University of Arizona Libraries Space Use Assessment Project

- Space Assessment Project Background
- Data Collection Process & Tools
- Ongoing Data Collection and Planning
The Setting

University of Arizona Libraries

Five Locations:
- Arizona Health Sciences (Joined UAL in 2013)
- Fine Arts Library
- Main Library
- Science & Engineering Library
- Special Collections

Serving a community of:
- 40,621 Undergraduates
- 7,443 Graduate Students
- 1,508 Professional Students
- 15,342 Faculty & Staff

More than 2 million visits recorded by our gate counts for the Main, Science, Fine Arts and Special Collections locations for the fiscal year ending in June 2014
Project Background

A review of library use data, various customer feedback mechanisms and ongoing environmental scanning efforts suggested that customer space related needs were changing.

Previous Data Collection Efforts –

- Monthly Gatecounts
- Evening / Overnight Security Walks
- Monthly Information Commons Headcounts
- Use of Group Study Rooms
- Long Term / Research Carrel Focus Groups
- Analysis of customer feedback / comments from LibQual and local surveys
Project Background

**Objective Statement**—Complete an observational assessment of customer use of library spaces for the Main, Science and Fine Arts libraries.

**Goals**—
- Develop recommendations for optimizing existing public spaces to meet user needs
- Possible development of new products or services related to library space
- Update existing data collection efforts to facilitate an ongoing assessment of the use of library spaces

**Methodology**—Using iPads and a web-based form, library staff gathered quantitative and qualitative data about how customers were using library spaces.

**Team**
- Two Staff from Access & Information Services
- “Learning Environments” Environmental Scanner
- Director of Facilities Planning and Management
Methodology – The Data We Collected

**Quantitative Data:**
- Use of Long Term study carrels
- Use of individual quiet study rooms
- Number, size and locations of groups outside of study rooms
- Number and size of groups using group study rooms
- Number of People using / not using library computers
- Number of laptops / tablets in use
- Number of people in information commons areas not using library computers.

**Qualitative Data:**
- Images of library use
- Sound levels in various study spaces
- Observations of “notable” customer activity throughout the libraries
- Observations of group activities
Methodology – Where, When & Who

Location, Location, Location
• Main Library (12 Sub-Locations)
• Science & Engineering (SEL) (6 sub-locations)
• Fine Arts Library

Scheduling –
• Two Week Period Fall and Spring Semesters
• Targeted Peak Hours Based Upon Gate Counts and Desk Activity:
  • 9am – 9pm Monday – Thursday
  • 11am – 9pm Saturday & Sunday

Data Collectors –
• Initial Project / Follow-up (2011-2012 and 2012-2013)
  • Temporary Staff Hired for project
• Ongoing Data Collection –
  • Student Employees
# Data Collection Tools – The Form

## WEB APPLICATION – (SUMA, GOOGLE DOCS/DRIVE, SURVEY MONKEY, QUALTRICS)
- Highly customizable form
- Data Validation
- Device Neutral
- Capture quantitative and qualitative data with same application.
- Direct input to spreadsheet or database for analysis
- Loss of wireless = Possible loss of data
- More training for data collectors
- Local IT support may be needed

## LOCAL APP – (COUNTERMAN, FLEX COUNTER, QUICKTAP, DATA FIELD)
- Intuitive interface
- Free or Low cost for basic apps
- Not reliant on immediate web access
- Can be deployed quickly
- Difficult to collect qualitative data on counting apps
- Subject to app development environment
- Ongoing cost for enterprise options
- Tied to specific devices
- Can require more data management / manipulation to analyze
3. Main Tier 5 Information Commons and Group Study Rooms

1. How many people are in the observed area? (Include the number of people in group study rooms)

2. How many people are sitting at tables and chairs but are NOT at a computer workstation?

3. How many different groups of people are you observing? (Do not include groups in the study rooms)

<table>
<thead>
<tr>
<th>Group</th>
<th>People 0 People</th>
<th>Small Group (5 People)</th>
<th>Large Group (10+ People)</th>
</tr>
</thead>
<tbody>
<tr>
<td>People</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Small</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Large</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

4. How many unused library computers are visible?

5. How many laptops are in use? (Include laptops in group study rooms)

6. How many unused computers are visible in the Multimedia Zone?

7. How many dry erase boards are in the area? (Includes flip charts. Do not include dry erase boards located in group study rooms)

8. How many study rooms are occupied?

<table>
<thead>
<tr>
<th>Groups</th>
<th>Unoccupied</th>
<th>1-5 People</th>
<th>Small Group (6-9 people)</th>
<th>Large Group (10+ People)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unoccupied</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1-5 People</td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Small</td>
<td></td>
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</tr>
<tr>
<td>Large</td>
<td></td>
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</tr>
</tbody>
</table>

9. Does it appear that furniture or equipment was added in the study rooms?

   Yes  No

10. If yes, what type of furniture or equipment was added?

   - Combination Chairs, Laptop Chairs
   - Portable Dry Erase Boards (Does not apply to help desk rooms in Main

11. If an observation is not accounted for in any of the other options, please leave No note here.
1. Please enter your initials:

JMW

2. Please select your location from the list below:

- Main Library IC Tier 6
- Main Library Floor 1B/C
- Main Library Floor 2A
- Scholars' Corner
- Main Library Floor 2B
- Main Library Floor 3A
- Main Library Floor 3B
- Main Library Floor 3C
- Main Library Floor 4A
- Main Library Floor 4B
- Main Library Floor 5
- SEL Floor 1
- SEL Floor 2 IC
- SEL Floor 2 South
- SEL Floor 3
- SEL Floor 4
- SEL Floor 5
- Fine Arts Library

Next
2. Main Tier 6 Information Corridors and Group Study Rooms

1. How many people are in the observed area? (Include the number of people in group study rooms)

2. How many people are sitting at tables and chairs that are NOT at a computer workstation?

3. How many different groups of people do you observe? (Do not include groups in the study rooms)

<table>
<thead>
<tr>
<th>Group</th>
<th>Pairs (2 People)</th>
<th>Small Group (3-8 people)</th>
<th>Large Group (9+ People)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tr>
</tbody>
</table>

4. How many unused library computers are visible?

5. How many laptops are in use? (Include laptops in group study rooms)

6. How many unattended computers are visible in the Multimedia Zone?

7. How many dry erase boards are in the area? (Includes flip charts. Do not include dry erase boards mounted in group study rooms)

8. How many study rooms are occupied?

<table>
<thead>
<tr>
<th>Groups</th>
<th>Unoccupied</th>
<th>1-2 People</th>
<th>Small Group (3-8 people)</th>
<th>Large Group (9+ People)</th>
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</thead>
<tbody>
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</tr>
</tbody>
</table>
1. How many people are in the observed area?

2. How many different groups of people do you observe?
   - Pairs (2 People)
   - Small Group (3-8 people)
   - Large Group (9+ People)

3. How many dry erase boards are in the area?

4. If an observation is not accounted for in any of the other options, please leave the note here:

   

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Data Collection Tools – The Camera
What we Learned

ABOUT THE LIBRARY

◦ Our space is highly valued and heavily used by our customers
◦ We need more power (electricity that is) – 80-90% of users observed outside of information commons areas were using a laptop or tablet
◦ Customers will utilize whatever local resources are available to modify the library environment to meet their needs
◦ Flexibility and then more flexibility
  ◦ In updating design elements for existing spaces
  ◦ In the policies and business rules used to manage limited space resources
What we Learned

ABOUT OUR PROCESS

◦ Different Tools for Different Jobs
◦ KiSS can be helpful in survey instrument design – (as in Keep it Simple & Straightforward)
◦ Train your data collectors and then be prepared to train them some more
◦ A picture is worth...a lot.
...and how we have applied it to ongoing data collection, space assessment and planning efforts.

Updated our existing space related services to better meet customer needs
- Group Study Room Reservation System (D!BS)
- Expansion of Quiet Study Rooms
- Expansion of Power

Focused data collection efforts on key areas and new services
- Updated Information Commons Headcount process and expanded Information Commons & 2nd Floors of Main and Science Libraries
- Specialized Study Spaces for Graduate students

Taking advantage of Other Data Sources
- Analysis of Circulation data for short term quiet study rooms
- Analysis of Reservation data for Group study rooms

Incorporating the voice of the customer into space planning efforts.
Resources

UAL Space Assessment Form –
https://www.surveymonkey.com/s/YVCWSMV

Web Applications
- SUMA – http://www.lib.ncsu.edu/dli/projects/spaceassesstool
- Survey Monkey – https://www.surveymonkey.com
- Google Docs – http://drive.google.com
- Qualtrics – http://www.qualtrics.com/

iPad Apps
Questions?