Making Space

Listening to Library Patrons for Better Space Design

STLS 2016
Camille Andrews

What's one strategy you have used, if any, to understand your users and/or design your library spaces and services?

What questions and concerns do you have about understanding your users and designing your library spaces and services?

moving from this

cc: Paul Lowry - https://www.flickr.com/photos/10039026@N03

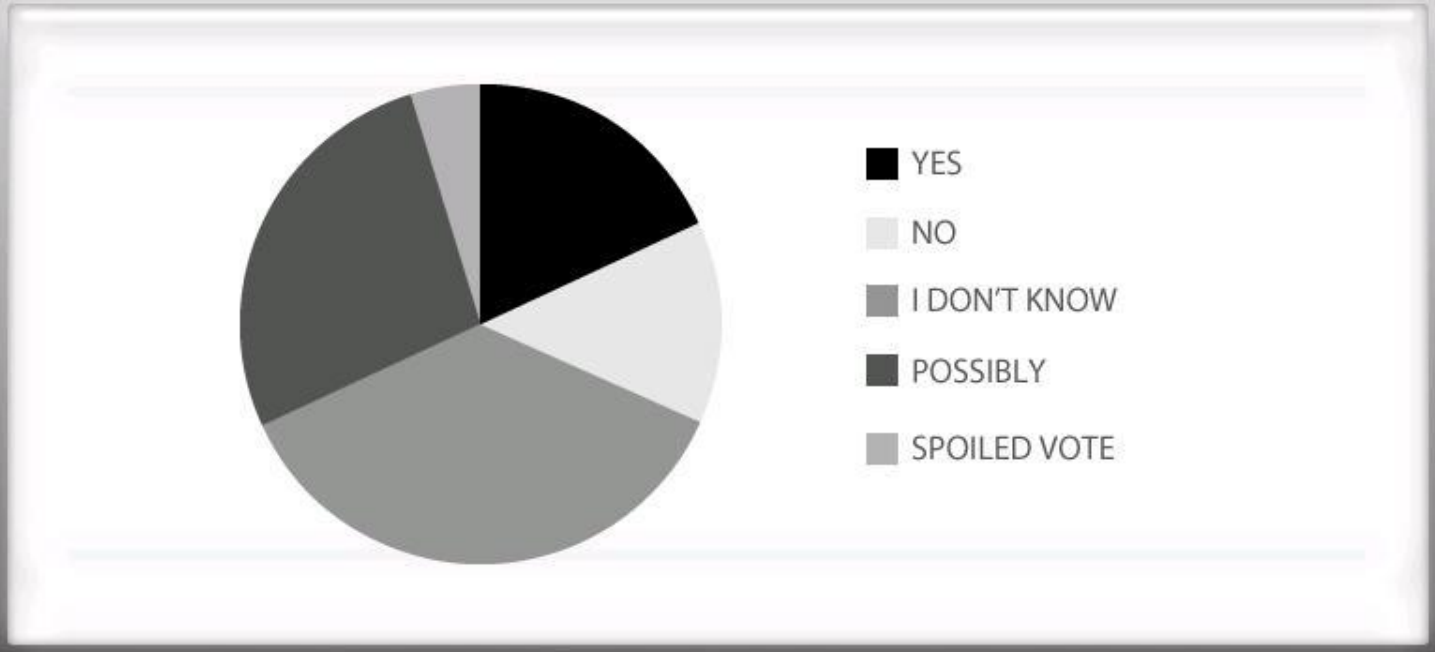
to this

cc: Poughkeepsie Day School - https://www.flickr.com/photos/36258727@N04

how do you know?

cc: highersights - https://www.flickr.com/photos/65339210@N02

Do you like this question?



the usual suspects

cc: Sean MacEntee - https://www.flickr.com/photos/18090920@N07

User Experience Design

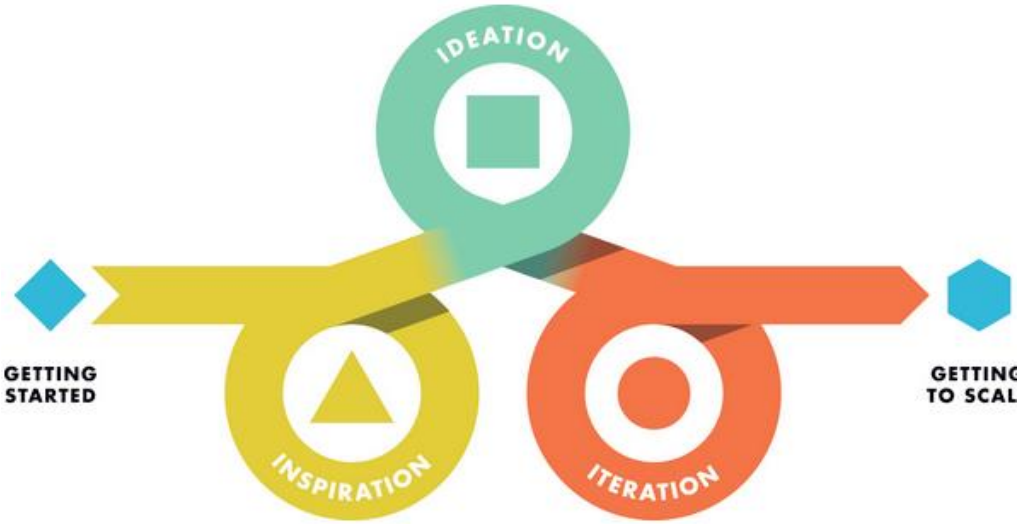
Visceral
Behavioral
Reflective

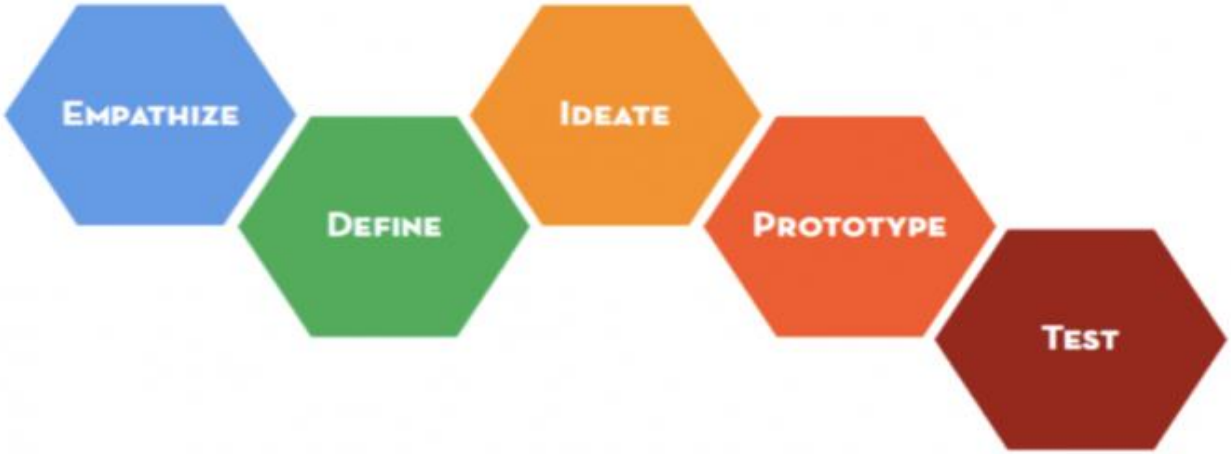
User Experience Design

- User studies methods like
  - interviews
  - observations
  - ideal space design exercise
  - photo diaries
  - usability testing
- Design thinking & prototyping

cc: mollystevens - https://www.flickr.com/photos/51951260@N00

Design Thinking





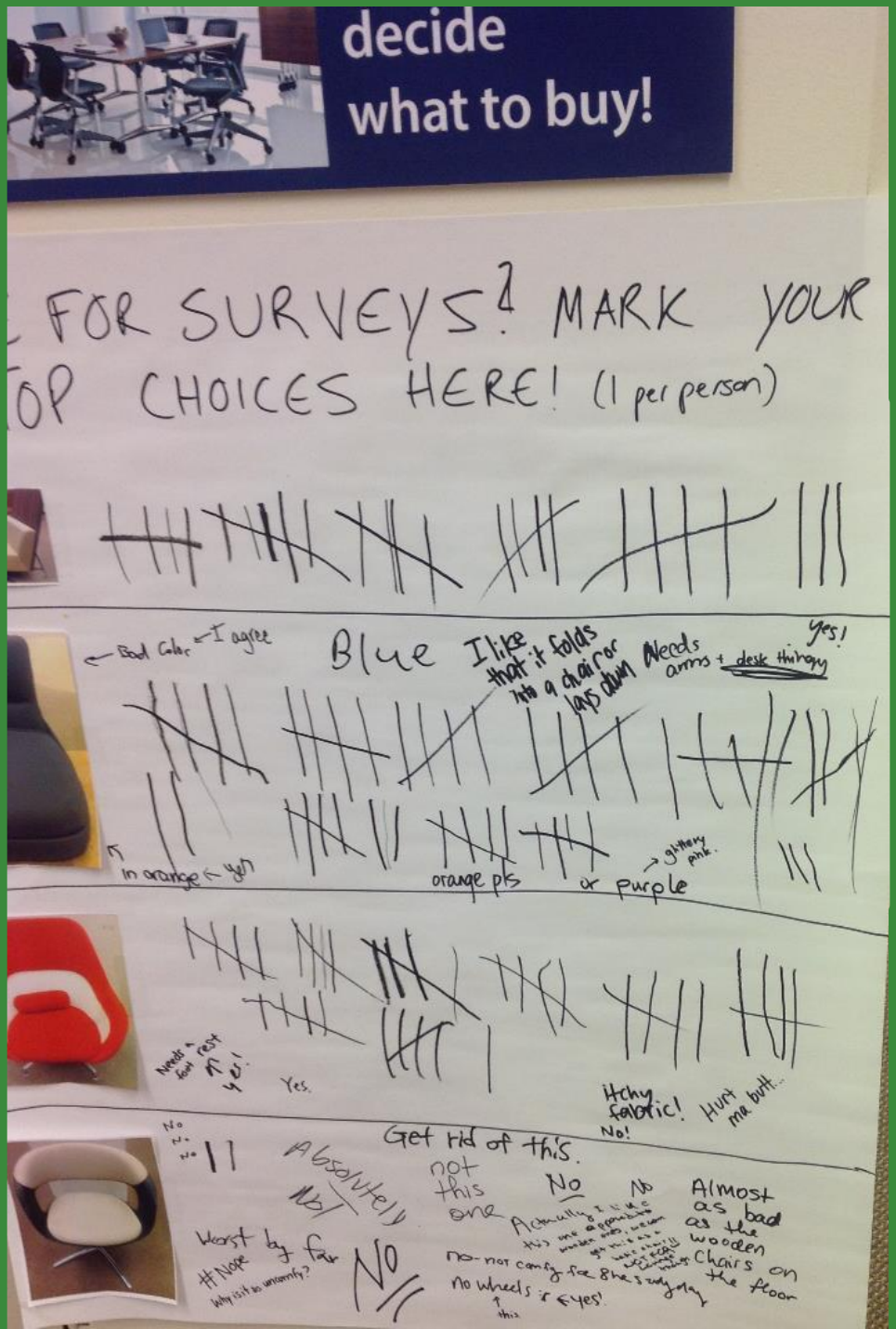
Talk to your neighbor about the last place you visited that delighted (or disappointed) you and why

The Mann Experience

WHAT DID WE DO?

- 2005-2007 (Renovation complete in 2007)
- 2008-2009 (Assessment; no improvements)
- 2012 (Bissett refresh in 2013)
- 2014 (Bissett & Dean's Room refresh in Jan. 2014)
- 2014-6 (Consolidation to four floors and further 2nd floor renovation; First floor service point changes and new consultation area; makerspace)

Photo by lietz.photography - Creative Commons Attribution-NonCommercial-ShareAlike License https://www.flickr.com/photos/35018975@N05 Created with Haiku Deck



Mann Library - short

- Basement
- 1st Floor
- 2nd Floor
- 3rd Floor

1 person | 2-4 people | 5-7 people | 8-10 people | 10+ people | 0 (No one is present)

Activity

Studying / reading | Sleeping | Socializing | Chilling (Not Sleeping) | NA - no activity

Furniture Usage

Study Carrel/Pod | Indiv Table (1 Only) | Group Table (2+) | Booth | Table Counter Height | Laptop Table

☐ Freshman ☑ Sophomore ☐ Junior ☐ Senior ☐ Grad Student ☐ Staff ☐ Faculty Major and College (if applicable) _____

→ I'll be using the furniture for a few more years

Please rate this piece of furniture on a scale from 1 to 5 (1 being Very Dissatisfied and 5 being Very Satisfied)

Comfort ✓

Aesthetics ✓

Conduciveness to Work ✓

Would you recommend that we get this furniture?

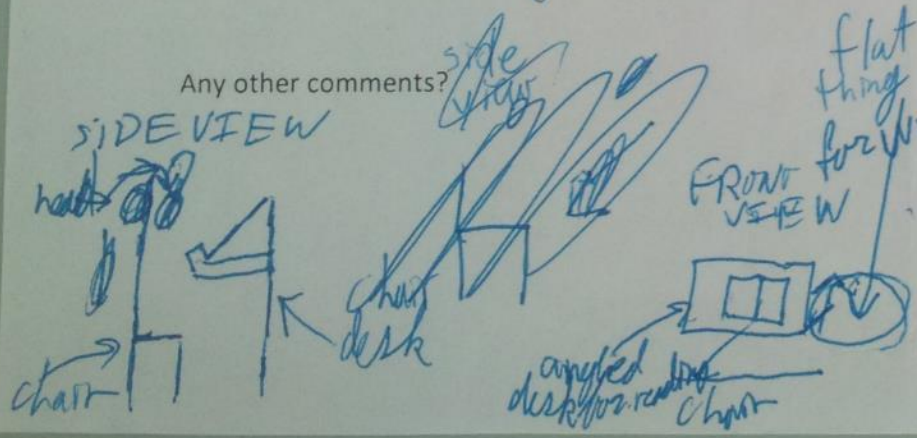
Yes (circled) No

Why or why not?

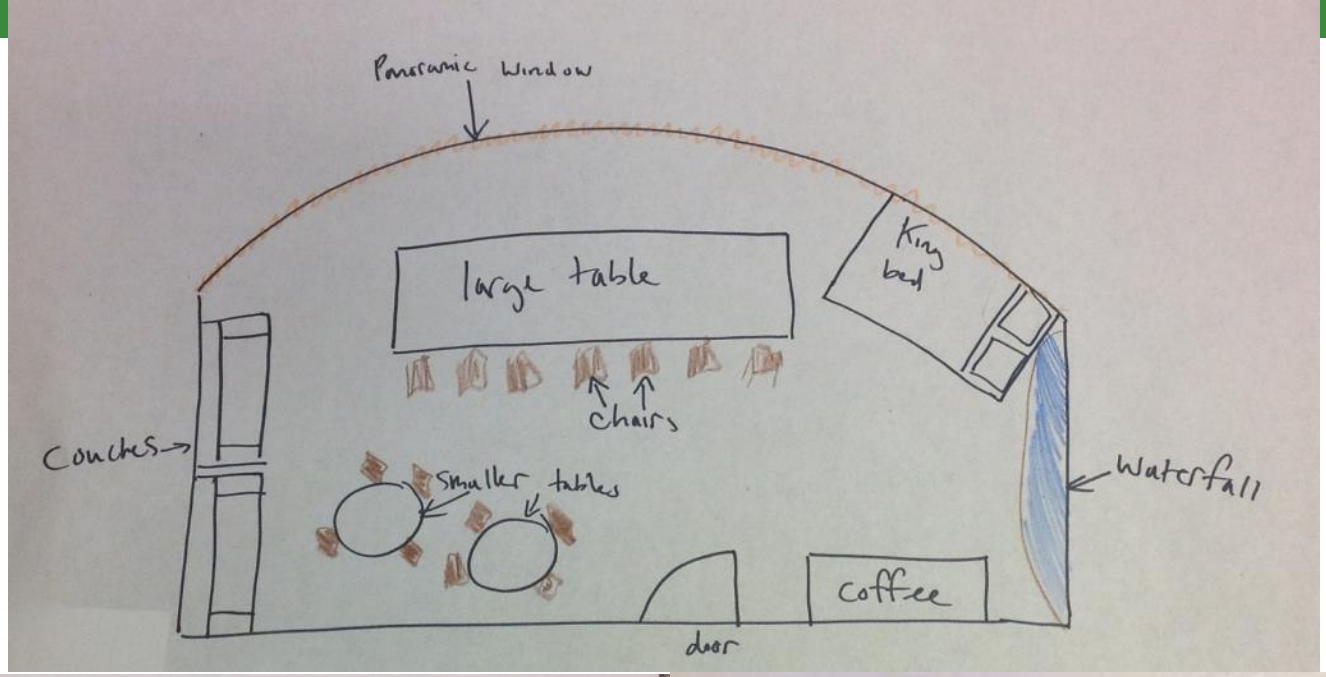
Additionally, Note I was here alone, sharing it may be difficult

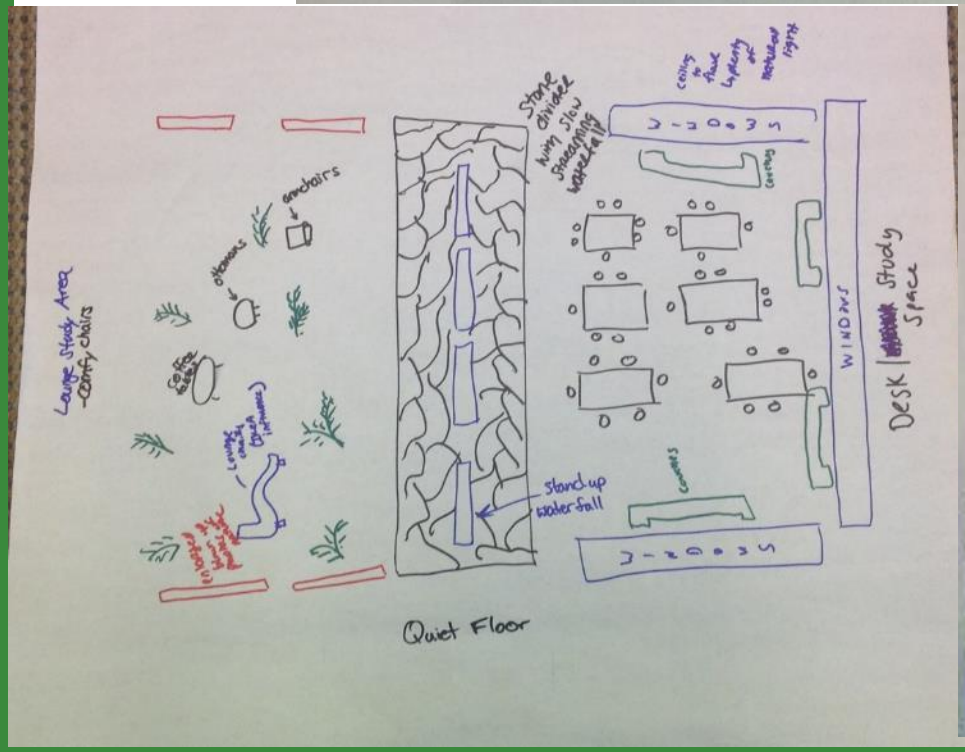
Any other comments?

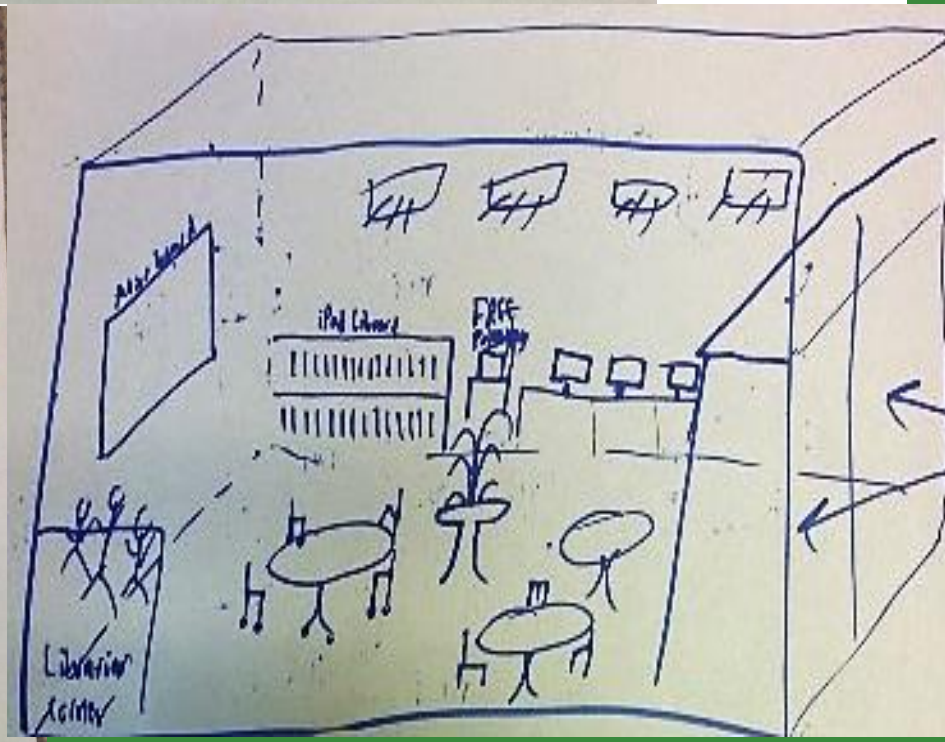
I'd like a piece of furniture with an angled desk for reading a text book and it needs to be high enough relative to the chair that I don't have to look down all the time maybe like



Draw your ideal collaborative library space
(blue sky –
no limits on money!)

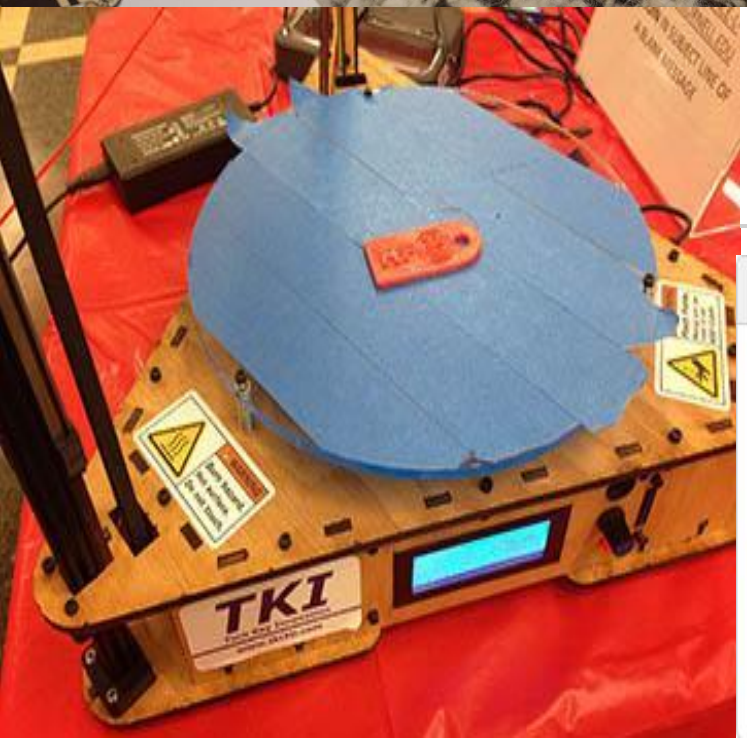

Panoramic Window
large table
King bed
chairs
Couches
Smaller tables
Waterfall
coffee
door


Stone divider with slow streaming waterfall
Lounge Study Area -Comfy chairs
Stand-up waterfall
WINDOWS
Desk Study Space
Quiet Floor

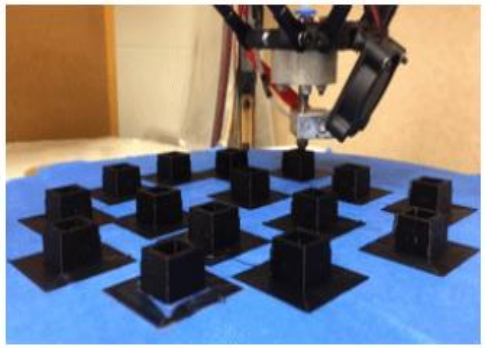

iPad Library
Librarian Corner

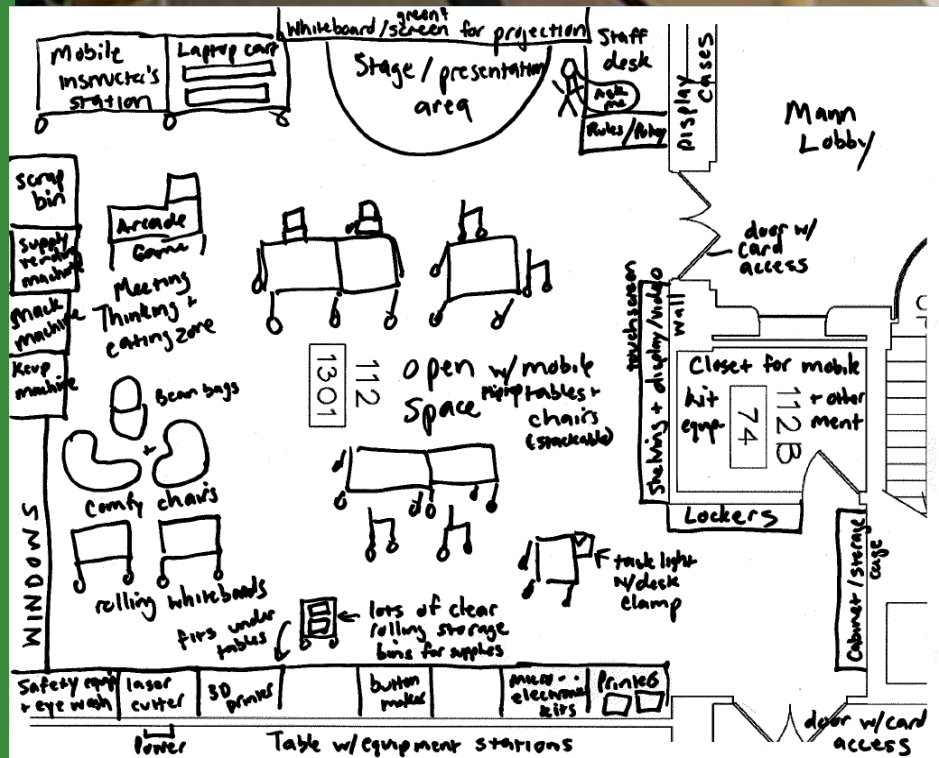
CORNELL MAKE

Feedback at events



Time Lapse




Mobile instructor's station
Laptop cart
Whiteboard/screen for projection
Stage / presentation area
Staff desk
Rules/Policy
Display Cases
Main Lobby
Scrap bin
Supply vending machine
Snack machine
Keurig machine
Arcade Game
Meeting Thinking + eating zone
door w/ card access
Shelving + display/video wall
1301
112
Open Space w/ mobile tables + chairs (stackable)
Closet for mobile kit equip.
112B
74
equipment
Bean bags
Comfy chairs
Lockers
WINDOWS
rolling whiteboards
tiers under tables
lots of clear rolling storage bins for supplies
task light w/ desk clamp
Cabinet/storage cage
Safety equip + eye wash
laser cutter
3D printer
button maker
electronics kits
Printers
power
Table w/ equipment stations
door w/ card access

WHAT WE DISCOVERED

Space Type Takeaways

- Activity zones (individual or group)
- Privacy
- Different types of spaces for different activities

Variety of space types – from open louder collaborative study space to . . .

traditional quiet
reading room

Enclosed or semi-enclosed group rooms/areas

Ambience Takeaways

- Aesthetics
- Color
- Nature & light
- Basics

Ambience

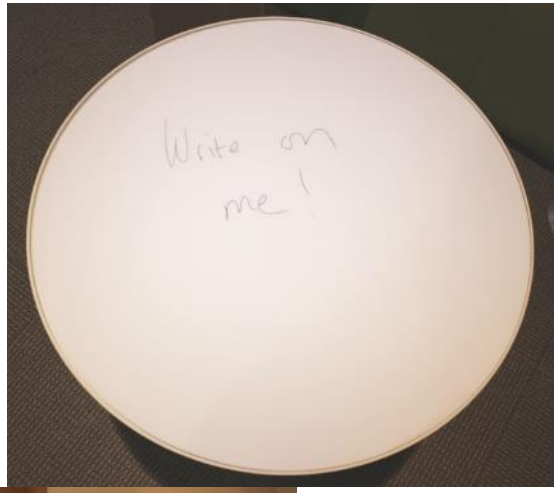
Furniture Takeaways

- Variety (individual & group)
- Privacy & partitions
- Comfort
- Adjustability & mobility

Technology Takeaways

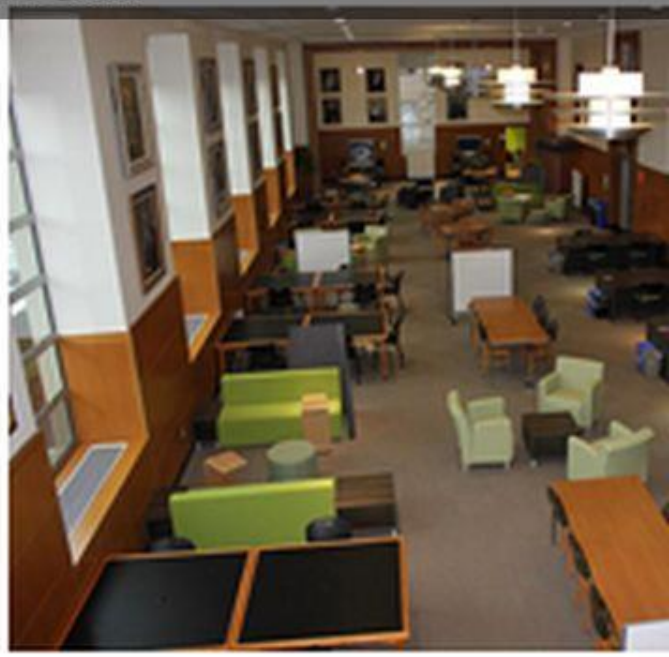
- Low tech v. high tech
- Laptops & large/dual screens popular
- Easy collaboration

Furniture


Write on
me!

Merry Christmas
Frohe Weihnachten
Joyeux Noël
Feliz Navidad
Buon Natale
Nollaig Shona Duit
圣诞快乐

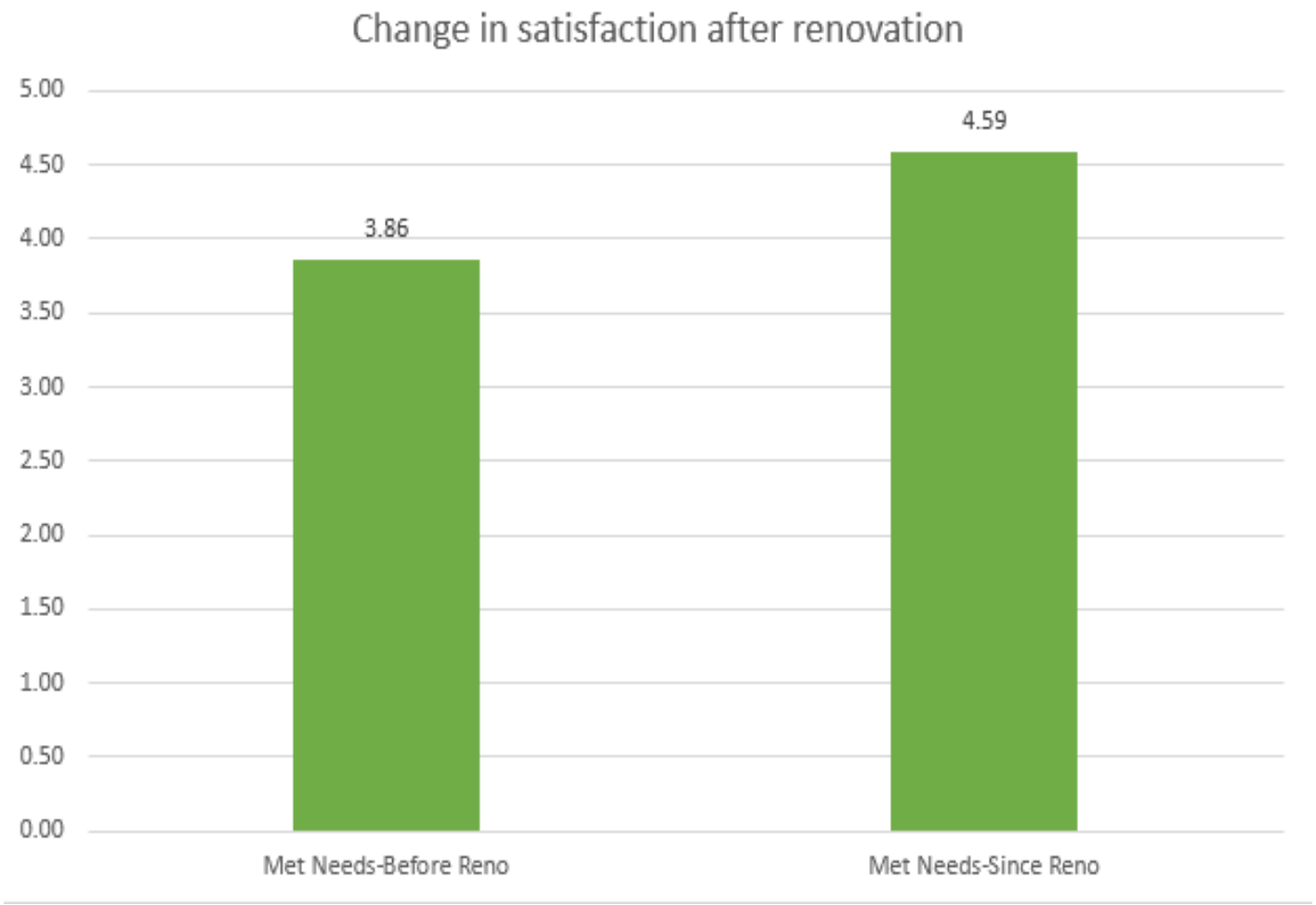
Renovation Evolution



CONSULTATION
AREA

Satisfaction after renovation

As of 5/20/2014



Challenges

- Buy in
- What do you want to know? Which method to use?
- Getting participation & keeping info
- "You are not your user."
- Celebrate failures as well as successes
- Logistics (esp. time and money)

UX on a budget

Find Training | Explore Topics | Share Your Story

Explore Topics › Small Libraries Create Smart Spaces

Small Libraries Create Smart Spaces

https://www.webjunction.org/explore-topics/smart-spaces.html

Grants

- Start small
- Listen!
- Make incremental changes
- Repeat
- Communicate and celebrate

New Library Ecosystem

the library evolves.

http://bit.ly/1bm2jiH

Resources and References

Andrews, C., Wright, S. E., & Raskin, H. (2016). Library Learning Spaces: Investigating Libraries and Investing in Student Feedback. *Journal of Library Administration*, *56*(6), 647–672. https://doi.org/10.1080/01930826.2015.1105556

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WebJunction's Resources on Space Planning: https://www.webjunction.org/explore-topics/space-planning.html and Transforming Library Spaces: http://www.webjunction.org/explore-topics/transforming-library-spaces.html

Questions?

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