

Library Snapshot Day

or the 5 W's - who, what, when, where, & why
are student using academic library space

A Method for Library User Experience Assessment

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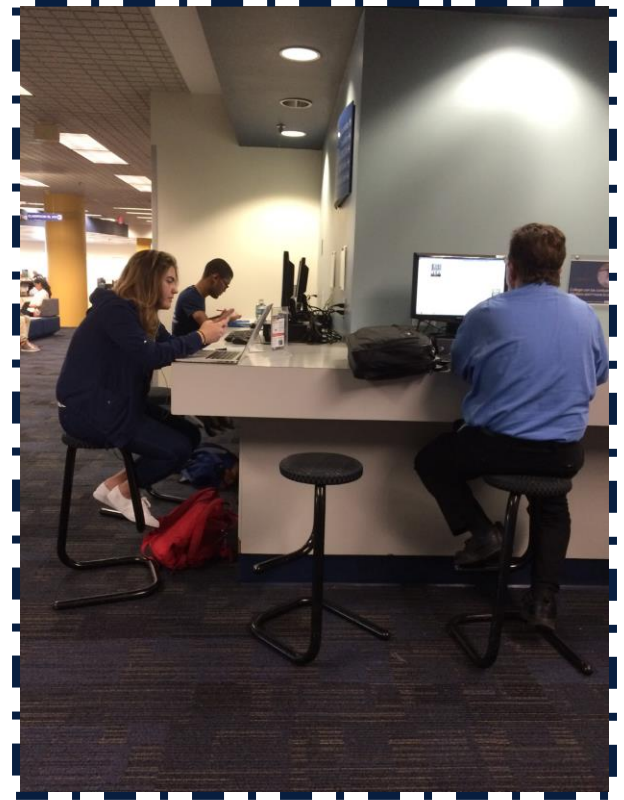
Library Snapshot Day

- 1-day, 3-hour observational study
- 6 public floors, 9 Zones
- Teams of 2 - 4 per Zone
 - two single researchers in two zones
- 34 factors in 3 categories under observation

Additional resources: pop-up comment boards, photographs, tweet campaign, survey

Purpose

- Address student and faculty concerns
- Identify user behaviors and needs
- Find areas for improvement
 - spaces, services, and policies
- Promote library as place



The team

- 18 researchers
- Interdepartmental team of faculty and staff
- Led by the associate dean
- IRB trained and certified



Method

Seating Sweeps, or Library Observational Studies (see Linn, 2013)

- Identify location(s) and factors for observation
- Select a period for observation
- Make a checklist
- Schedule rounds and divide the space(s), assign teams
- Arrange a practice run, troubleshoot in advance
- Observe, collect, disseminate

Sample Checklist

Observational Checklist (Adapted from Linn, 2013) 11
 Date: Nov 3rd Time: 3:00 Floor: 2nd Zone: 3 Round number 4

Person :																								
Where is this person																								
In a carrel																								
In private/unobservable seat/space																								
In a lounge chair																								
At a public computer																								
At a table	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x
Sitting on floor																								
Walking																								
In group study/media study	x	x	x	x	x																x	x	x	x
In a research carrel																								
At service point																								
Other (Ex: Honors, GIS classroom etc)																								
Possessions																								
Printed material		x	x																		x	x	x	x
Writing material				x	x																			
Electronics stuff (laptops, ipads, etc)	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x				x	x	x	x
Food																								
Drink																								
Unusual Photo worthy stuff																								
Example: Backpacks, cords, skateboards in aisles etc.																								
Activities																								
Reading																								
Writing																								
Using laptop, ipad etc.	x	x		x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x
Using library computer																								
Using an outlet																								
Talking/listening				x																				
Using cellphone								x													x	x		
Using whiteboards																								
Drinking something																								
Eating something																								
Sleeping																								
Searching for library materials																								
Searching for a seat																								
Using copier																								
Using BookEye scanner																								
Attending function (class, program etc.)																								
Other(Ex: Using digital signs etc.)																								

Conversations with Students



more tables. Outlets for each table. And a study break room; for naps and activities take the mind off studies, just for a moment

send reminders before books return deadline via email!

more chairs that resemble beds (since I'm here 7+ hours)

more "shh..quiet zone" posters around. And maybe a more convenient way to report noisy people- thank you

individual study rooms for all students like BBC's library



power outlets, clean desks and restrooms, textbooks, some good pc with internet on all floors, replace sluggish pcs

more independent quiet rooms for freshman+other undergrads

more public computers+place to eat that isn't starbucks.more booths, hire more ppl

longer for electronic devices loans. Devices such as laptops, tablets... and have a 30 minutes grace period before charging someone for a late fee.



Value to LIS Students

During the study

- Transferrable skills & knowledge
 - IRB and research
- Broader context of service and organizational culture
- Interaction with colleagues

After the study

- Conference and Presenting Experience
- Publication opportunities
- Networking (Internal & External)
- Sense of the profession

A More Effective Observation

- Reformulate focus and goal
- Improve consistency in data collection
- Share widely to gain direction
- Expand opportunities for academic community engagement

Conclusion

The times, they are a' changin'...

- Students use spaces in unexpected ways
- Let students lead
- Change how we manage and design spaces
 - Collaborate with other units
 - Reconsider furniture/study areas
 - Address technology needs