

## Snapshot Survey of Library

May 18, 2011

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**Survey Period:** Apr. 1 – Apr. 30, 2011

**Number of Snapshots collected:** 60 (75, 59,)\*

**When a snapshot was taken:**

At 10:00 a.m., 3:00 p.m. and 8:00 p.m. each day.

**Method:** Each snapshot was created by a librarian marking floor plans with the location of a patron and adding comments on what technology was being used and what type of furniture being occupied. The survey has gaps as there are no snapshots when the library is closed such as Easter weekend Apr. 21-24 (Apr. 1- 4, Apr. 9-12, ) Saturday and Sunday mornings. Snapshots were also missed when it was forgotten Apr 1-3.

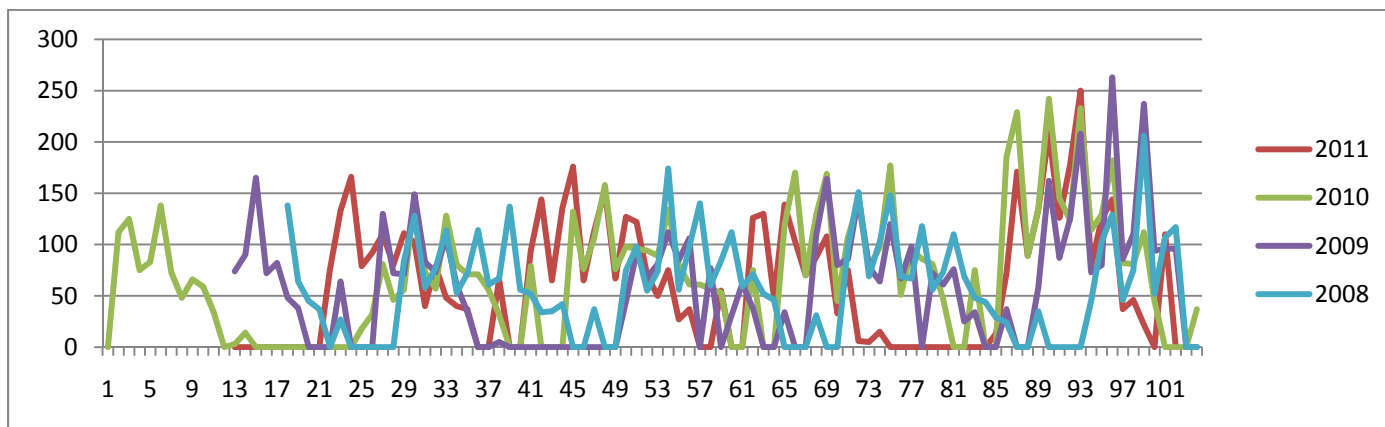
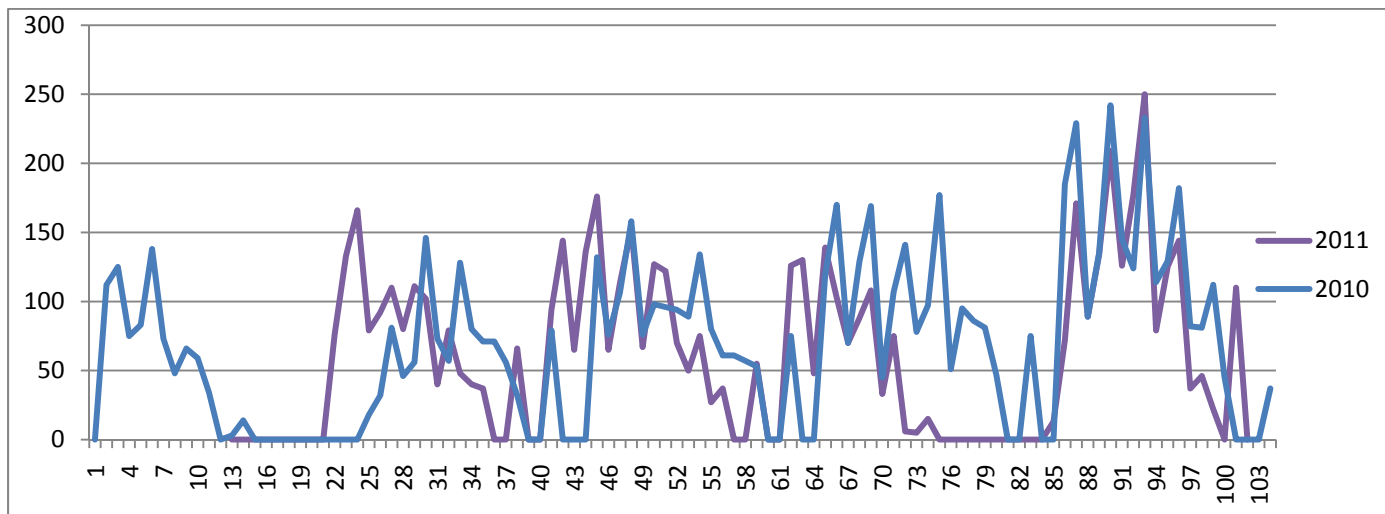
**Comparisons:** When possible, comparisons were made with the April 2010, April 2009, April 2008 "Snapshot " Surveys.

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\*Previous years in round brackets (2010, 2009, 2008)

Figure 1. Pattern shows more patrons on Monday, Tuesday, and Wednesday and more patron as the semester ends. The evening is the busiest time of the day in the library. This pattern is consistent over the years surveyed. The week before Easter break Apr. 21-24 (Apr. 1-4, Apr. 9-12, ) has lower than normal counts.



\*Previous years in round brackets (2010, 2009, 2008)

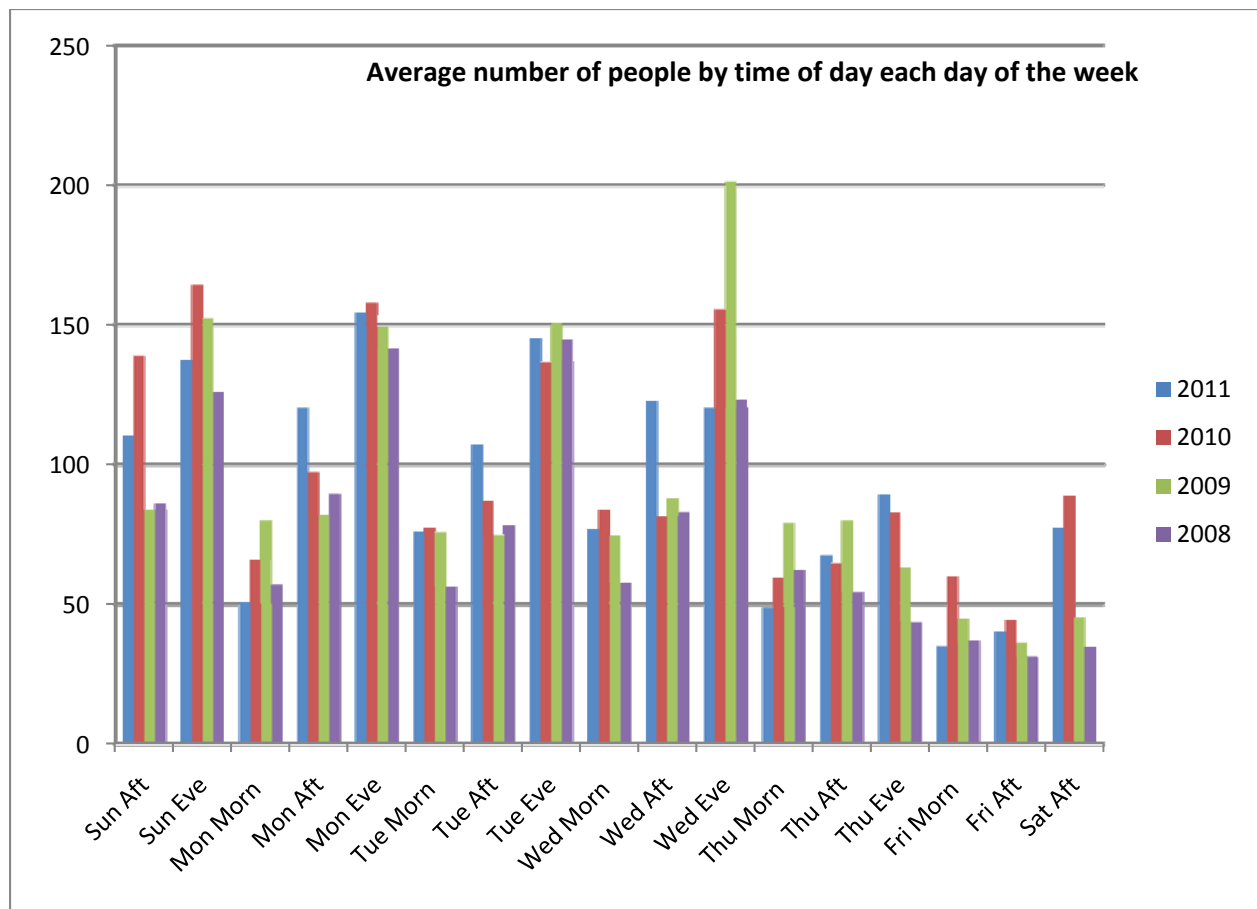


Figure 2. This chart shows the same patterns as shown in the raw data chart from the previous page and that the library is busier in the early part of the week. The chart clearly shows evening is the busiest time in the library. Interesting is that the afternoons this April have been busier than previous years.

\*Previous years in round brackets (2010, 2009, 2008)

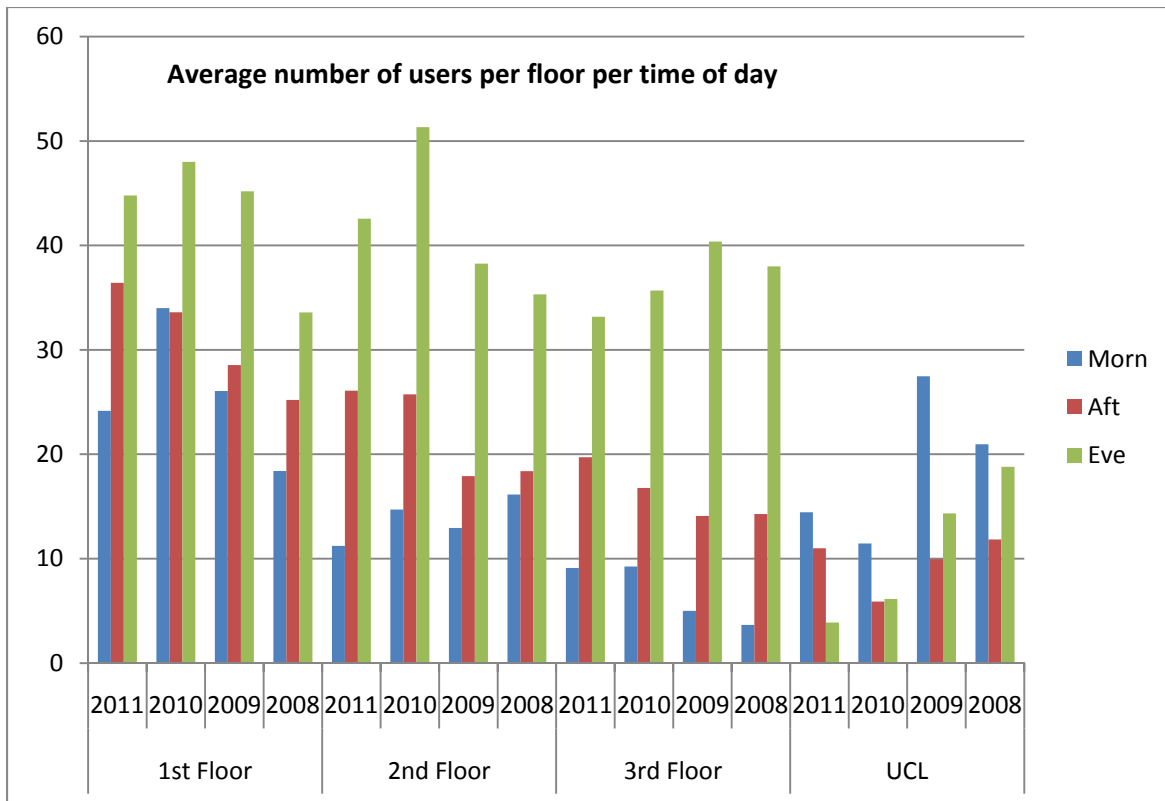


Figure 3a. This chart looks at the library floors. Each floor of the library becomes busier as the day progresses, except in the UCL which is busiest in the morning when classes are scheduled in the labs. When there are no classes, the labs are hardly used by the students.

The third floor is the “quiet” floor this year and 2010. The second floor was the “quiet” floor in 2009 and 2008. Even during the last week of classes, the “quiet” floor is the least busiest of the three floors in the library.

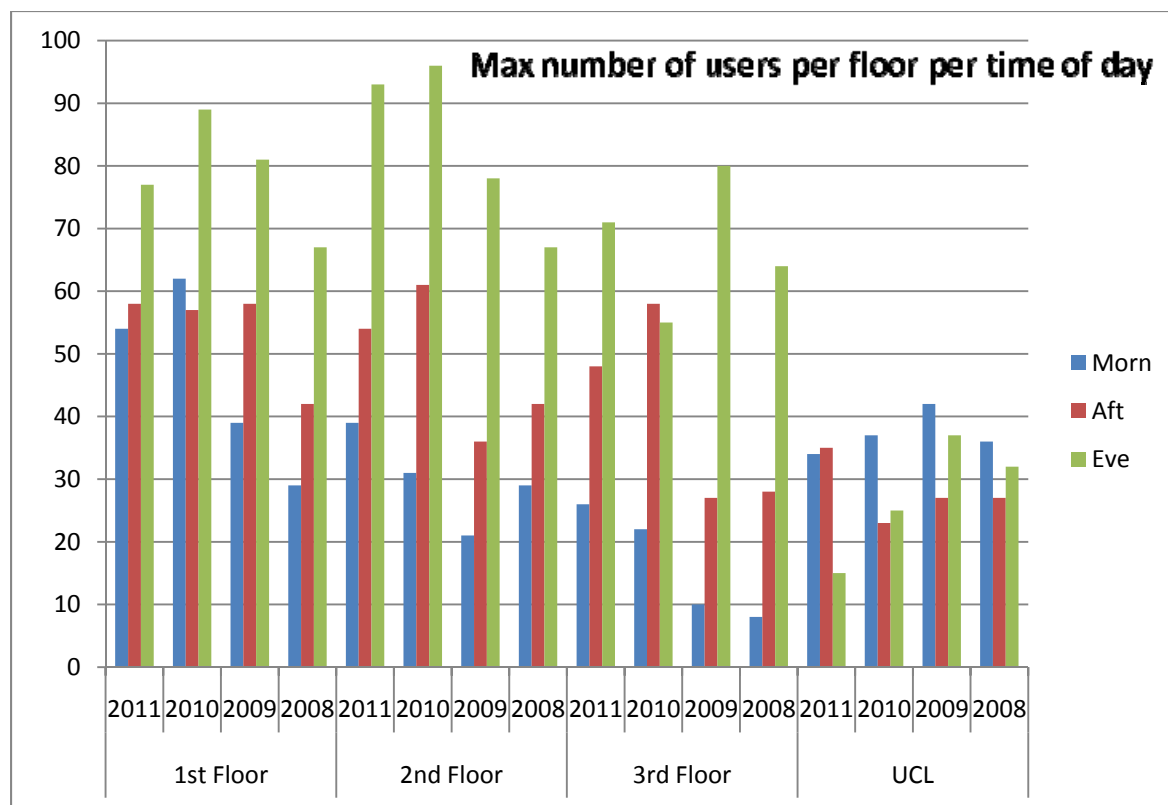


Figure 3a. This chart also looks at the library floors. Note that in the evening, the maximum number of people observed in a snapshot survey indicate the floors are near capacity.

\*Previous years in round brackets (2010, 2009, 2008)

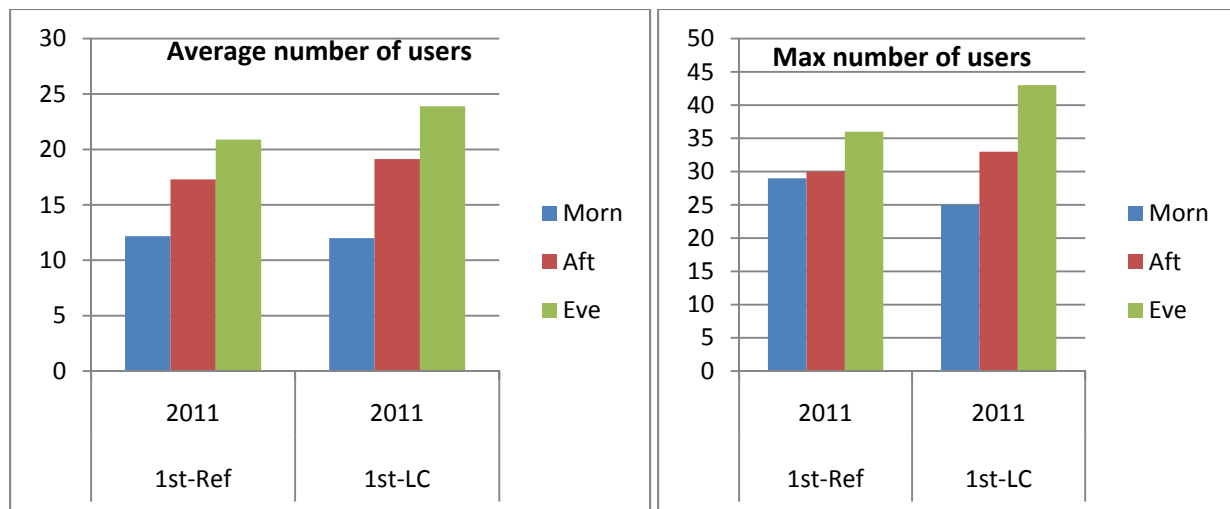


Figure 3b. These charts looks at the “Learning Commons”(LC) side and the “Reference” (Ref) sides of the first floor. The LC has more people as the day goes on compared to the Ref. side , although the morning snapshot has more people on the Ref. side.

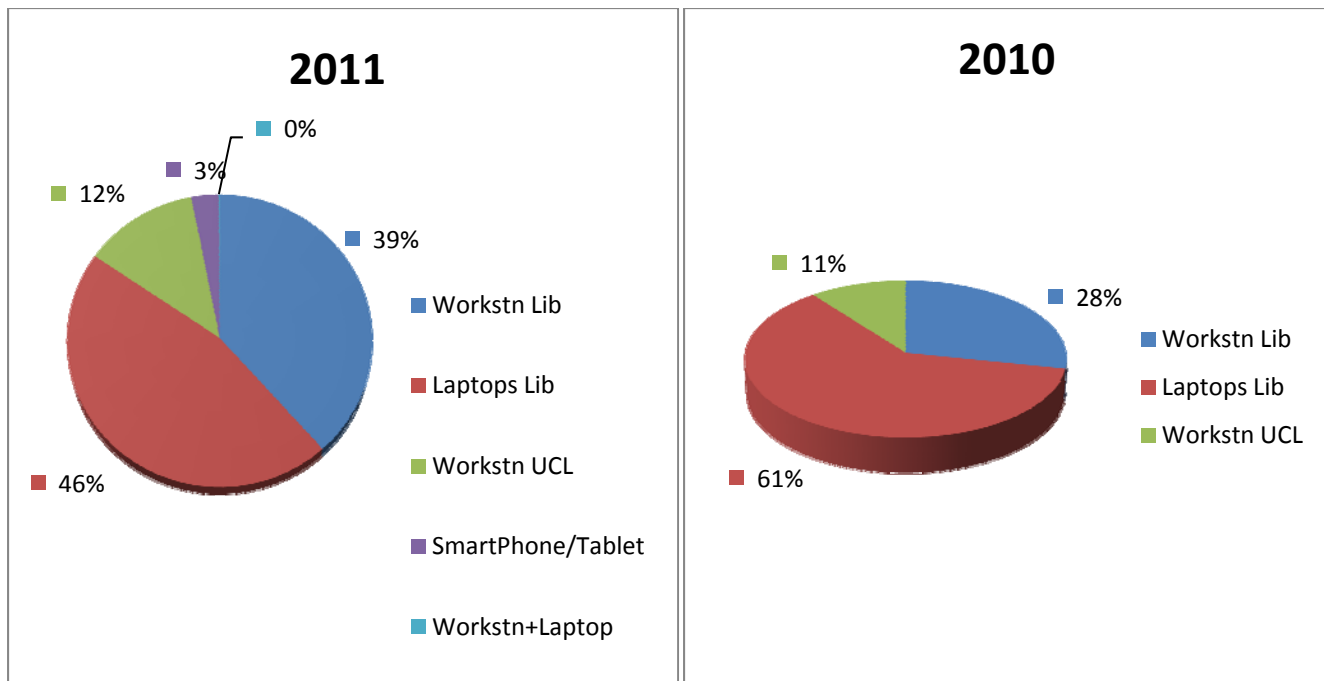


Figure 4a: This chart shows that of the percentage of people using a computing device, which device was being used. Noticeable is that the percentage of users with a laptop is much less this year and correspondingly the percentage of users using the public workstations has increased. This may be attributed that this year's freshman class (600 students) was not obliged to enroll in the university's laptop program.

This year's chart has new categories as the use of smartphones /tablets is becoming more prevalent. Another category was added for those using 2 devices at the same time, although at this stage the number is very small.

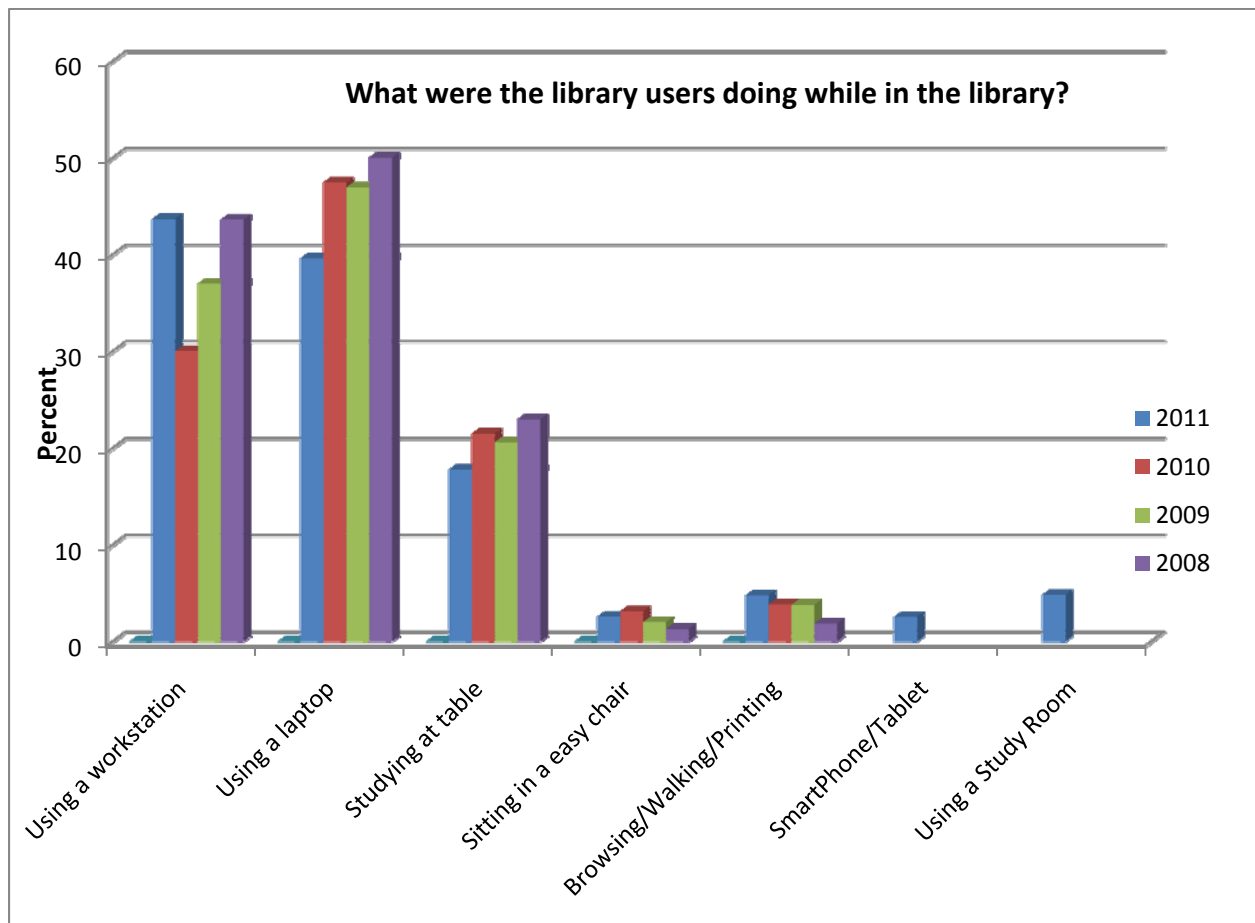


Figure 5. This chart provides a glimpse of what the patrons are doing while in the library as a percentage of total users.

Noticeable changes include the increased use of the library's workstations. This may be due to the ending of the required laptop program. The increase in the use of the study rooms, which had insignificant counts in previous years, is also noteworthy. Speculation is that with the introduction of the online booking module for the study rooms, that users are actually using this facility more.