

Mapping user's habits and patterns of use at the Catholic university of Louvain – Library and learning center of sciences and technologies (BST)

Liber LAG 2016 - Freiburg im Breisgau 12.-16.4.2016
18th Seminar of the LIBER Architecture Group

UCL

Université
catholique
de Louvain

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Library Manager
Invited Lecturer

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Librarian



1.



Introduction

Six campuses in Belgium

Université catholique de Louvain

since 1425, ... at Leuven
and since 1973, at Louvain-la-Neuve and Brussel Woluwe
more recently in other locations



Louvain-la-Neuve

1.

Introduction

Université catholique de Louvain : 14 faculties



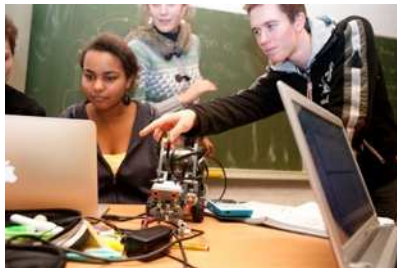
> **Human Sciences** (15 773 students)

Law and criminology
Economic, Social, Political Sciences and Communication
Louvain School of Management
Philosophy, Arts and Letters
Psychology and Educational Sciences
Theology



> **Health Sciences** (7 753 students)

Medicine and Dentistry
Pharmaceutical and Biomedical Sciences
Public Health
Motor Sciences
Veterinary Medicine



> **Science and Technology** (5 330 students)

Sciences
Louvain School of Engineering
Architecture, Architectural Engineering and Urbanism
Biological, Agricultural and Environmental Engineering

2.

Relocation project

Former library of sciences and technologies



October 2011 : decision to transfer the UCL Museum in the Library

The library will move to a building of didactical chemistry

Project analysis and discussions with UCL architects

Renovation works

9,5 Mios EUR

Transfer

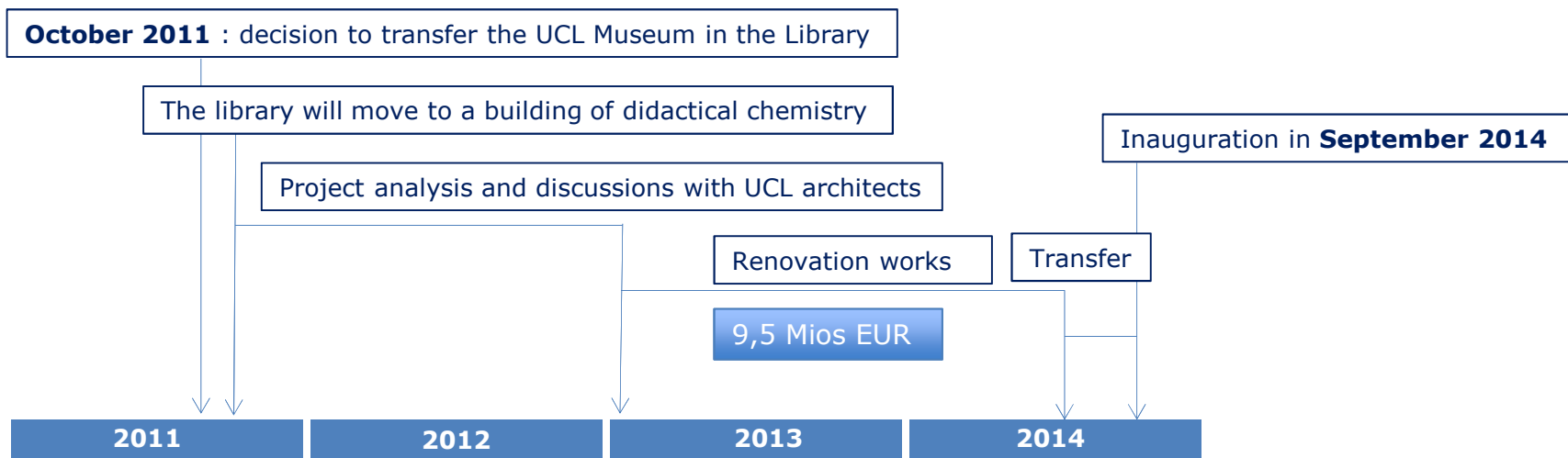
Inauguration in **September 2014**

2011

2012

2013

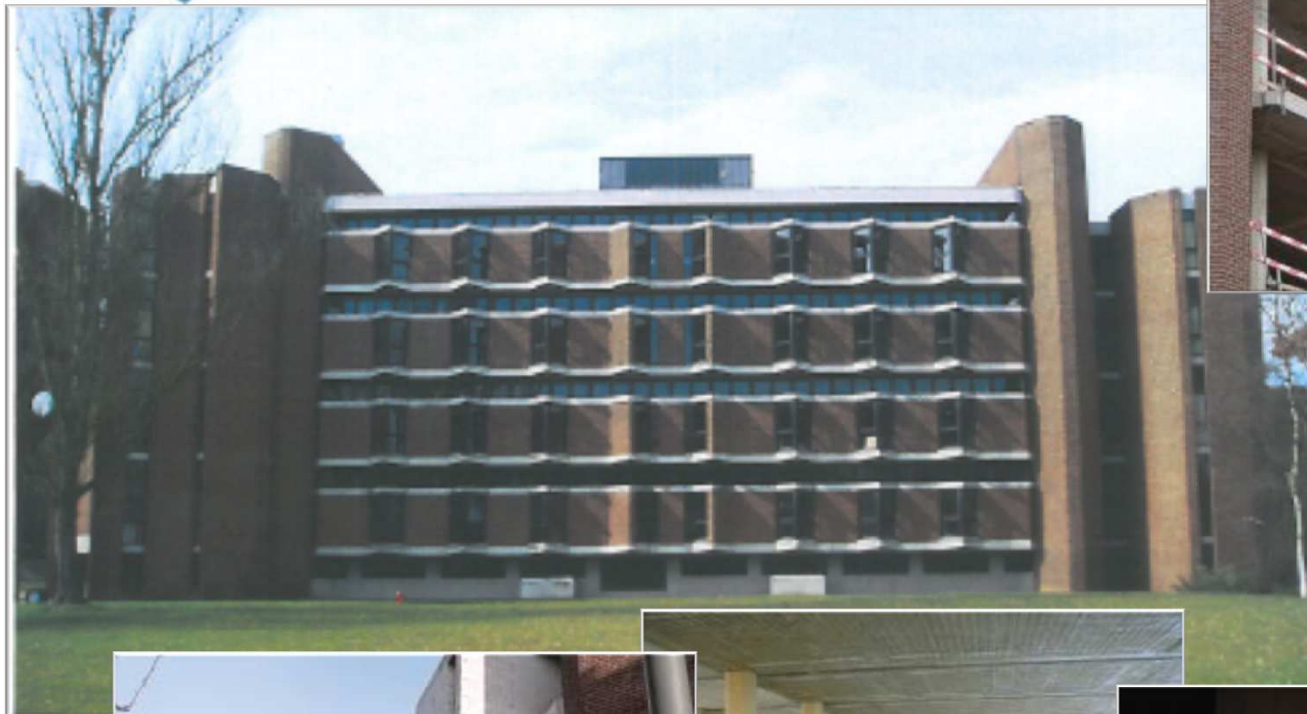
2014



2.



Relocation project



2.

Relocation project



2.

Relocation project

S > V

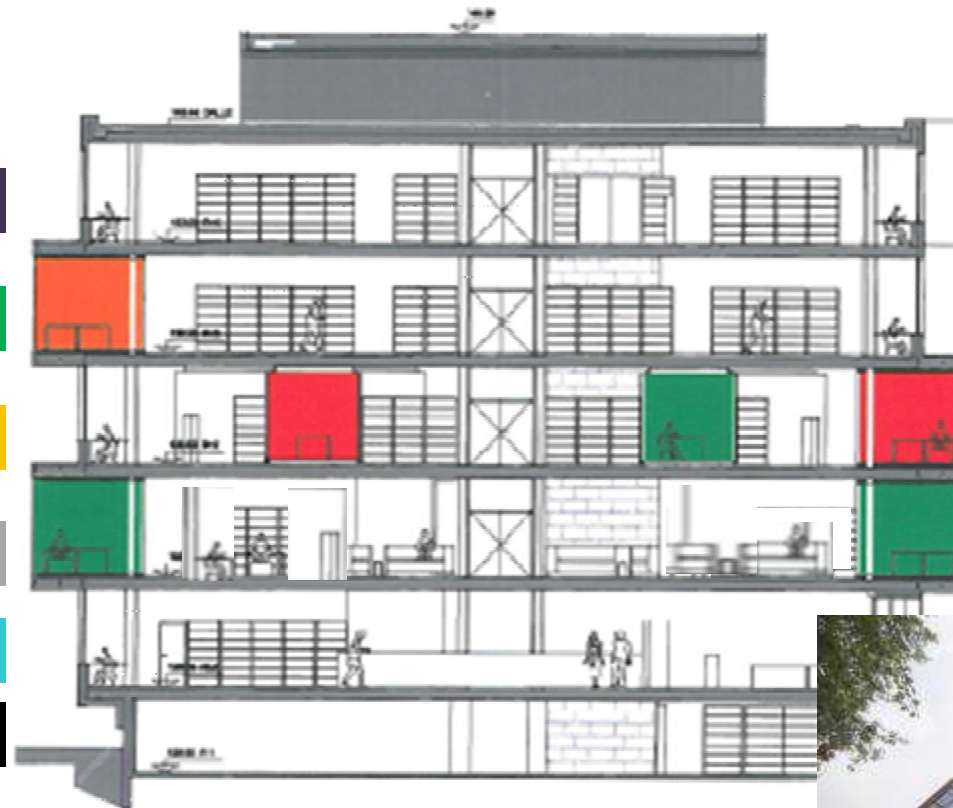
QD > R

B > N & Q > QC

Carto Congo, P, A, Z

BAC, thèses, Gd Ft

Magasin



Vers le silence



2.

Relocation project

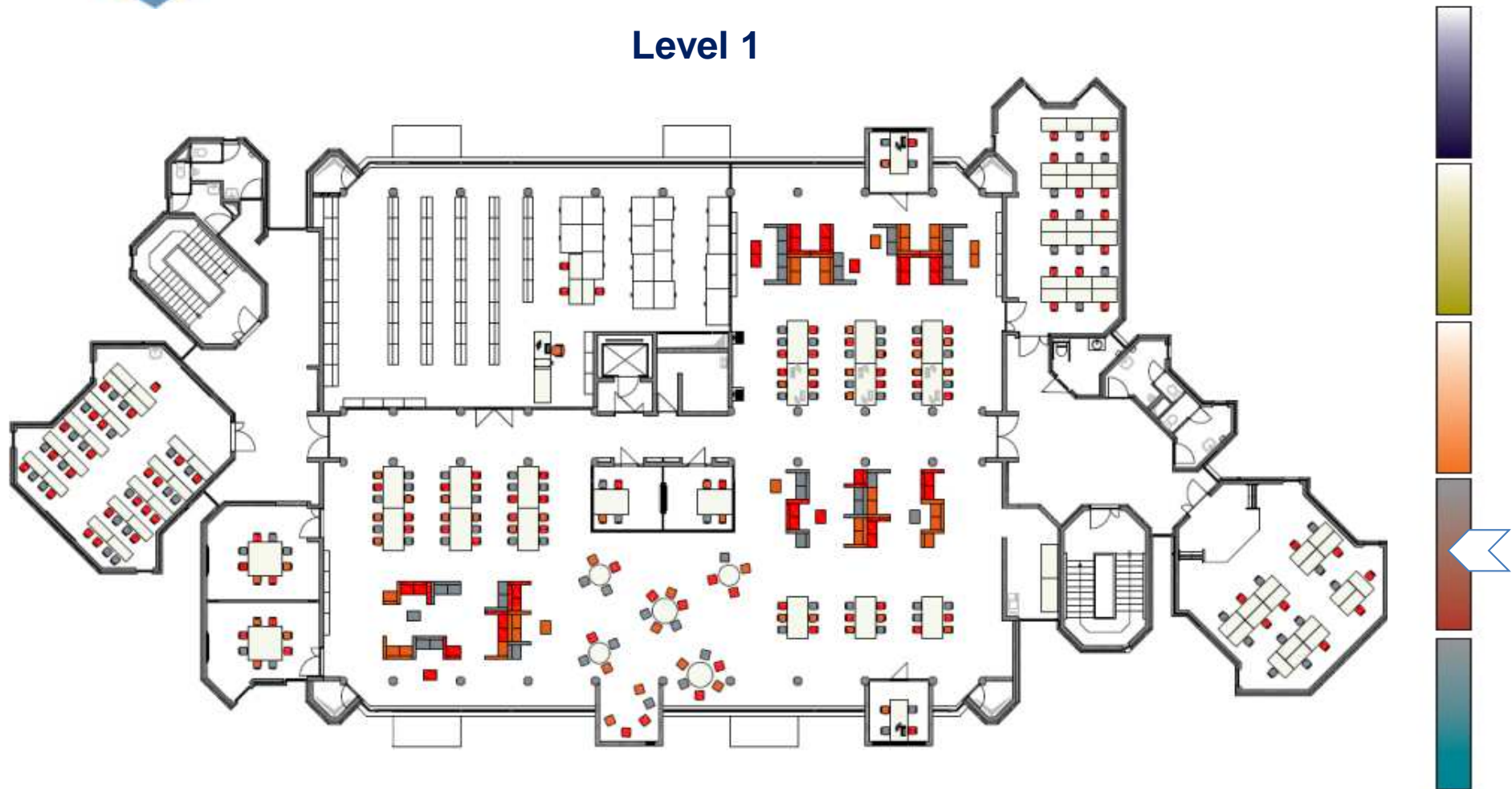
Level 0



2.

Relocation project

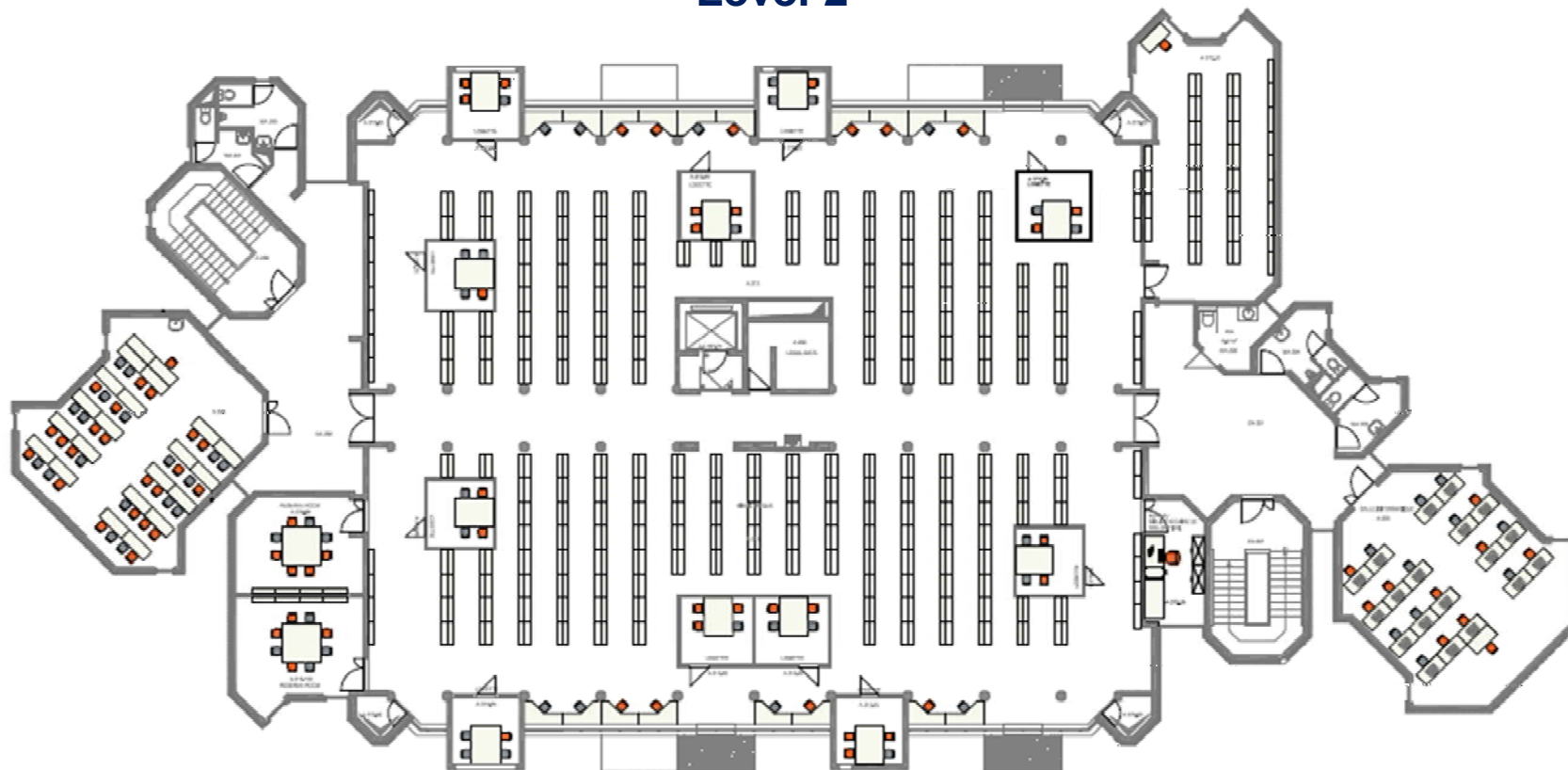
Level 1



2.

Relocation project

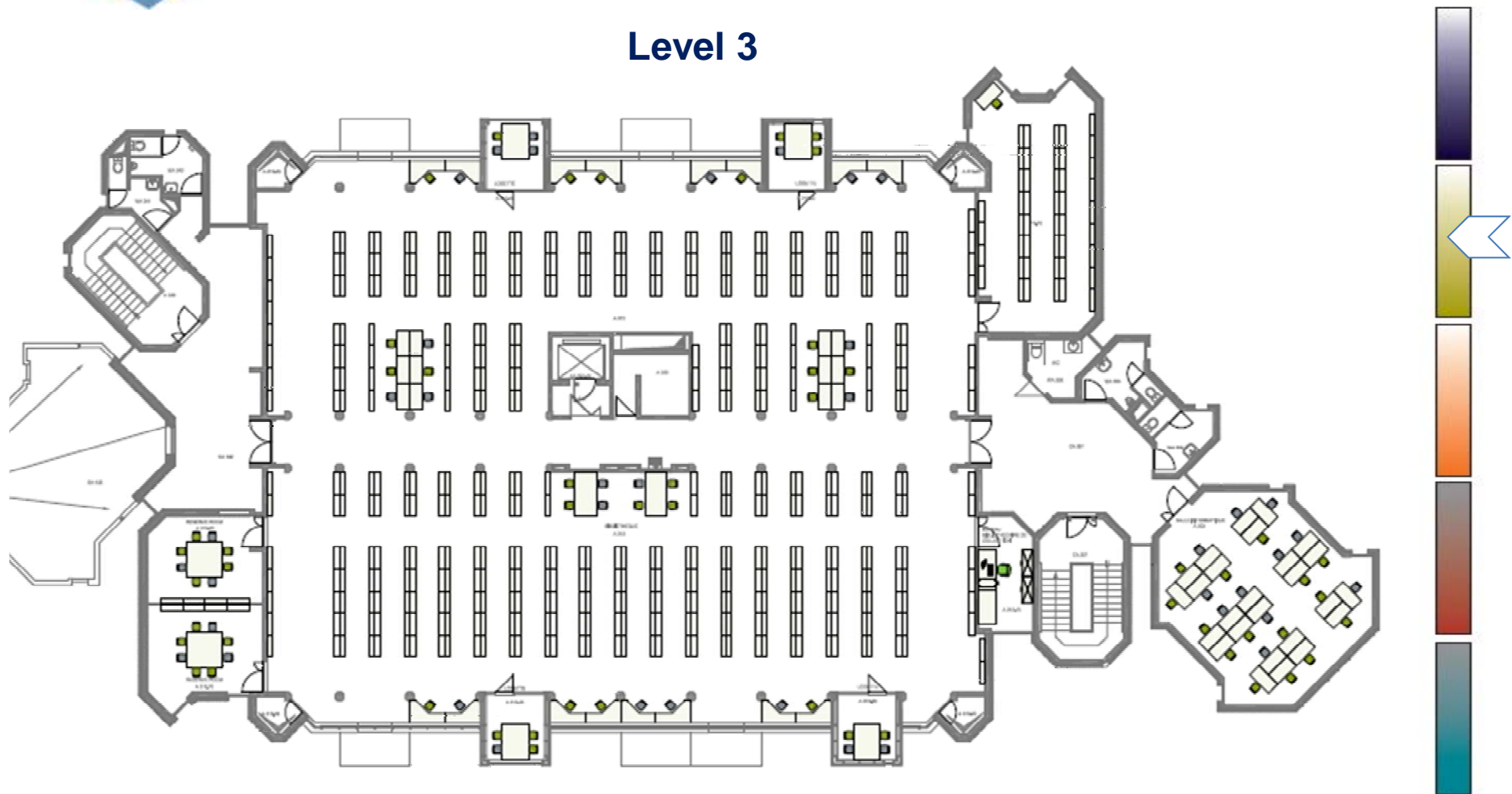
Level 2



2.

Relocation project

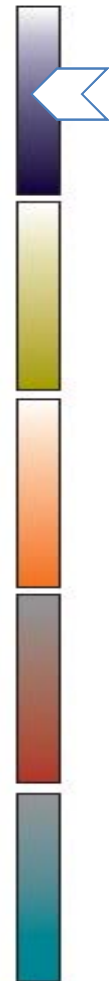
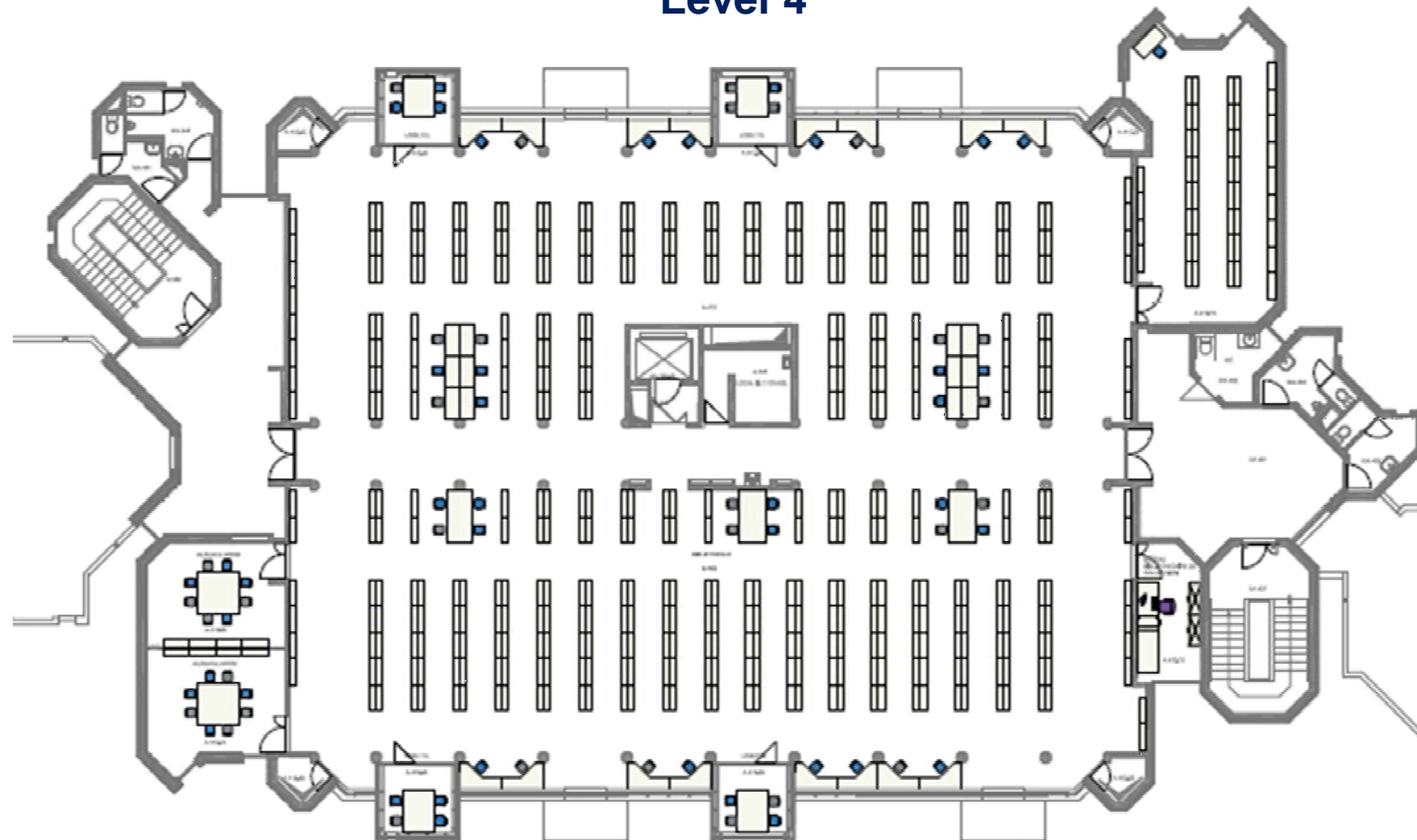
Level 3



2.

Relocation project

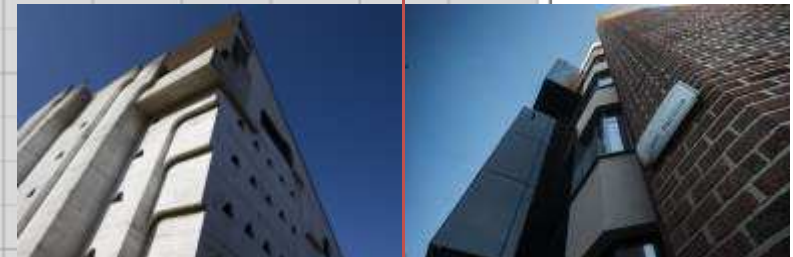
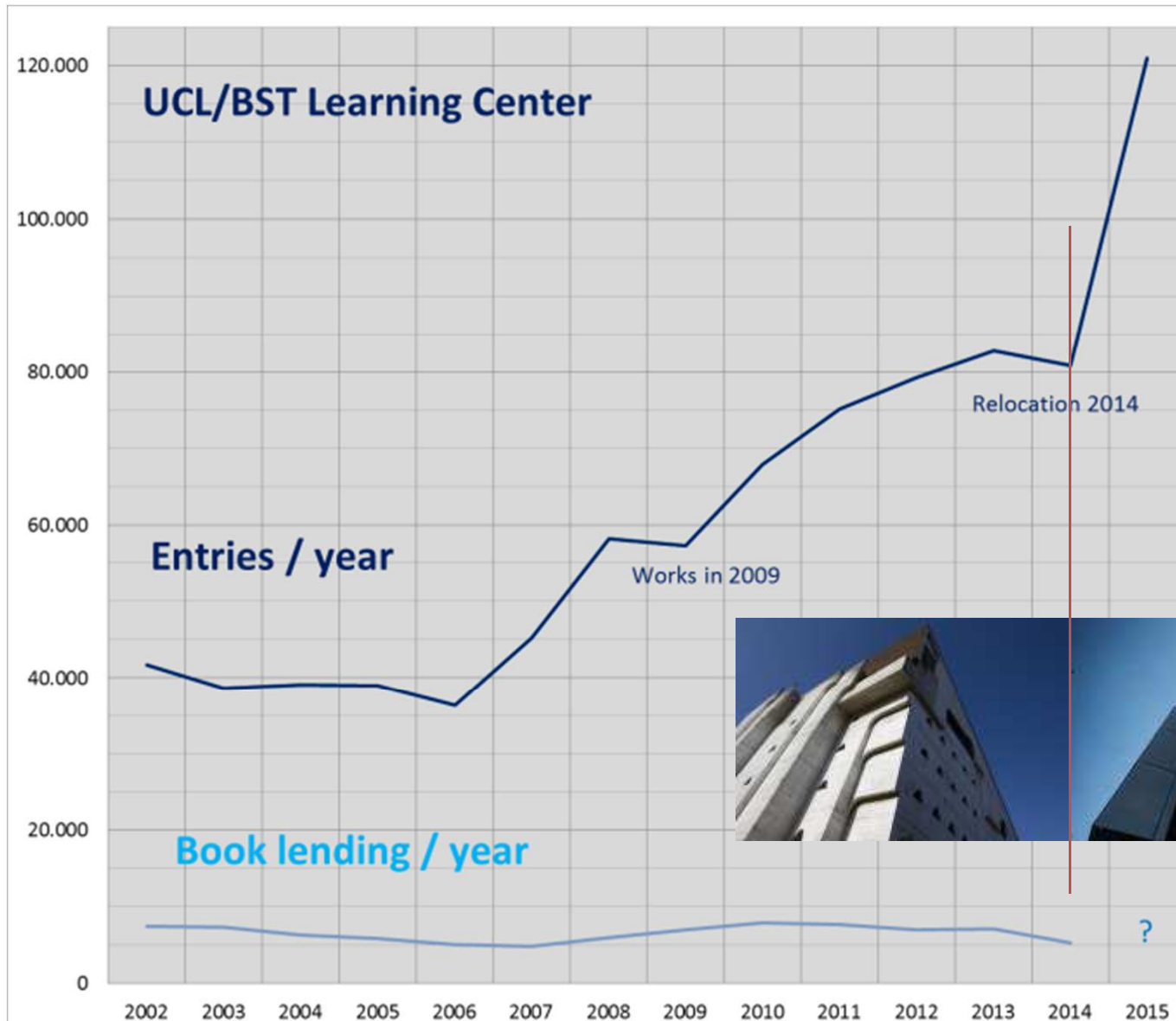
Level 4



3.

Sweeping the library

Overall statistics about the library use



3. Sweeping the library

In 2011-2012, our goal was to identify the real uses of the spaces and services in the library in order to achieve our users needs in the new library.

Facts and objective measurements were required ...

- to help architects in the design of spaces
- to reorganize the activities of the library team
- to buy proper equipment and furniture
- to be consistent with new learning methods
-

In the library ...

What are the habits and the activities of students ?

What is their use of the spaces ?

How are they working or studying ?

What kinds of furniture and equipment are necessary to meet their needs ?

What kinds of spaces and rooms have their preferences ?

.....

3. Sweeping the library

During the 9th Northumbria Conference at York in 2011, *May, F. & Swabey, A.*⁽¹⁾ presented the “***Sweeping the library***” inspired by anthropological studies.

This kind of survey is simply based on the observation of users :

What they do and where are they when they do it ?

During one year, at different hours of the days and different days of the weeks, we have recorded during a 30' tour of our 6 floors library, for each user, three kinds of information.

Who is he/she ? Student/Staff, M/F

Where is he/she ? information desk, photocopying room, reading tables in quiet zone, armchairs, ...

What is he/she doing ? studying alone with our books, working in groups to a project, searching a book in the shelves, sleeping

(1) May, F. & Swabey, A. Libraries as learning spaces : exploring how students make use of the physical space in academic libraries. 9th Northumbria Conf. York 2011

(2) Given, L. M. & Leckie, G. J. “Sweeping” the library: Mapping the social activity space of the public library. Library & Information Science Research 25 (2003) 365–385

3.

Sweeping the library

Demographic

10 locations in the library : from A to J

25 activities in the library : from 1 to 25

Date	Heure	Enquêteur	34	35					
S		Etudiants	x						
P		Prof. Chercheurs, autres		x					
M		Masculin		x					
F		Féminin	x						
A		Accueil							
B		Photocopieurs							
C		Table haute & fauteuils							
D		Table rondes des dictionnaires							
E		Rayons	x						
F		Tables de lecture (standard) + PC étages							
G		Tables de groupes (autres tables)							
H		Logette							
I		5ème polyvalente							
J		Fauteuils étages (candi, 1er, 3ème)		x					
01		Etudie seul avec des livres de la bibliothèque							
02		Etudie seul sans livres de la bibliothèque							
03		Etudie en groupe avec des livres de la bibliothèque							
04		Etudie en groupe sans livres de la bibliothèque							
05		Travaille en groupe sur un projet							
06		Cherche des livres de la bibliothèque, demande du paging	x						
07		Cherche des revues de la bibliothèque, demande du paging							
08		Consulte des livres de la bibliothèque							
09		Consulte des revues de la bibliothèques							
10		Mange et/ou boit sans rien faire d'autre							
11		Ne fait rien et/ou discute avec quelqu'un							
12		Dors		x					
13		Est occupé avec son GSM, Blackberries, etc.							
14		Visite la bibliothèque ou une exposition							
15		Lit le journal ou les revues de l'accueil							
16		Lit autre chose que des ouvrages de la bibliothèque							
17		Consulte le catalogue des bibliothèques							
18		Consulte un site UCL, l'ampus, revues électroniques, etc							
19		Consulte des réseaux sociaux Facebook, Twitter, etc.							
20		Consulte d'autres sites (non identifiés) + documents							
21		Fait des photocopies de documents de la bibliothèque							
22		Fait des photocopies autres							
23		Fait du check in/out à l'accueil							
24		Se renseigne pour une recherche documentaire à l'accueil							
25		Utilise des services de l'accueil : rechargement carte, etc.							

1.

Introduction

- A. Reception desk
- B. Photocopying zone
- C. Armchairs (Entry zone level 0)
- D. Tables for groups (Entry zone level 0)
- E. Shelves
- F. Standard individual tables
- G. Tables for groups (Level 1 to 5)
- H. Rooms for groups (from 2 to 6 places)
- I. Large multipurpose room (Level 5)
- J. Armchairs (Level 1 to 5)

- 1. Studying alone with books of the library
- 2. Studying alone without books of the library
- 3. Studying in groups with books of the library
- 4. Studying in groups without books of the library
- 5. Working in groups on a project
- 6. Searching books of the library, asking for paging
- 7. Searching periodicals of the library, asking for paging
- 8. Reading a book of the library
- 9. Reading a periodical of the library
- 10. Eating/drinking (no other activities)
- 11. Do nothing, speaking with others
- 12. Sleeping
- 13. Using smartphone
- 14. Visiting the library or an exposition in the library
- 15. Reading newspaper or other in the reception zone
- 16. Reading other documents than those of the library
- 17. Surfing in the UCL libraries catalog
- 18. Surfing on other website of the University, e-periodicals, etc.
- 19. Surfing on Facebook, Twitter, etc.
- 20. Surfing on other websites and e-documents
- 21. Photocopying/scanning documents of the library
- 22. Photocopying/scanning other documents
- 23. Check in/Check out of books at the reception desk
- 24. Asking for information at the reception desk
- 25. Using other library services and tools

2.

Sweeping the library

Main difficulties during the survey

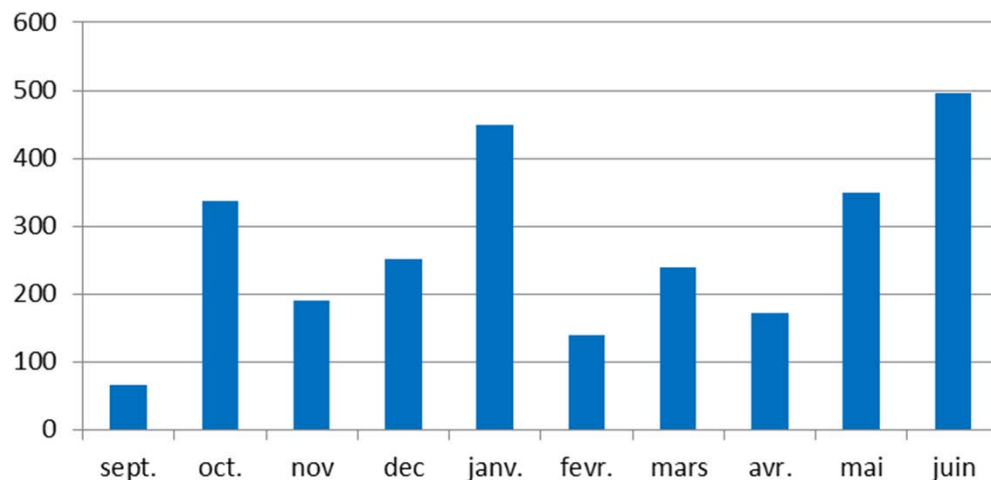
- A. The investigator is spotted by the student (who feel observed) and he/she may change his/her activity if he/she think that there is a problem.
- B. The precise identification of activities in small rooms.
- C. The difference between «working together to a project » and « studying together »
- D. The identification of web site, documents (from the library or not), etc.
- E.

2.

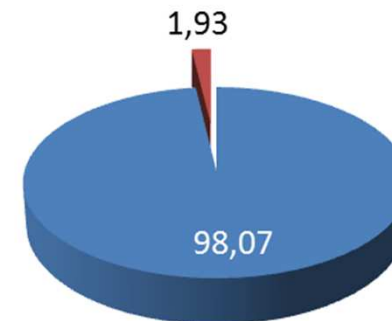
Sweeping the library

2.692 OBSERVATIONS

Nombre de observations entre durant le 2011-2012
academic year. Total 2.692 observations.

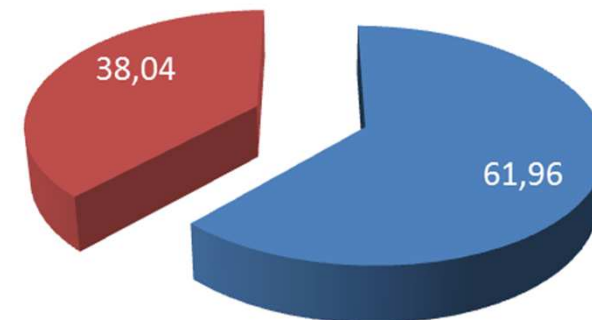


Demographic (%)



2,640 students

■ Students (< 25 y) ■ Others (> 25 y)



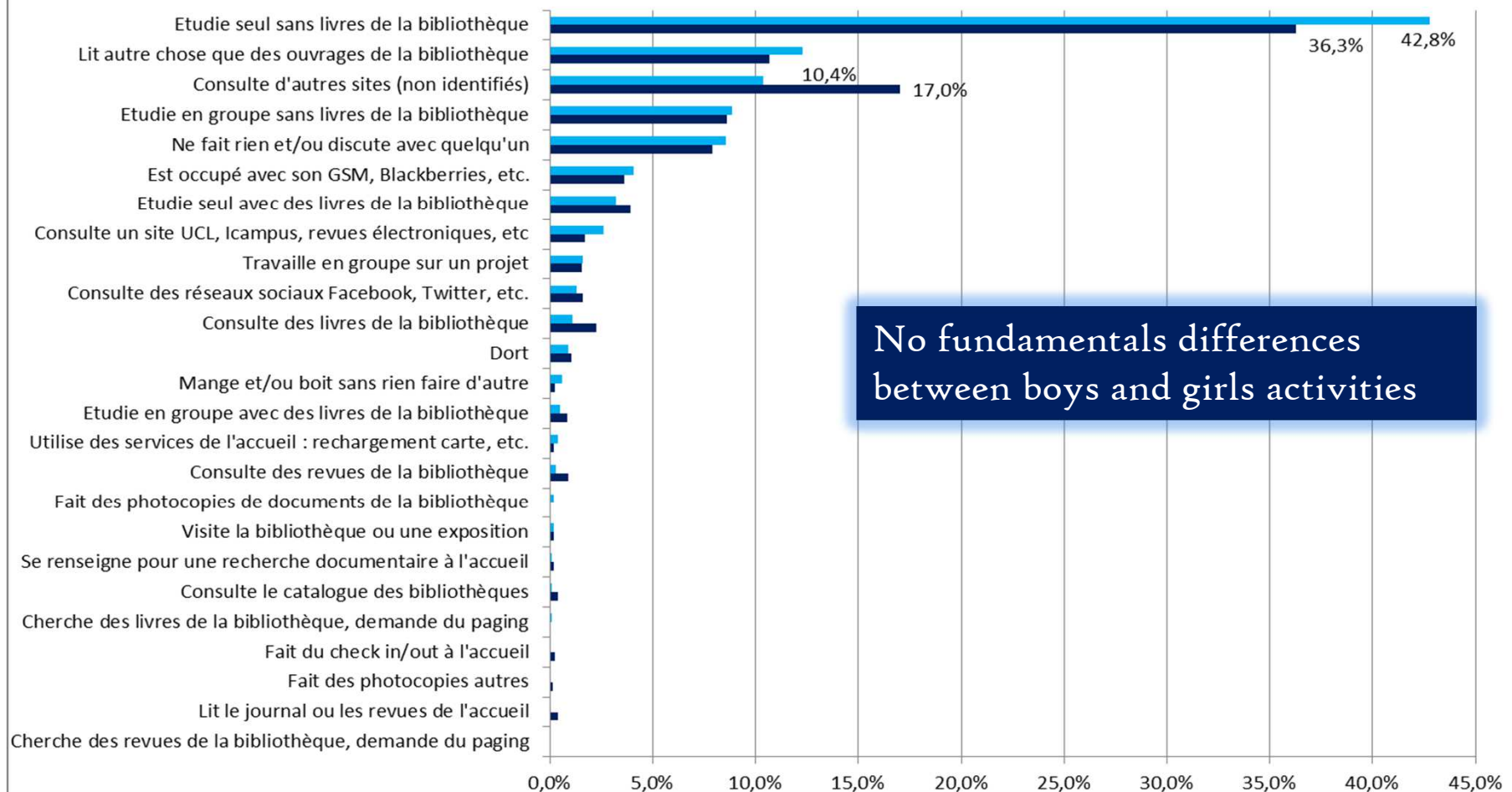
■ Male ■ Female

3.

Analysis

What they do in the library ? Are boys and girls so different ?

Activities of students (%) : male v female

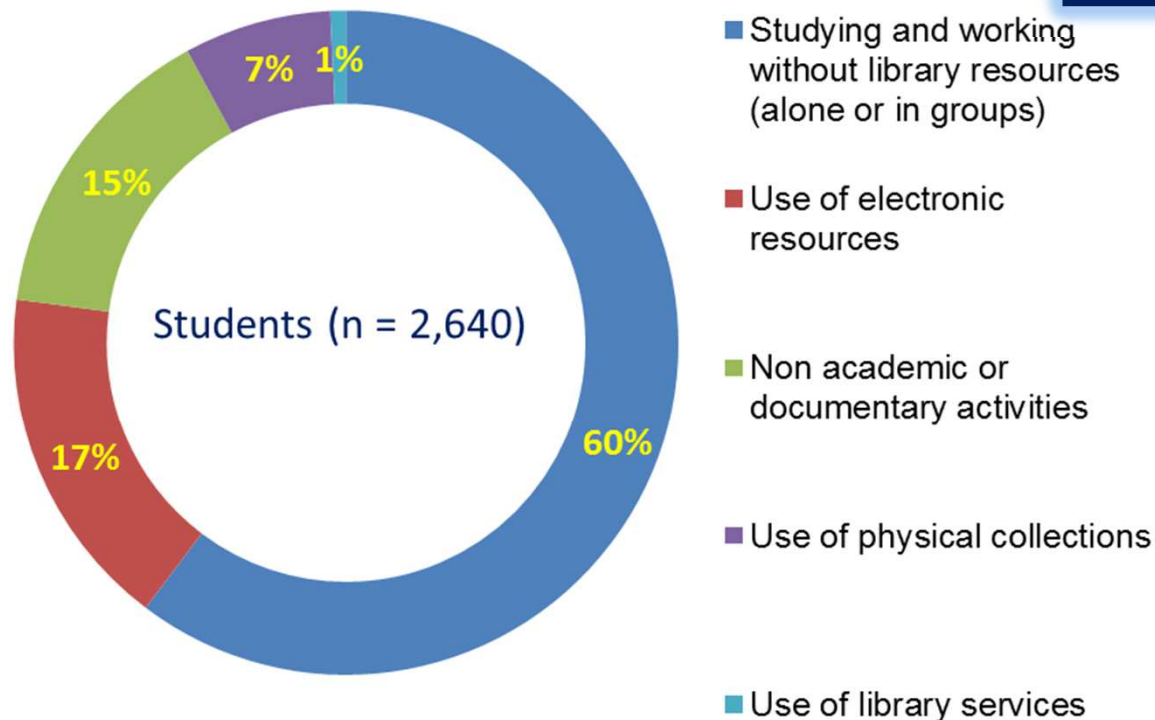


3.

Analysis

What they do and do not in the library ?

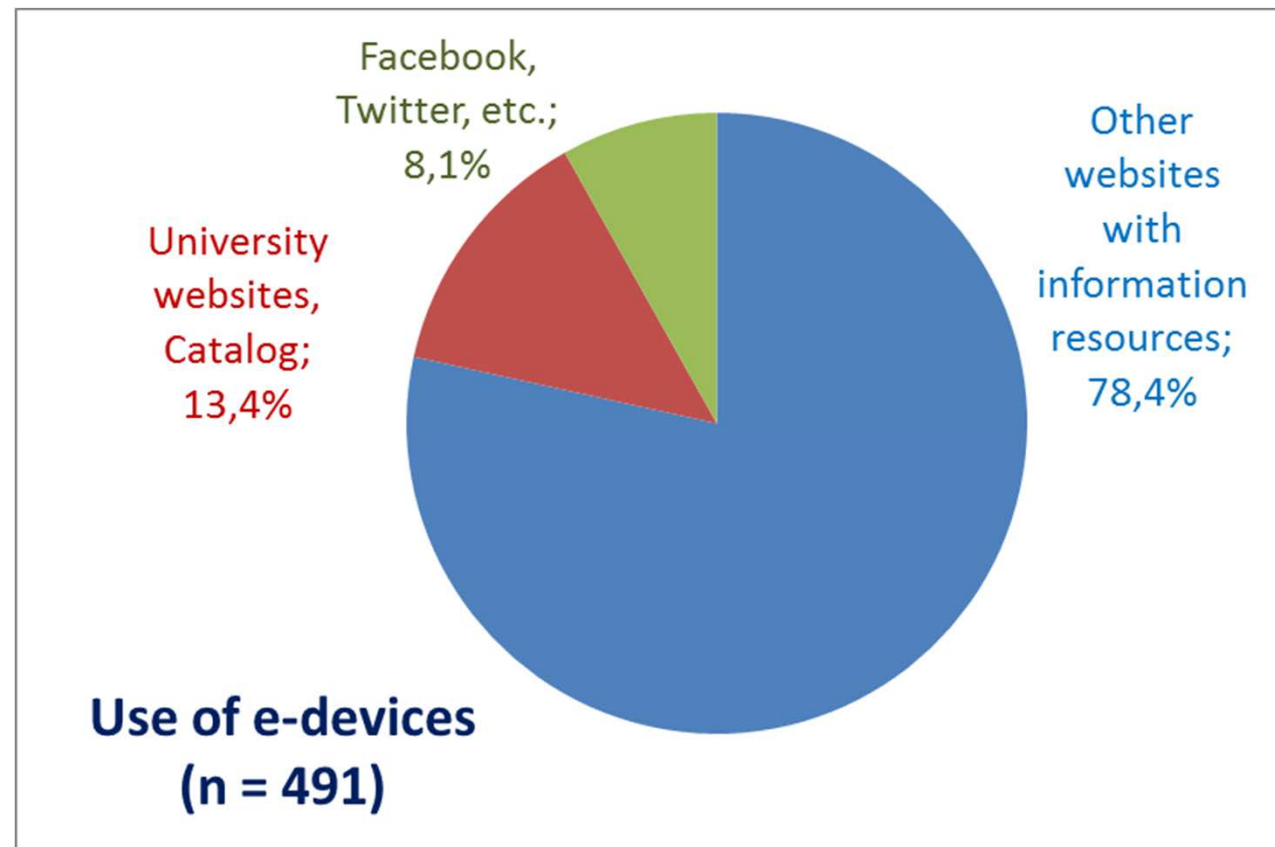
7,5 / 10 are not in the library for
documentary resources & services



3.

Analysis

What they do in the library ? ... on the PC's, tablets, ...

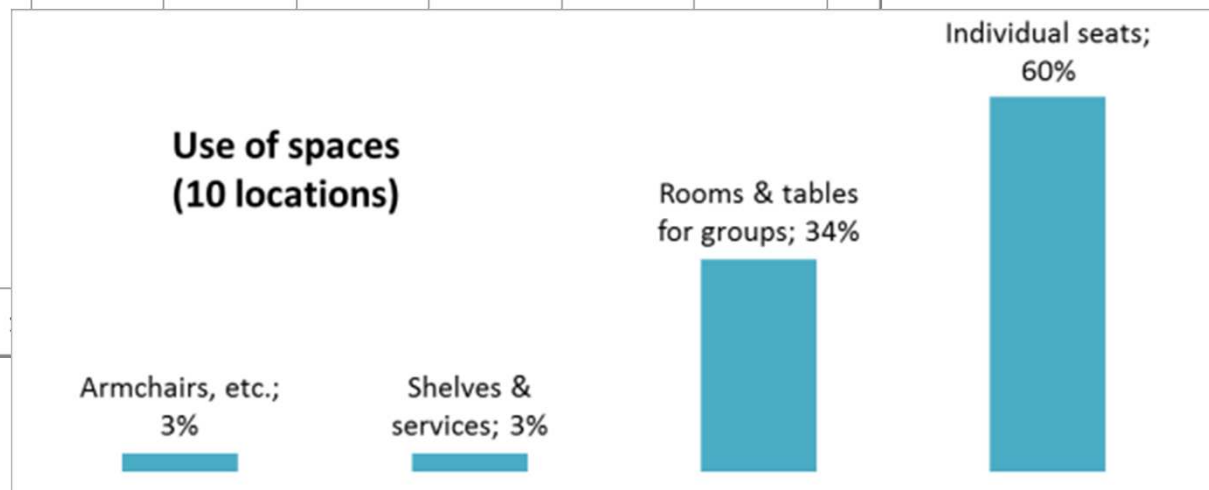
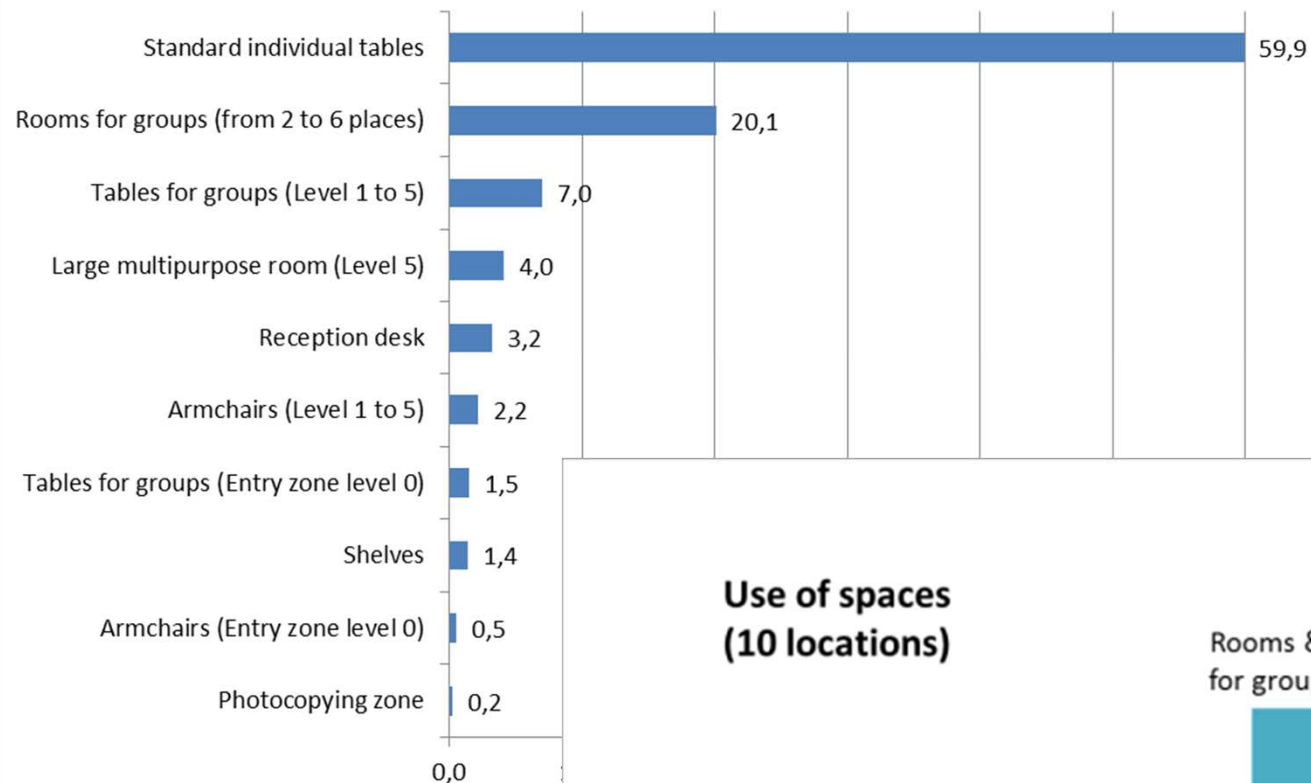


3.

Analysis

Where are they in the library ?

Mapping the use of spaces (%)

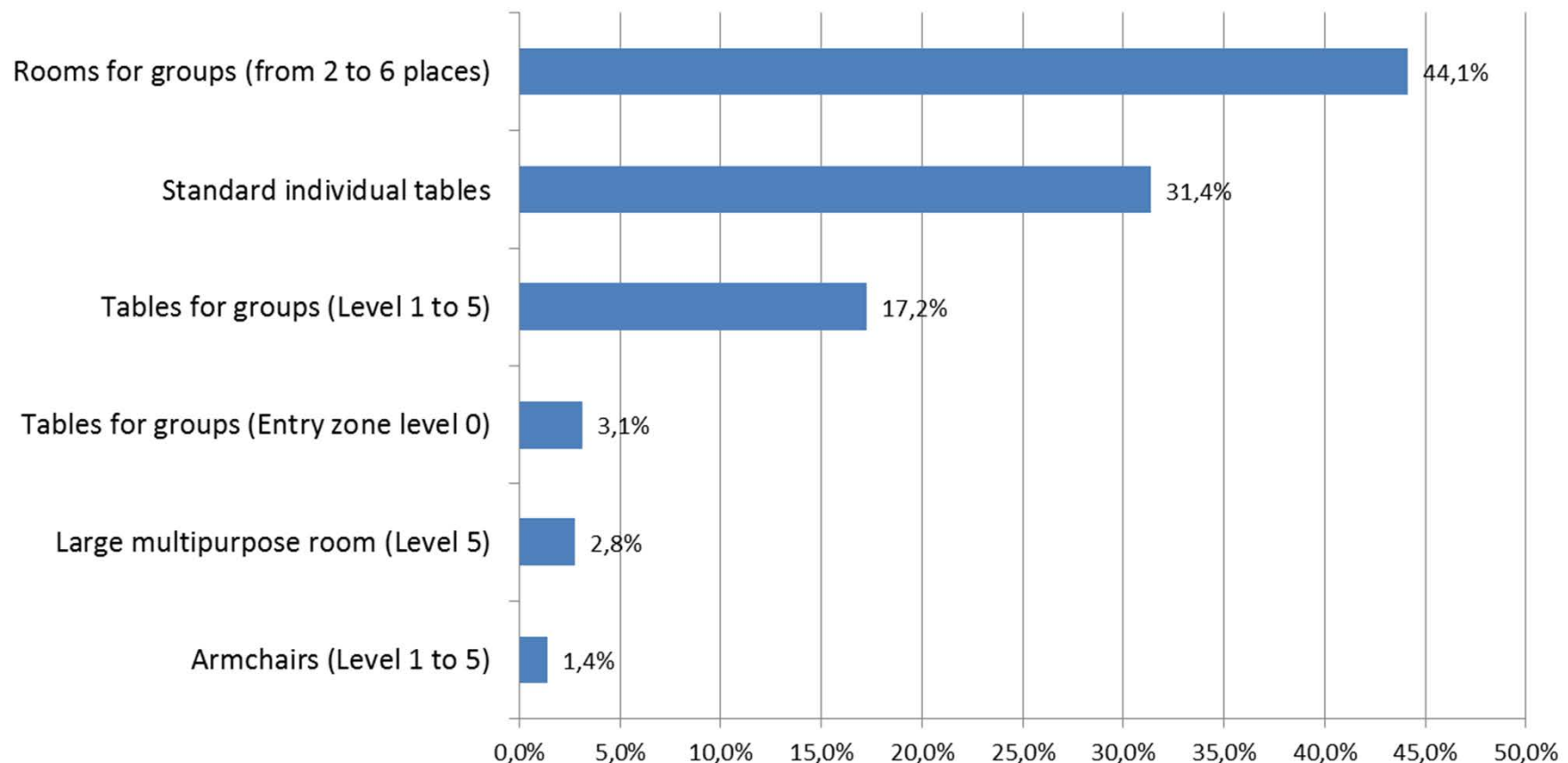


3.

Analysis

Where are they in the library ? ... if they are studying/working in groups

Location of groups activities (03, 04, 05 > % for n = 290)

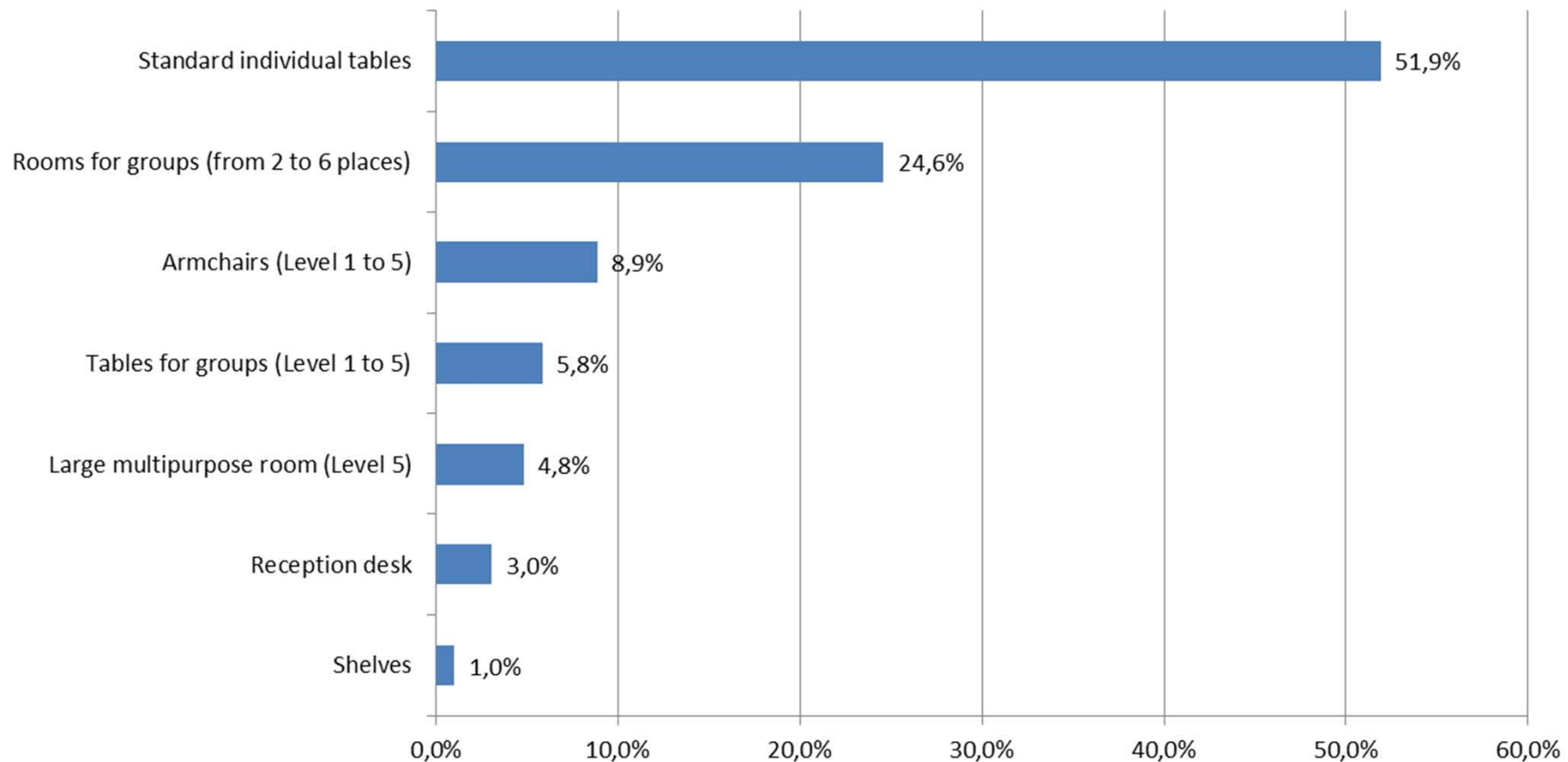


3.

Analysis

Where are they in the library ? if they have social (non academic) activities

Localisation of social activities (10 > 14, 19 in % for n = 395)



4.

Application

In 2011-2012, our goal was to identify the real uses of the spaces and services in the library in order to achieve our users needs in the new library.
The sweeping survey has give 2.640 observations of students and their use of spaces in the former library.

Our results have permitted to imagine new solutions and more proper spaces and furniture in the new library.

A second similar study have been performed in our new library during 2014-2015 (between 06:00 pm and 08:00 pm) and 2.180 observations of students have been recorded.

Few examples ...

4. Application

2011 – 2012 > Only 7 % of students uses the physical documentary resources of the library

	Old BST 2011-12	New BST 2014-12	
Total books	147.543	133.931	▼ 9,2 %
Incl. Books OA	43.371	36.775	▼ 15,2 %
Total shelves	19.515 m	12.383 m	▼ 36,5 %



2014-2015 (06 pm > 08 pm) > always 7 % of students uses the physical documentary resources

4.

Application

2011-2012 > 34,5 % of the use of rooms for groups (and 39,6% for the tables of groups) are the fact of students who are alone

Now we have ...

113 more attractive places for individuals in armchairs

19 Group rooms with large glass walls and doors

81 « really » individual seats

Rooms have to be booked on line

Young coach to « support » users in
their use of the spaces

...



2014-2015 (06 pm > 08 pm) > 14 % of the use of rooms for groups are the fact of students who are alone

4.

Application

2011-2012 > 15 % of students have social activities (not academic or documentary) in the library
... and 52 % of these activities are performed in standard and individual tables



Now we have ...

Cafeteria, level 1 for social activities,
Zone of exposition and culture, etc.



2014-2015 (06 pm > 08 pm) > 11 % of the students have social activities,
... and 40 % of these activities are done at group tables and individual seat

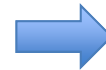
4.

Application

2011-2012 > 11 % of students are studying in groups or working together to a project

11 rooms (too narrow) for groups (2-5 pl.)

1 large multipurpose rooms (20 pl.)

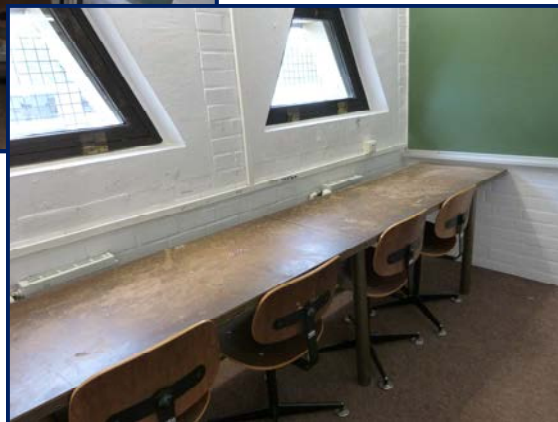


19 rooms for groups (4-5 pl.)

4 rooms with LCD screen (8-10 pl. and 4-5 pl.)

3 large multipurpose rooms (18, 21 and 26 pl.)

3 class rooms (42 pl. each)



2014-2015 (06 pm > 08 pm) > 41 % of the students are studying in groups or working together to a project

5.

Conclusion

There are many kind of survey to better known the library users, but the “anthropological” method of observation of peoples in their habits of use of the physical spaces is the most efficient in case of relocation and certainly in case of increase of use of the library. But ...

The sweeping method must have to be completed by other surveys :

LibQUAL (and particularly the questions relative to “Library as place”)

Interviews of users about their interest for services, places, etc.

Surveys on the interest of the library as a tool of success in studies

...

Few examples ...

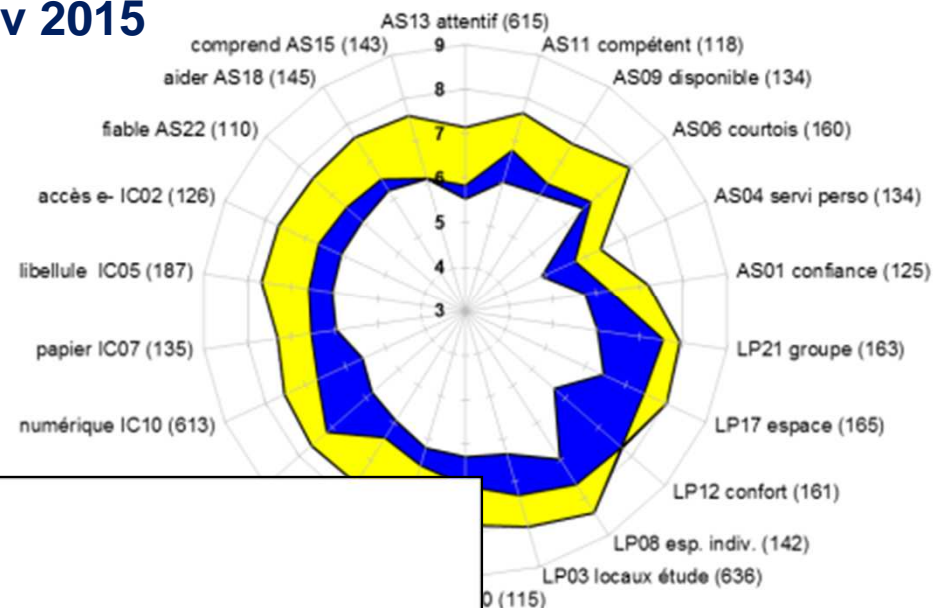
5.

Conclusion

LibQUAL analysis 2009 v 2015

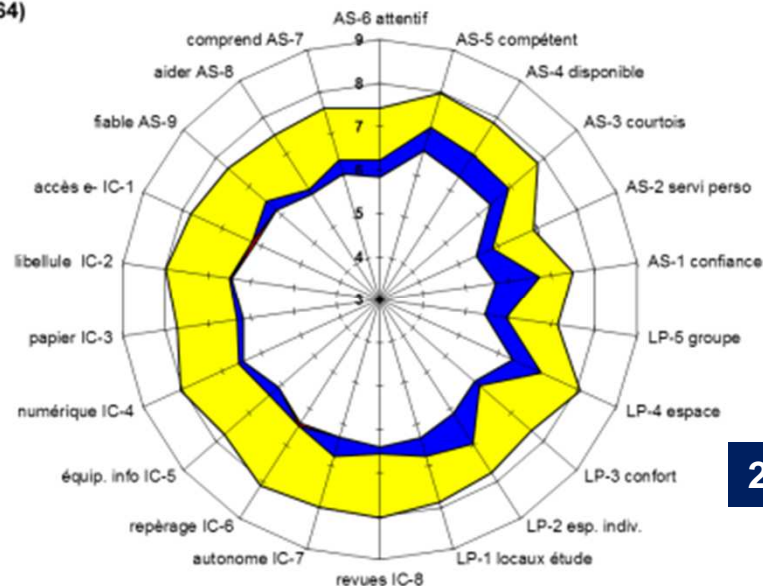
- Perceived Less Than Minimum
- Perceived Greater Than Minimum
- Perceived Less Than Desired
- Perceived Greater Than Desired

UCL/BST - 2015 - Global
(n = 650)



2015 New BST

UCL/BST - 2009 - Global
(n = 564)



2009 Old BST

Library as Place

5.



Conclusion

50 interviews of users about their knowledge

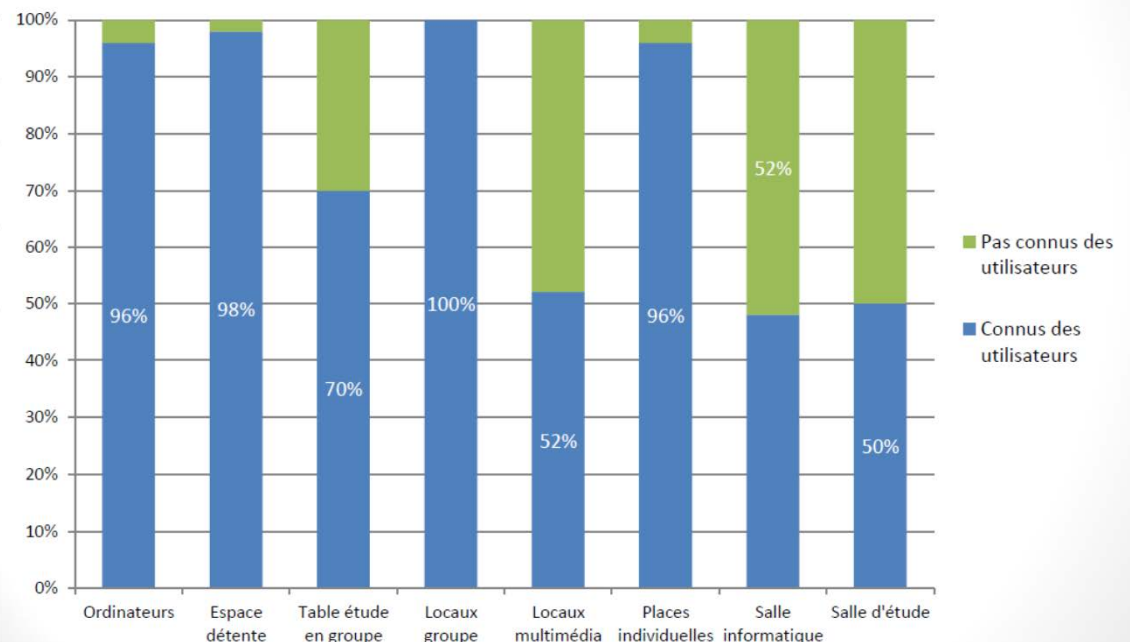
of spaces and services

3) Informations connues par les utilisateurs

a) Connaissances des services proposés (☐ = cité)

Services		Aménagements		Ressources	
<input type="checkbox"/> ☐	Aide à la recherche doc (niveau 1)	<input type="checkbox"/> ☐	Équipement informatique	<input type="checkbox"/> ☐	Bibliothèque numérique
<input type="checkbox"/> ☐	Aide à la recherche doc (étages)	<input type="checkbox"/> ☐	Espace de détente (fauteuils, cafétéria)	<input type="checkbox"/> ☐	Cartothèque
<input type="checkbox"/> ☐	Catalogue	<input type="checkbox"/> ☐	Espace d'étude en groupe	<input type="checkbox"/> ☐	Ressources papier (livres)
<input type="checkbox"/> ☐	Informations à l'accueil	<input type="checkbox"/> ☐	Locaux de travaux de groupe		
<input type="checkbox"/> ☐	Formations	<input type="checkbox"/> ☐	Locaux multimédia		
<input type="checkbox"/> ☐	PIB	<input type="checkbox"/> ☐	Places individuelles		
<input type="checkbox"/> ☐	Service de prêt (accueil)	<input type="checkbox"/> ☐	Salle informatique		
<input type="checkbox"/> ☐	Sites Internet (Facebook, Twitter)	<input type="checkbox"/> ☐	Salle d'étude		
<input type="checkbox"/> ☐	Système de réservations des locaux				
<input type="checkbox"/> ☐	Suggestions d'achats				
<input type="checkbox"/> ☐	Photocopies, scans et impressions				

Aménagements proposés en bibliothèque (N=50)

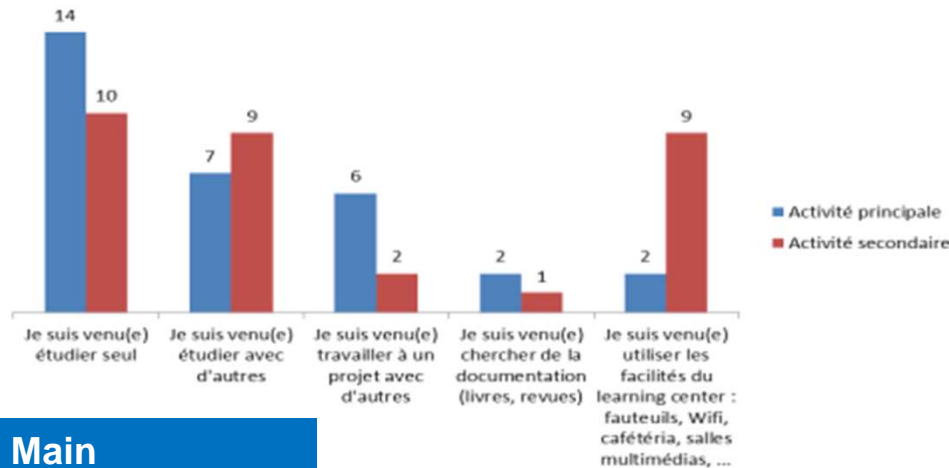


5.

Conclusion

Survey on the interest of the library for students using the library on Saturday morning

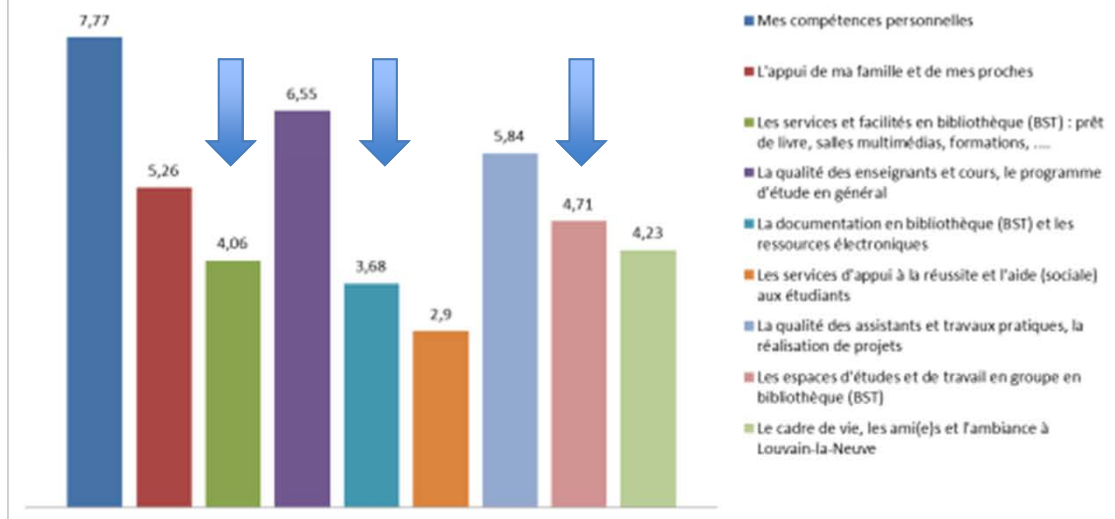
Q3-Q4



Main
activities

Q7 : scores

Factor of
success



Your are welcome to visit our library

***Université catholique de Louvain
Bibliothèque et learning center
des sciences et technologies***

***Place L. Pasteur 3 Bte L4.02.01
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