class projects and being social. The primary activity that brings patrons in to the libraries is working on an *Individual project*, while checking *Email* and accessing *Blackboard*, *Printers*, and *Databases* are also important activities. Undergraduates and graduate students rely on the libraries in different ways, with graduate students making greater use of the *Databases*.

Those activities least selected by respondents include *Help*, *Print magazines*, accessing the *Reference* collection, and use of *Course reserves*. This could very well reflect the time of the semester, as use of many resources such as *Course reserves* is heaviest at the beginning of the semester, and the survey was undertaken just after the mid-point.

Most respondents are relatively frequent, heavy, users of the libraries, visiting multiple times per week, for a minimum of 1.5 hours per visit. This visit length exceeds the class passing period, suggesting that the libraries is a destination for most respondents, not simply a place to pass the minutes between classes. Respondents generally find their visits to be successful; not at all surprising given the nature of the survey itself. Finally, a lack of awareness of some policies and services (groups meeting noisily in the quiet zone and location of the main floor restroom) suggests that stationary signage and flyers are insufficient.

Recommendations

Results of the survey indicate that use of the libraries has an impact on students and their coursework. Students are seeking an "experience" – not a computer lab - when they visit the libraries. They want to be comfortable, social, and productive, all in the same space. Students working on projects had a variety of needs which, upon consideration, is not surprising.

The majority of respondents indicated they had worked on class projects and wanted access to a robust wireless infrastructure in a quiet space. Noise from the Coffee Corner penetrates up the central stairwell such that enforcement of quiet on the third floor is challenging. Relocating the designated

quiet space to the Lower Level, where cellphone connectivity is difficult, would ease this disparity. Likewise, the Third floor, where cellphone connectivity is good, and the Coffee Corner noise is apparent, would be more suitable to non-quiet group study space. Additional changes in furnishings could also help to manage noise levels around the building: large tables serve as cues to where groups should gather, and smaller tables and study carrels indicate where quiet is the expectation.

Comments about furniture reflect the significant amount of time that respondents are in the Libraries, and provide insight into the needs of respondents: flexible space and facilities that accommodate a diversity of uses. Furniture that invites rearrangement provides ready connectivity to the wireless infrastructure and power outlets appeals to the contemporary user.

Some results and comments suggest that more dynamic, engaging and contemporary signage could improve communication. Static signage, flyers, and even "news" items on the Libraries website have not successfully delivered the message that there is a restroom on the main floor. Perhaps a programmable flat-panel sign could be located near the main entrance to better convey timely and noteworthy information.

Finally, the Committee believes that some aspects of this year's project left unanswered questions or areas for additional exploration in the future. To what degree would patrons utilize flexible spaces and furnishings? Is the present number of technology-equipped study rooms adequate, or should more be built? Is there interest in increasing enforcement of behavior in the Quiet Zone, and the will to staff that enforcement? Are there ways that the collections or services could better meet the needs of patrons; perhaps some equipment checkout, or more customized instructional services? Or, perhaps assessment might take a different tack, exploring how well the University Libraries meets and supports the goals of the University at large. These questions could be addressed by future Assessment Committees.

Appendix A

Statement of informed consent and the survey instrument

This statement of informed consent was handed to respondents as they agreed to complete the survey.

UNIVERSITY *of*
NORTHERN COLORADO

University Libraries
Office of the Dean

CONSENT FORM FOR HUMAN PARTICIPANTS IN RESEARCH
University Libraries Patron Survey

Project Title: Library as Place: 2011 Library User Survey
Researchers: University Libraries Assessment Committee, Annie Epperson,
Chair (970) 351-1535

The goal of your participation in this survey is for us to better understand how library patrons use the Michener Library and Skinner Music Library buildings. With greater understanding we hope to tailor our facilities and services more closely to your needs.

The survey questions seek information regarding activities you engaged in at the library. There are also some basic demographic questions, but you will not be asked to give your name, or any other unique identifying information.

Data will be collected, analyzed and reported in the aggregate. For example, a summary statement about *undergraduate students*, or *people over 65*, will be made, rather than comments about individual participants.

No risk to participants is foreseen beyond those encountered in an ordinary day.

Participation is voluntary. You may decide not to participate in this study; and if you begin participation, you may still decide to stop and withdraw at any time. Your decision will be respected and will not affect your status within the Libraries or at UNC in any way. Having read the above and having had a chance to ask any questions, please complete the questionnaire. Retain a copy of this document for your future reference. If you have any concerns about your selection or treatment as a research participant please contact the Office of Sponsored Programs, Kepner Hall, University of Northern Colorado Greeley, CO 80639; 970-351-1907.

Completion of the questionnaire indicates your willingness to participate in the study.

The survey instrument follows on the next two pages.

Help Us Help You -- Tell us about your library visit!

What did you do at the library today? (check all that apply)

___ Studied or worked on a project with a group (1)

___ Studied or worked on a project by myself (2)

___ Used a campus computer to access Blackboard (3)

___ Used a campus computer to check email (4)

___ Used a campus computer to check Facebook,
     MySpace, YouTube, other social networking site (5)

___ Used a printer (6)

___ Asked for help with research (7)

___ Checked out something to use outside the library (8)

___ Read a print magazine or newspaper (9)

___ Used a book in the Reference Collection
     (encyclopedia, dictionary, etc.) (10)

___ Used online library resources (databases, etc.) (11)

___ Used a quiet space to study (12)

___ Used course reserves (13)

___ Used the Wi-Fi (14)

___ Used the Coffee Corner (15)

___ Made photocopies (16)

___ Used the scanner (17)

___ Other (please explain below) (18)

Approximately how much time did you spend in the library during this visit? (check one)

<5 minutes	10 minutes	15 minutes	30 minutes	45 minutes	1 hour	1.5 hours	2 hours	2.5 hours	3 hours	>3 hours

Was your library visit successful? ____Yes (1) ___Partially (2) ____No (3)

Please explain:

How many times did you visit a UNC library in the past 7 days?

___once (1)   ___2 to 3 times (2)   ___4 or more times (3)

About you: (choose one)

___Undergraduate student (1)

___Graduate student (2)

___Faculty (3)

___Staff (4)

___Student from another college/university (5)

___Faculty from another college/university (6)

___Community patron (7)

___High school student (8)

___Other (please explain) (9)

Gender: ___ Female

                ___ Male

Age: ___ under 18

             ___ 18-22 (1)

             ___ 23-30 (2)

             ___ 31-45 (3)

             ___ 46-65 (4)

             ___ over 65 (5)

Please list one suggestion that would improve the library facilities, spaces, or services (use the back of this sheet if needed).

Help Us Help You -- Tell us about your library visit!

Appendix B

Survey Implementation Schedule

	Thursday 24-Mar	Friday 25-Mar	Saturday 26-Mar	Sunday 27-Mar	Monday 28-Mar	Tuesday 29-Mar	Wednesday 30-Mar
9 AM		Michener					*Skinner*
10 AM		Michener					*Skinner*
11 AM	Michener						
12 PM	Michener				Michener		
1 PM					Michener		
2 PM							
3 PM			Michener	*Skinner*			
4 PM			Michener	*Skinner*			
5 PM	*Skinner*						
6 PM	*Skinner*						
7 PM					*Skinner*	Michener	
8 PM					*Skinner*	Michener	

Appendix C

Summary of all quantitative data
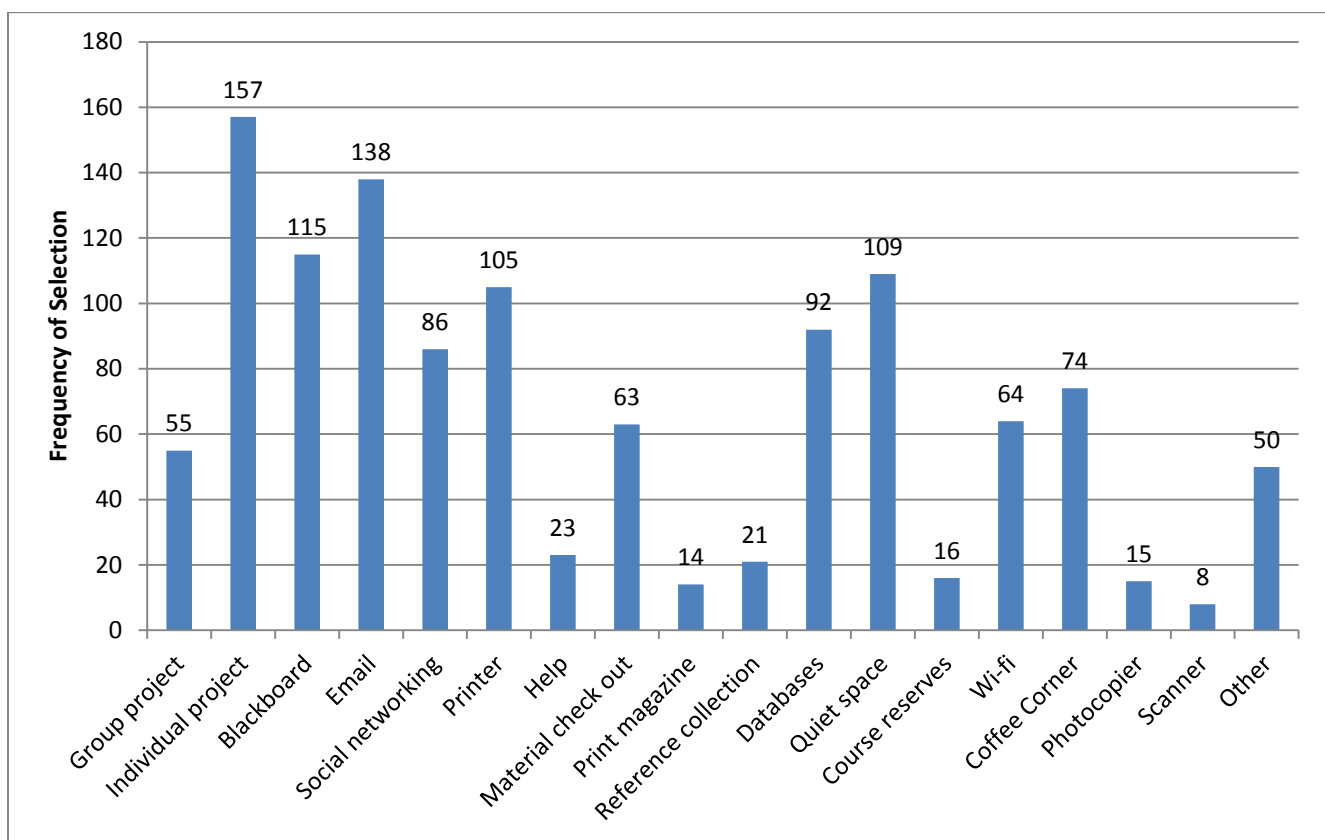
Appendix D

Comments included in the analysis

Location	Comments	Categories
Skinner	A café in the library could be cool.	Coffee Corner/Food
	Coffee	Coffee Corner/Food
	Coffee corner in the library :) [sic]	Coffee Corner/Food
	Coffee at Skinner would be nice!	Coffee Corner/Food
	A coffee maker would be nice :) [sic]	Coffee Corner/Food
	Free snacks!	Coffee Corner/Food
	café	Coffee Corner/Food
	Better organization of books in stacks & on reserve. Thank you.	Collection
	more populare music at Skinner.	Collection
	Would like incread access to online databases (journals, esp. article servers like Proquest etc.) [sic]	Collection
	more computers	Equipment
	More computers for students	Equipment
	New headphones for computers.	Equipment
	A more accessible means of using media, like VHS or vinyl record players.	Equipment
	I feel like two copiers of the same quality would be great	Equipment
	more computers -> Skinner [sic]	Equipment
	More computers, please! :) [sic]	Equipment
	(music library) ...with CD players & headphones, but the players are broken.	Equipment
	More chairs which are taller relative to the tables where they're situated	Furniture
	There are some nice comfy chairs in the music library...	Furniture
	Happy with that status of services [sic]	General
	Just keep on keepin on! [sic]	General
	none, this place is heaven :) [sic]	General
	The music library generally provides whatever I need. I have never run into any consistent problems here.	General
	Great! Keep the music lib strong! [sic]	General
	I would like it if the library opened earlier on Saturday and Sunday. Maybe at 12:00 rather than 1:00.	Hours
	It would be nice if we were able to have more than one renewal on books checked out from Prospector (provided no other holds were place on them)	Service
	Everyone is helpful here, but I think more help is needed.	Service
	Being able to photocopy and <u>charge</u> the expenses to the campus card! [sic]	Service
	more areas around outlets w/ desks [sic]	Space
	more study rooms if possible - McMillen room kind of thing. [sic]	Space
	carrels	Space
	Cleaning out & organizing side rooms in Skinner	Space
	better climate control (the heat is constantly on) [sic]	Space

Location	Comments	Categories
Michener	Friendlier coffee corner people	Coffee Corner/Food
	more cinamon rolls [sic]	Coffee Corner/Food
	free food	Coffee Corner/Food
	Film section selection	Collection
	a bigger video/film sign	Collection
	Better childrens lit section [sic]	Collection
	head phones	Equipment
	that I can use my own headphones when watching a movie [sic]	Equipment
	The room we were in needed new whiteboard markers … other than that nothing. [sic]	Equipment
	More printers, and	Equipment
	Have computer programs from other campus labs.	Equipment
	more computers of space [sic]	Equipment
	maybe more computers	Equipment
	more comfy chairs	Furniture
	squeaky chairs [sic]	Furniture
	better chairs! esp the wooden chairs [sic]	Furniture
	More seating outside - not sure if the square things are for sitting & they're not too comfy. [sic]	Furniture
	More 3rd level seating!	Furniture
	waterbeds [sic]	Furniture
	...new chairs neutral colors [sic]	Furniture
	Pick better art to display	Gallery
	every thing is good [sic]	General
	Nothing. It's great!	General
	The library is great!	General
	The library rocks.	General
	Can't think of one - it's a very good library!	General
	Library is great!	General
	None I think it is great! [sic]	General
	None. Great library!	General
	I like everything thats offered :) [sic]	General
	Library Rocks [sic]	General
	more stuff	General
	bigger budget :) [sic}	General
	Overall, I am very satisfied and I'm about to graduate! Thanks!	General
	but in all honesty, I love this library! [sic]	General
	Andy is awesome!	General
	keep library open past midnight	Hours
	longer hours on weekends. [sic]	Hours
	Stay open. :) [sic]	Hours

Location	Comments	Categories
	Later Hours [sic]	Hours
	Archive hours on weekends	Hours
	I wish the library was open later and had more hours on the weekend.	Hours
	Better main level wifi	Internet/Wifi
	internet didn't work [sic]	Internet/Wifi
	more powerful wi-fi	Internet/Wifi
	better internet connection on the higher floors where it's actually quiet enough to study [sic]	Internet/Wifi
	Better wireless Internet access/signals during busy hours would be highly appreciated. [sic]	Internet/Wifi
	wi-fi connection	Internet/Wifi
	Let the library be more quiet on the 3rd floor.	Noise
	Actually enforce the quiet 3rd floor rule [sic]	Noise
	Phones should not be allowed in the library	Noise
	quieter 1st floor	Noise
	Move the Coffee Corner to a more sound-friendly environment	Noise
Michener	A lot of students talk loudly on the 3rd floor. Its very distracting. I would be very helpful if you could infource stricter rules for 3rd floor. Thanks. [sic]	Noise
	Student workers pulling books from shelves for orders &	Service
	Excellent, helpful staff	Service
	security outside at night	Service
	free printing	Service
	More info for incoming students about how to use the library [sic]	Service
	Particularly enjoy wide choice Prospector gives [sic]	Service
	free printing	Service
	The workers at Michener seem unfriendly to me.	Service
	free printing	Service
	The ability to recall books that are checked out by a faculty member (not all material are available on Prospector and faculty members have an indefinite check out)! [sic]	Service
	copying microfiche for PDF delivery	Service
	another story for more books [sic]	Space
	More study rooms, reservable areas. [sic]	Space
	Bathrooms on the first floor	Space
	More quiet study area [sic]	Space
	Make the heater go on when it snows - warmer. [sic]	Space
	1st floor bathrooms	Space
	drinking fountain on 1st floor	Space
	Restroom in the 1st floor. [sic]	Space
	Your decore is not modern new carpet	Space
	Renovate Michener - too much cement! /cold/uninviting space [sic]	Space