I Like It Over Here:
Exploring Student Use of Space and Preferences in the Academic Library

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User Experience Taskforce (UX)

• Composed of 10 library employees (both librarians and library staff)
• Split into 2 sub-groups (virtual and space)

Charge
The Task Force will focus on the user perspective envisioning the complete library experience, which includes: study spaces, collaborative spaces, interactive study spaces, and other study spaces, library services, services design, responsive web design, information discovery, and access of diverse online and physical collections. The team should reach out to a broad spectrum of patrons including students, faculty, staff, researchers and other community members located on and off campus, in order to address user issues regarding space, access, and discovery of valuable research content.
Findings from Studies Prior to UX

Photo Traffic Sweep method (based on the Visual Traffic Sweep Method)
The study used photos to capture how patrons were using library spaces.

- Found that the Pilkington Room on the 2nd Floor of the library was the most used space. However, while the room was set with four person tables the average group size per table was 2 and the most common action was individual laptop use.
- The majority of occupied tables were occupied with 1-2 people, leading researchers to conclude that the seating problem in the library stemmed from incorrect furniture instead of a lack of actual seats.
WEDNESDAY: 2nd floor: Open Group Seating Space: Table Use

Table in Use 1 person 2 people 3 people 4 people 5 people
Changes Made Based on Findings

• Switched out the furniture so that it all matched
• Moved all soft furniture to the right side of the room directly in front of elevators
• Aligned square 4-top tables in even rows
• Combined rectangle 4-top tables to create ”Harry Potter” style tables

These changes allowed us to add more seating to this area and gave the room it’s own identity.
After
Current UX Space Projects

- Using color for direction and identification
- Focus groups about library spaces
- Table top surveys about spaces
- Track furniture movement (why does some furniture move and some not?)
- Continue Photo Traffic Sweep (PTS) project in other library spaces including stationary cameras to determine length of occupancy
- Identify outlets that can be made accessible
Findings from UX
...so far
We're adding accent walls! What color would you most like to see around the library? Note that you can also vote at stations in the library.

63% Marine blue
13% Red
15% Grass green
9% Pale yellow

167 votes • Final results

Using Color for Direction and Identification
Space Survey
- included 7 library spaces
- 56% response rate

2nd Floor Pilkington

1. What is your classification?
   O undergraduate O graduate O faculty O staff

2. Why did you choose to sit in this space?
   O I like to sit near natural light.
   O It was the first open space I found.
   O It’s my favorite spot in the library.
   O I needed an outlet.
   O __________________________

3. What would you improve about this space?
   ________________________________________________________________

4. How often do you visit the library?
   O daily   O weekly   O monthly O __________________________

Short Surveys About Spaces
Pilkington Room
Why did you choose to sit in this space?

- First Open Space: 22
- Needed Outlet: 6
- Favorite Spot: 4
- Natural Light: 4
- Other: 4
- Natural Light & Favorite Spot: 3
- Natural Light & First Open Space: 3
Student Suggestions to Improve the Space

- outlets
- chairs
- less noise
- comfortable seating
2017 Spring Photo Traffic Sweep Project

Mac VS PC Use in each Group Study Room

Information Commons, 1st Floor
Users between 11am-2pm Monday-Friday
Group Study Room Use by Time
QUESTIONS?

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