

# **Post-occupancy evaluation: Queen's University Library Belfast**

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# Outline

## Context:

- IFLA LBE POE project
- The questionnaire and pilot
- Other tools and contributors
- Challenges

## then

- POE: The McClay Library 6 years on



# IFLA Library Buildings & Equipment Standing Committee

- 2010 Post-occupancy evaluation (POE) project initiated
- 2011 POE questionnaire developed and pilot run
- 2012 IFLA Open Session Helsinki: POE
- 2015 POE book published



# Post-occupancy evaluation questionnaire

General	Building		Services	Conclusion
Facts and figures Location Accessibility Sustainability Safety and Security Flexibility	Entrance area Materials Flooring Ceilings Acoustics Openings Lighting Furniture	Heating, Ventilation and Air- conditioning Installations fed through a wiring system Data Sanitary areas	Service Areas Shelving User areas Children's Area Young Adults Staff Areas Automation Maintenance	Three wishes Anything that should be changed Anything particularly successful



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# POST-OCCUPANCY EVALUATION OF LIBRARY BUILDINGS

# Other Contributions

- 2008 Learning from the past to plan for the future: LAG seminar Budapest & Debrecen
- PROBE: POE Review of Buildings
- AUDE Guide to post-occupancy evaluation
- BSRIA Soft Landings Framework



# POE tools

- Review building using IFLA POE questionnaire
- Map user behaviour
- Focus groups (users and library staff)
- Check against brief – consultant?



# Questions to pose

- Does project meet brief?
- Are users satisfied?
- What works and what doesn't?
- Are spaces correct and used as anticipated?
- Any serious defects?
- Lessons learned.





# POE challenges

- The time and the will – fear of failure
- Librarians like measuring – loans, acquisitions, ILLs, footfall but ...
- Now need to measure outcomes - service quality, learning assessment, ambience, user satisfaction
- Need to show better space enables better learning, better experience



# **QUB Library post-occupancy evaluation: 6 years on**



**Lynn Library  
Queen's University 1865**



**The McClay Library Queen's  
University 2009**



Queen's University  
Belfast



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Library Services & Research Support





# Headline Figures

- Opened 2009
- Area: 17,600 square metres
- Height: 4 floors + partial basement
- Stock: capacity for 1.5 million volumes
- Reader spaces: initially 2,000
- Staff: just under 200
- RICS Sustainability Award 2010
- SCONUL Award 2013



# Key concepts

- Integration
- Long and varied opening hours
- IT rich
- Support close to accessible stock
- Group work spaces
- Flexibility – zoning
- Sustainability



# Successes

- Key service concepts outlined in brief achieved in design
- Location & visibility
- Sustainability: energy, recycling, materials, POE environmental champions
- Acoustics
- High quality finishes & fittings
- Flexibility





# Failures

- Desks – too big, too many
- Reader spaces –too few
- Group study rooms – not enough
- Toilets – too noisy
- Entrance doors –too heavy



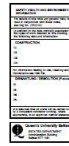
# Changes

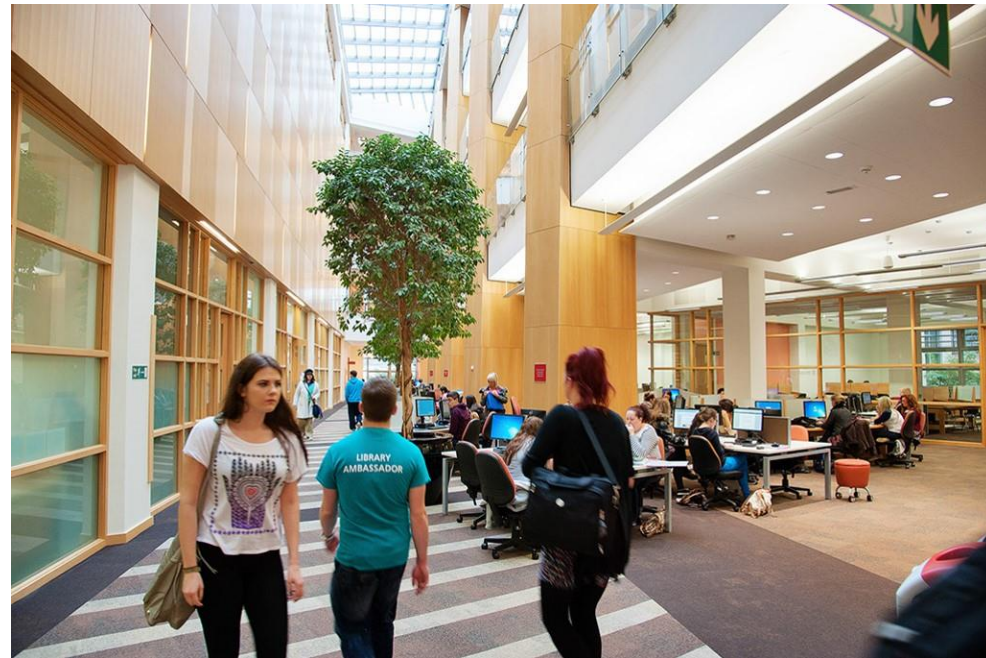
- 2010 -150 additional study seats with PCs  
(shelving & casual seating removed )
  - staff room converted into student computing
  - acoustic treatment of study rooms & hand driers
- 2011 – RFID circulation & security; self-service issue, reservation, laptops, temporary cards, fines
- 2013 – 200 additional study seats with PCs
  - student lounge extended
  - book sorter installed
  - wifi upgraded
  - enhanced toilet provision for increased footfall





## GF Plan - Original

[illegible]





# Fairy question

- Three wishes:
  - Better designed entrance tower
  - More interactive/collaborative space
  - Enclosed toilets

