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

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Invited Lecturer

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Librarian
1. Introduction

Université catholique de Louvain

since 1425, ... at Leuven
and since 1973, at Louvain-la-Neuve and Brussel Woluwe
more recently in other locations
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. Mapping user’s habits and patterns of use at the University of Louvain

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
- Transfer
- Inauguration in **September 2014**

- 2011
- 2012
- 2013
- 2014

- 9,5 Mios EUR
Mapping user’s habits and patterns of use at the University of Louvain

2. Relocation project
2. Relocation project

Mapping user’s habits and patterns of use at the University of Louvain
2. Mapping user’s habits and patterns of use at the University of Louvain

Relocation project
Mapping user’s habits and patterns of use at the University of Louvain

Relocation project

Level 0
2. Relocation project

Mapping user’s habits and patterns of use at the University of Louvain

Level 1
2. Relocation project

Level 2
Mapping user’s habits and patterns of use at the University of Louvain

Relocation project

Level 3
2. Mapping user’s habits and patterns of use at the University of Louvain

Relocation project

Level 4
Sweeping the library

Overall statistics about the library use

Mapping user’s habits and patterns of use at the University of Louvain
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

3. Sweeping the library

10 locations in the library: from A to J

25 activities in the library: from 1 to 25

Demographic

Date Heure Enquêteur

<table>
<thead>
<tr>
<th>Location</th>
<th>Activity Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>S</td>
<td>Etudiants</td>
</tr>
<tr>
<td>P</td>
<td>Prof. Chercheurs, autres</td>
</tr>
<tr>
<td>M</td>
<td>Masculin</td>
</tr>
<tr>
<td>F</td>
<td>Féminin</td>
</tr>
<tr>
<td>A</td>
<td>Accueil</td>
</tr>
<tr>
<td>B</td>
<td>Photocopieurs</td>
</tr>
<tr>
<td>C</td>
<td>Table haute &amp; fauteuils</td>
</tr>
<tr>
<td>D</td>
<td>Table rondes des dictionnaires</td>
</tr>
<tr>
<td>E</td>
<td>Rayons</td>
</tr>
<tr>
<td>F</td>
<td>Tables de lecture (standard) + PC étages</td>
</tr>
<tr>
<td>G</td>
<td>Tables de groupes (autres tables)</td>
</tr>
<tr>
<td>H</td>
<td>Logette</td>
</tr>
<tr>
<td>I</td>
<td>5ème polyvalente</td>
</tr>
<tr>
<td>J</td>
<td>Fauteuils étages (candi, 1er, 3ème)</td>
</tr>
</tbody>
</table>

Number of surveys: 34

34 35

X X

X

X
Mapping user’s habits and patterns of use at the University of Louvain

1. Introduction

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

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)
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. ..
Mapping user’s habits and patterns of use at the University of Louvain

2. Sweeping the library

2,692 OBSERVATIONS

**Number of observations between during the 2011-2012 academic year. Total 2,692 observations.**

Demographic (%)

- 98.07%
- 1.93%

2,640 students

- Students (< 25 y): 38.04%
- Others (> 25 y): 61.96%

- Male
- Female
3. Analysis

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

Activities of students (%) : male vs female

No fundamentals differences between boys and girls activities
3. Analysis

What they do and do not in the library?

- **7.5/10** are not in the library for documentary resources & services

**Students (n = 2,640)**

- **60%** Use of physical collections
- **17%** Use of library services
- **15%** Use of electronic resources
- **7%** Non academic or documentary activities
- **1%** Studying and working without library resources (alone or in groups)
3. Analysis

What they do in the library? … on the PC’s, tablets, …

Use of e-devices (n = 491)

- Other websites with information resources; 78.4%
- University websites, Catalog; 13.4%
- Facebook, Twitter, etc.; 8.1%
3. Analysis

Where are they in the library?

Mapping the use of spaces (%)

- Standard individual tables: 59.9%
- Rooms for groups (from 2 to 6 places): 20.1%
- Tables for groups (Level 1 to 5): 7.0%
- Large multipurpose room (Level 5): 4.0%
- Reception desk: 3.2%
- Armchairs (Level 1 to 5): 2.2%
- Tables for groups (Entry zone level 0): 1.5%
- Shelves: 1.4%
- Armchairs (Entry zone level 0): 0.5%
- Photocopying zone: 0.2%

Use of spaces (10 locations)

- Individual seats: 60%
- Rooms & tables for groups: 34%
- Armchairs, etc.: 3%
- Shelves & services: 3%
3. Analysis

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

<table>
<thead>
<tr>
<th>Location of groups activities (03, 04, 05 &gt; % for n = 290)</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rooms for groups (from 2 to 6 places)</td>
<td>44.1%</td>
</tr>
<tr>
<td>Standard individual tables</td>
<td>31.4%</td>
</tr>
<tr>
<td>Tables for groups (Level 1 to 5)</td>
<td>17.2%</td>
</tr>
<tr>
<td>Tables for groups (Entry zone level 0)</td>
<td>3.1%</td>
</tr>
<tr>
<td>Large multipurpose room (Level 5)</td>
<td>2.8%</td>
</tr>
<tr>
<td>Armchairs (Level 1 to 5)</td>
<td>1.4%</td>
</tr>
</tbody>
</table>
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)

- **Standard individual tables**: 51.9%
- **Rooms for groups (from 2 to 6 places)**: 24.6%
- **Armchairs (Level 1 to 5)**: 8.9%
- **Tables for groups (Level 1 to 5)**: 5.8%
- **Large multipurpose room (Level 5)**: 4.8%
- **Reception desk**: 3.0%
- **Shelves**: 1.0%
3. Analysis

Mapping user’s habits and patterns of use at the University of Louvain

Final mapping: for each location the top 6 of activities
Mapping user’s habits and patterns of use at the University of Louvain

3. Analysis

Tables for groups (Entry zone level 0)

- Studying alone without books of the library
- Studying in groups without books of the library
- Working in groups on a project
- Reading a book of the library
- Reading other documents than those of the library
- Surfing on other websites and e-documents

Exemple : Zone D
Activities 2, 4, 5, 8, 16, 20
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 given 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 …
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Application

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

<table>
<thead>
<tr>
<th></th>
<th>Old BST 2011-12</th>
<th>New BST 2014-12</th>
<th>▼ 9,2 %</th>
<th>▼ 15,2 %</th>
<th>▼ 36,5 %</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total books</td>
<td>147.543</td>
<td>133.931</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Incl. Books OA</td>
<td>43.371</td>
<td>36.775</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total shelves</td>
<td>19.515 m</td>
<td>12.383 m</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

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

11 rooms (too narrows) 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

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

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Mapping user’s habits and patterns of use at the University of Louvain

5. Conclusion

50 interviews of users about their knowledge of spaces and services

<table>
<thead>
<tr>
<th>Services</th>
<th>Aménagements</th>
<th>Ressources</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aide à la recherche doc (niveau 1)</td>
<td>Équipement informatique</td>
<td>Bibliothèque numérique</td>
</tr>
<tr>
<td>Aide à la recherche doc (étages)</td>
<td>Espace de détente (fauteuils, cafétéria)</td>
<td>Cartothèque</td>
</tr>
<tr>
<td>Catalogue</td>
<td>Espace d’étude en groupe</td>
<td>Ressources papier (livres)</td>
</tr>
<tr>
<td>Informations à l’accueil</td>
<td>Locaux de travaux en groupe</td>
<td></td>
</tr>
<tr>
<td>Formations</td>
<td>Locaux multimédia</td>
<td></td>
</tr>
<tr>
<td>PIB</td>
<td>Places individuelles</td>
<td></td>
</tr>
<tr>
<td>Service de prêt (accueil)</td>
<td>Salle informatique</td>
<td></td>
</tr>
<tr>
<td>Sites Internet (Facebook, Twitter)</td>
<td>Salle d’étude</td>
<td></td>
</tr>
<tr>
<td>Système de réservations des locaux</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Suggestions d’achats</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Photocopies, scans et impressions</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
5. Conclusion

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

Main activities

Factor of success
Your are welcome to visit our library

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

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Mapping user’s habits and patterns of use at the University of Louvain

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