

Snapshot Survey of Library

May 15, 2012

Report by: Olga Verbeek

Survey Period: Apr. 1 – Apr. 30, 2012

Number of Snapshots collected: 64 (60 in 2011)

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 a gap when the library was closed for Easter weekend Apr. 5-8 (Apr. 21-24 in 2011)
- This year, counts were missed for 3 Thursday afternoons and 1 Wednesday afternoon.

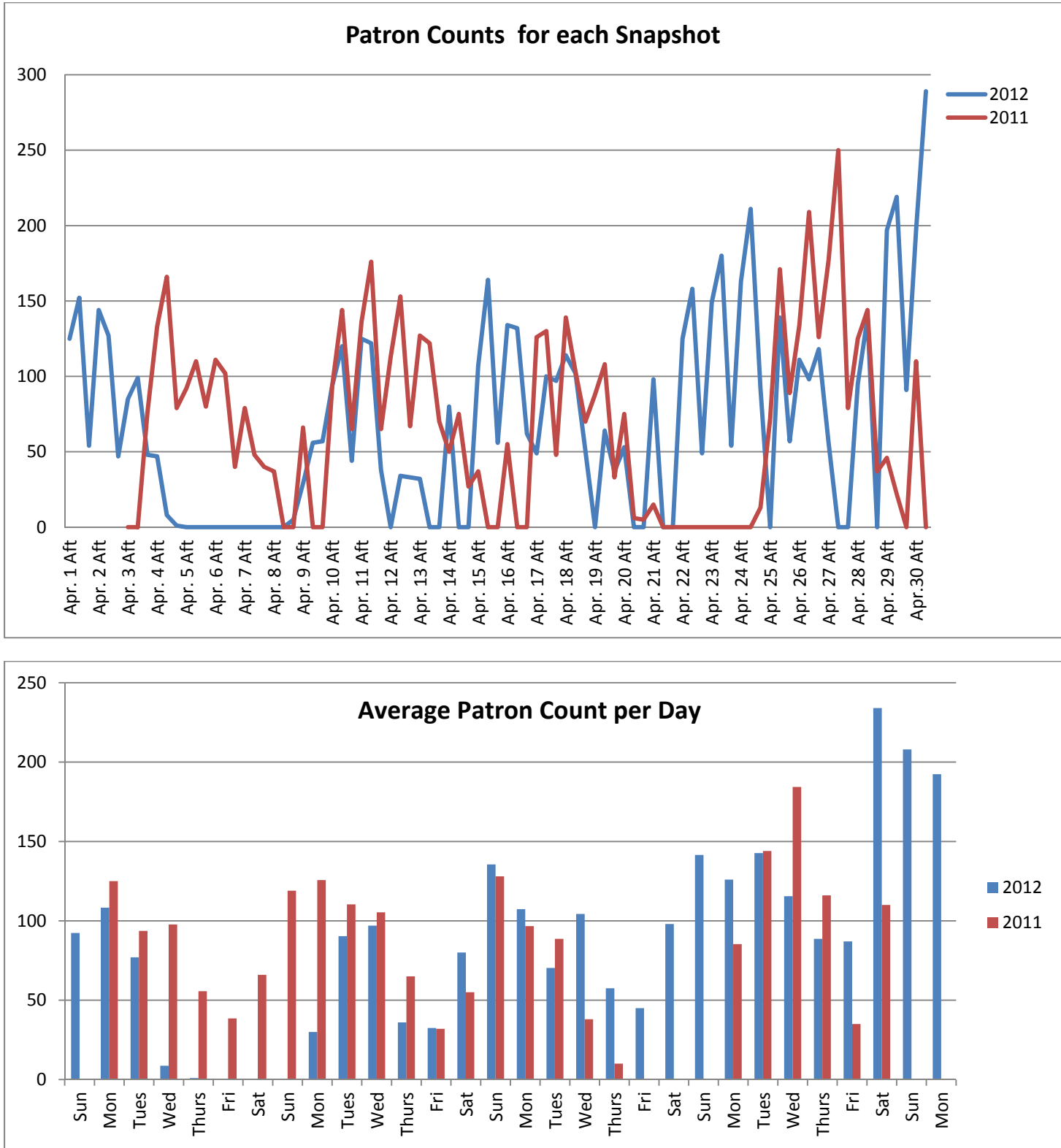
Comparisons: When possible, comparisons were made with the **April 2011**.

Quick Facts:	<u>2012</u>	<u>2011</u>
Average count in a snapshot:	97	(92)
Maximum count in a snapshot:	289	(250)
No. of counts >200:	3	(2)
No. of counts >150:	10	(7)

Major trends:

- Monday, Tuesday, and Wednesday are busiest days.
- The evening is the busiest time of the day.
- Dramatically higher counts towards the end of the month and semester.
- Friday, Saturday, and Sunday had higher counts than last year.
- Use of a smart phone / tablet/pad has doubled
- Work station use has decreased by 10%.
- Laptop count has increased by 10%.

Figure 1. Pattern shows that Monday, Tuesday, and Wednesday are the busiest times in the library with increasingly higher counts towards the end of the month and semester. The evening is the busiest time of the day in the library. This survey indicates that Friday, Saturday, and Sunday had higher counts than last year. The week before Easter break Apr. 5-8 (Apr. 21-24) has lower than normal counts.



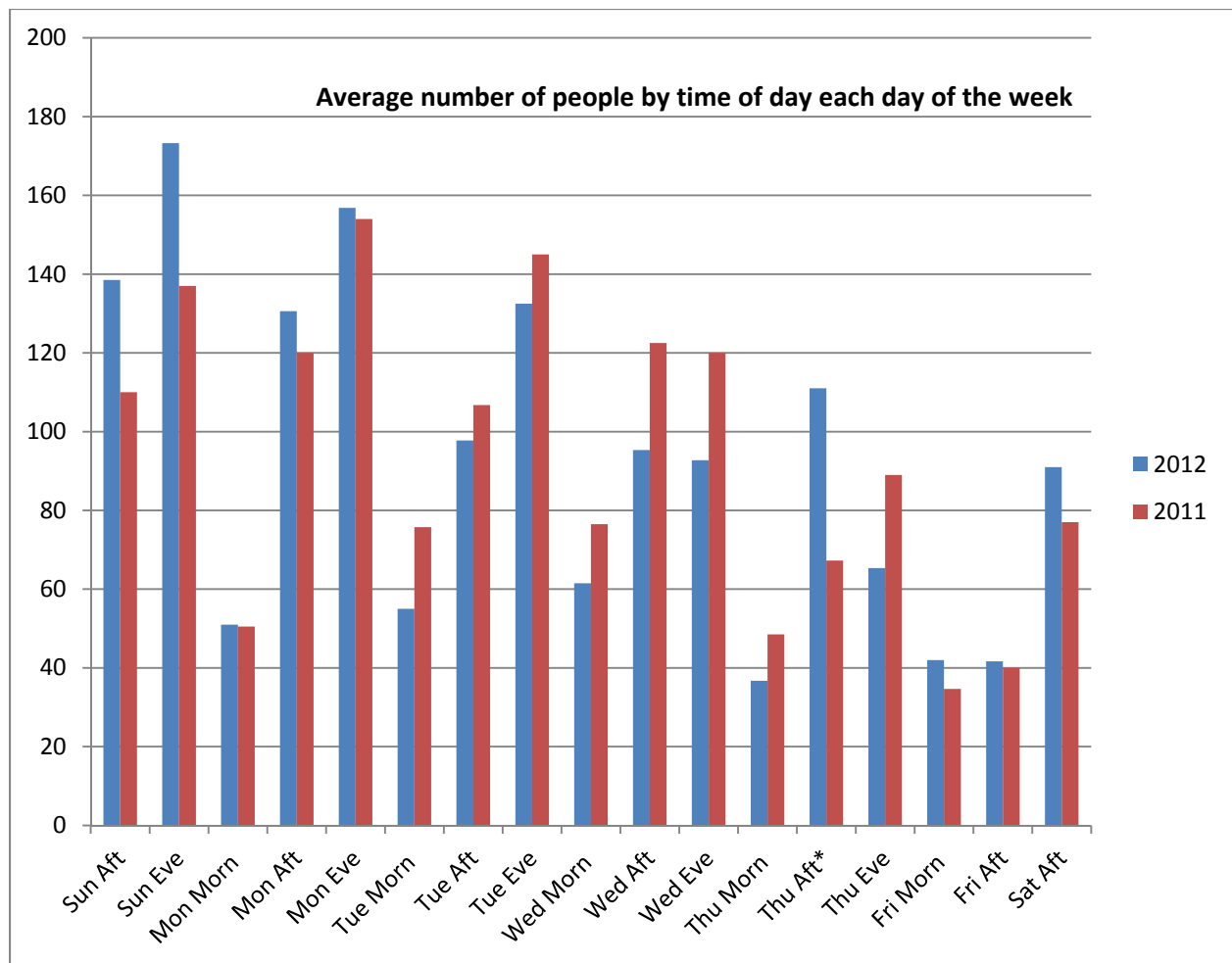
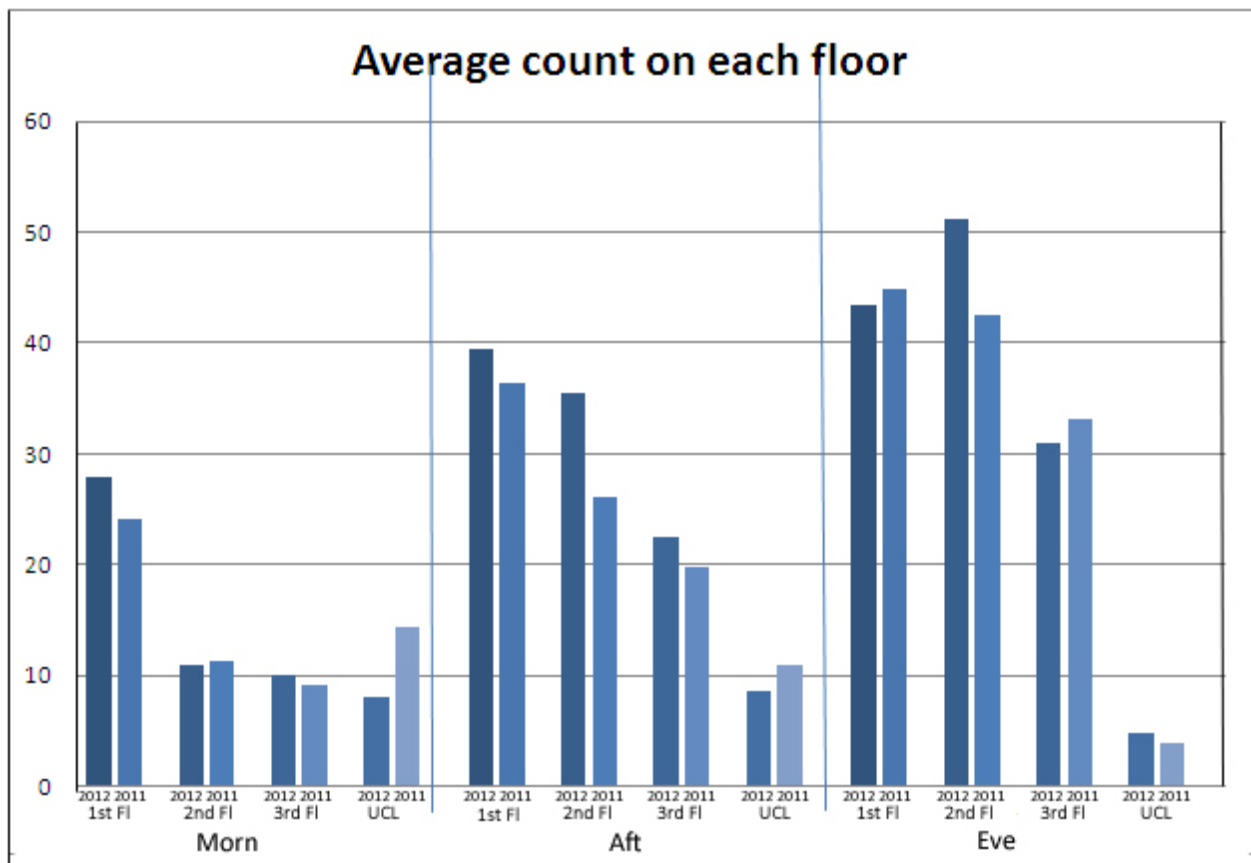


Figure 2. This chart shows the same patterns as shown in the raw data chart from the previous page and that the library is busier in the early part of the week. The chart clearly shows that the evening is the busiest time in the library. **The weekends are busier this year than last year.**

(*Thurs Aft count was missed in the first 3 weeks of survey)

Figure 3a. This chart looks at the library floors during each snapshot of the day. Each floor of the library becomes busier as the day progresses. The second and third floors were not used much in the morning snapshot, but increase their numbers in the evening snapshot when the second floor is the busiest with an average of just over 50 students. The third floor is the “quiet” floor for studying, and continues to be the least busiest of the three floors in the snapshot , averaging just over 30 students in the evening.

The UCL shows extreme low counts during the snapshots, and except when classes are scheduled in the morning or afternoon, the UCL is almost empty, averaging only 5 students in the three labs during the evening snapshot.



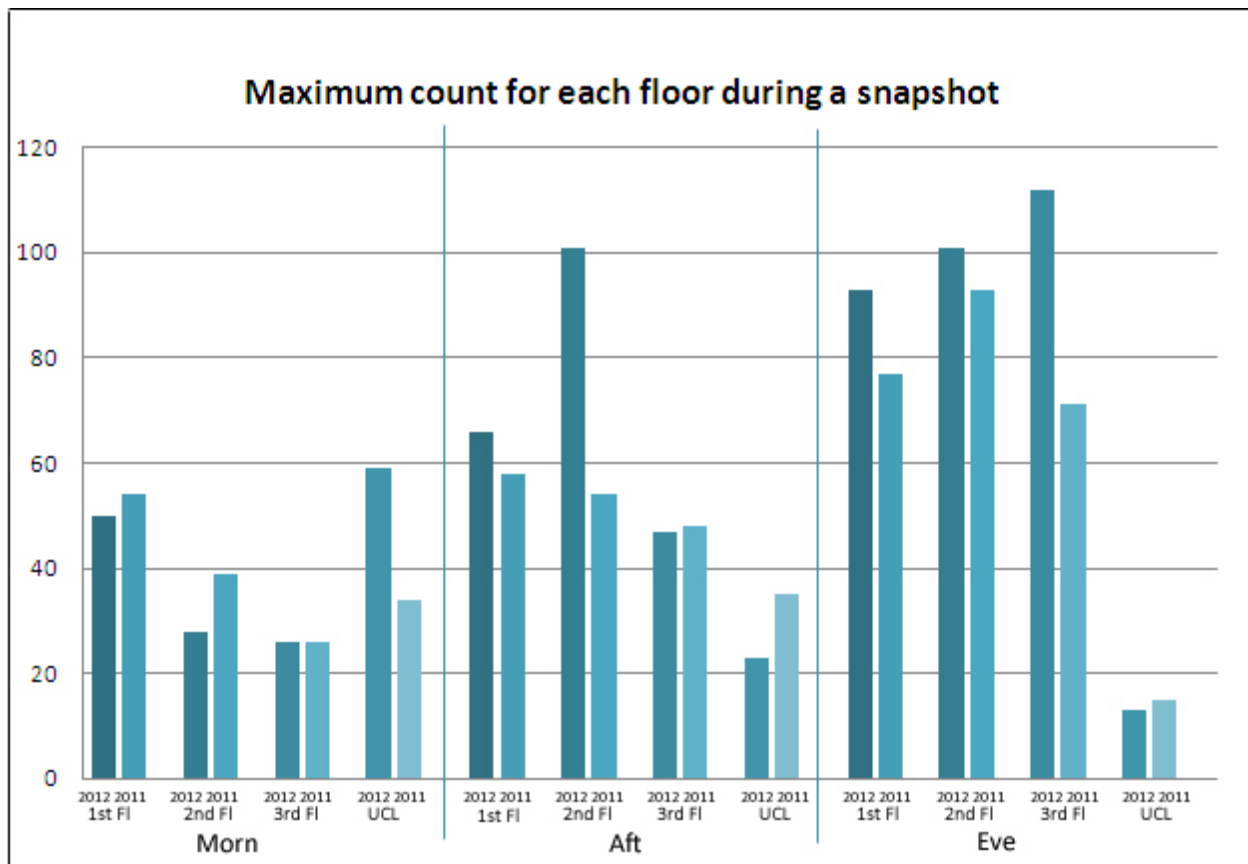


Figure 3a. This chart also looks at the library floors. Note that in the evening, that maximum number of people observed in a snapshot indicate the first, second and third floors are **over capacity**. It is worth noticing that the second floor reached capacity for the first time in an afternoon snapshot. Interesting is that the maximum count (112) is on the third floor when on average the second floor has more students in a snapshot.

Last year (Spring 2011), a chair count was done in the library and at that time the library had 387 total seats of which 308 were wooden chairs, 27 were wheeled fabric covered chairs, and 42 were armchairs. Finding seating can be a hardship in the library.

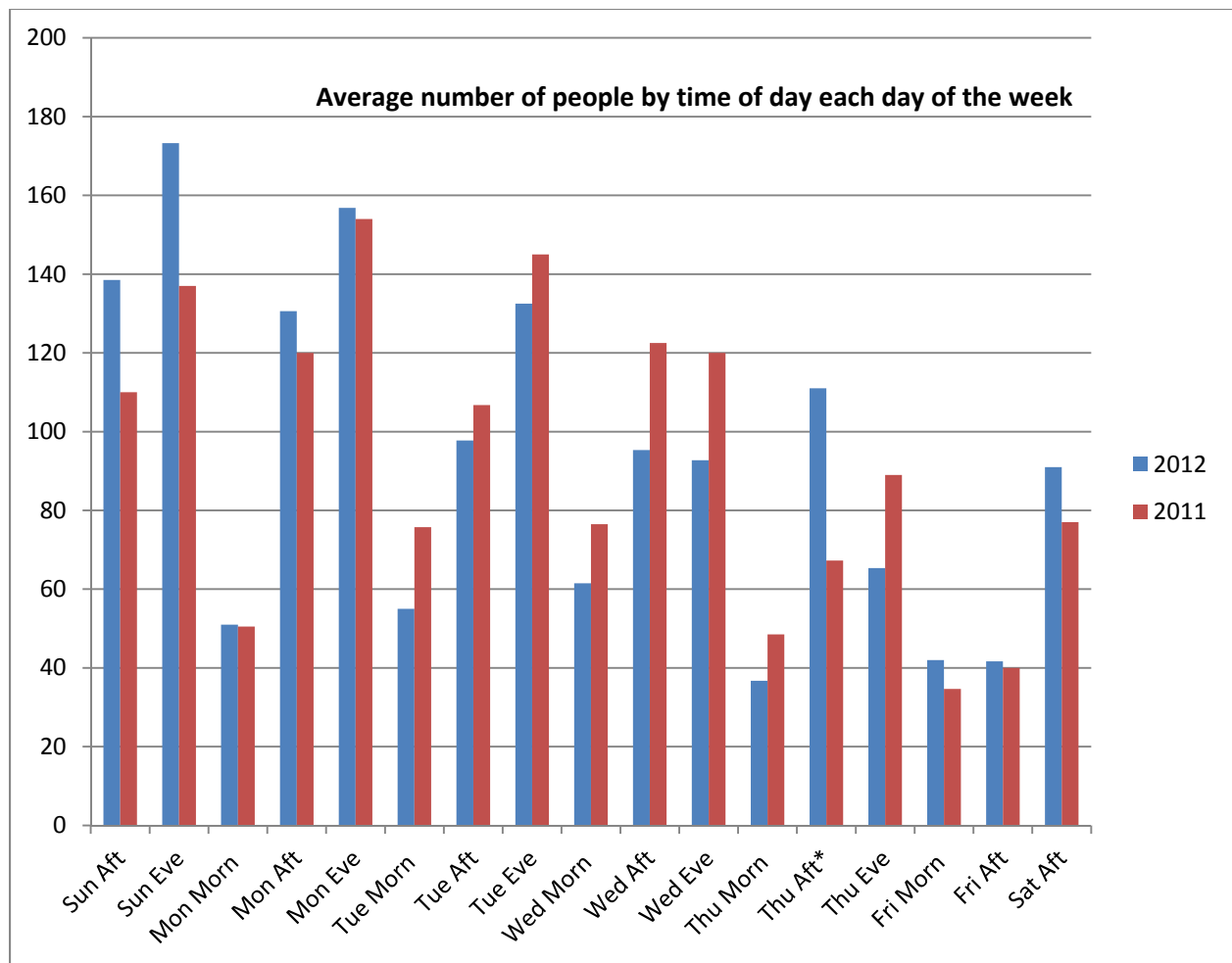
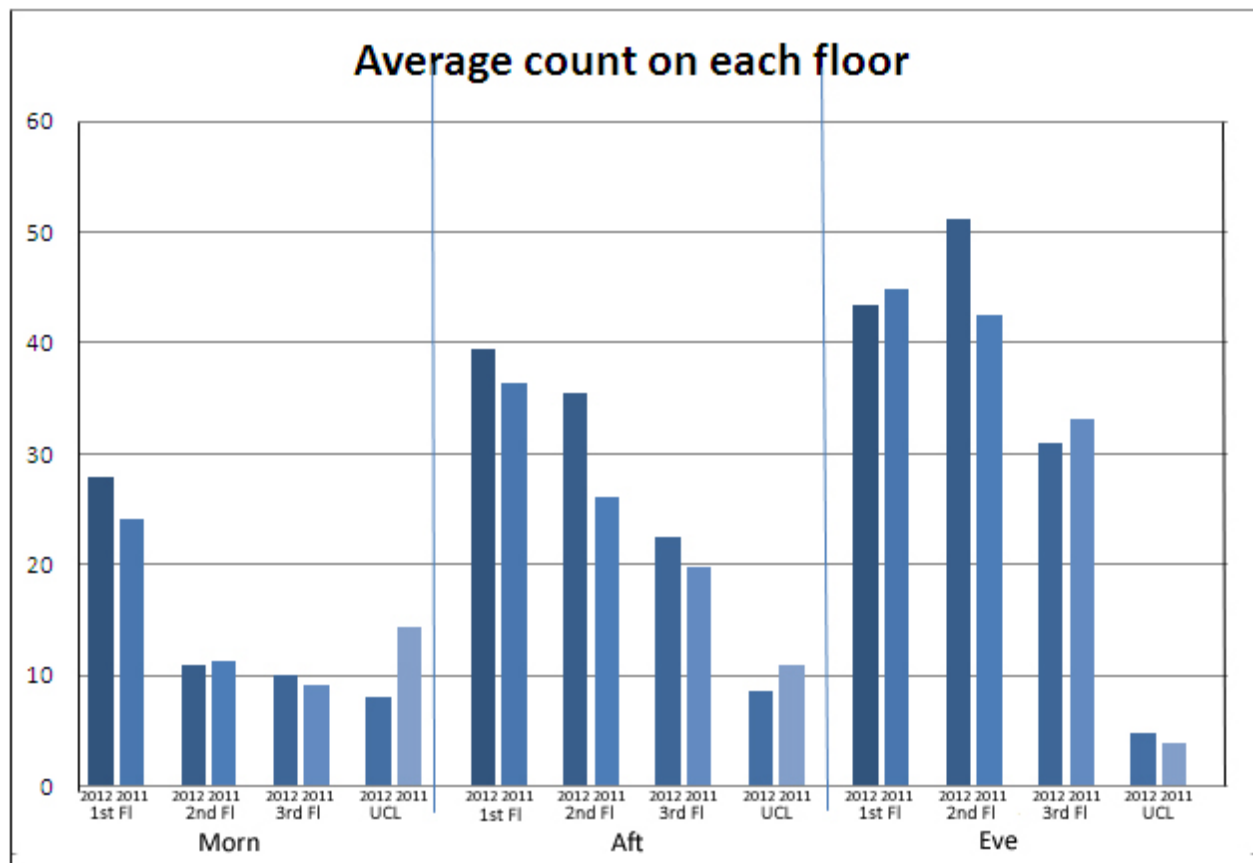


Figure 2. This chart shows the same patterns as shown in the raw data chart from the previous page and that the library is busier in the early part of the week. The chart clearly shows that the evening is the busiest time in the library. **The weekends are busier this year than last year.**

(*Thurs Aft count was missed in the first 3 weeks of survey)

Figure 3a. This chart looks at the library floors during each snapshot of the day. Each floor of the library becomes busier as the day progresses. The second and third floors were not used much in the morning snapshot, but increase their numbers in the evening snapshot when the second floor is the busiest with an average of just over 50 students. The third floor is the “quiet” floor for studying, and continues to be the least busiest of the three floors in the snapshot , averaging just over 30 students in the evening.

The UCL shows extreme low counts during the snapshots, and except when classes are scheduled in the morning or afternoon, the UCL is almost empty, averaging only 5 students in the three labs during the evening snapshot.



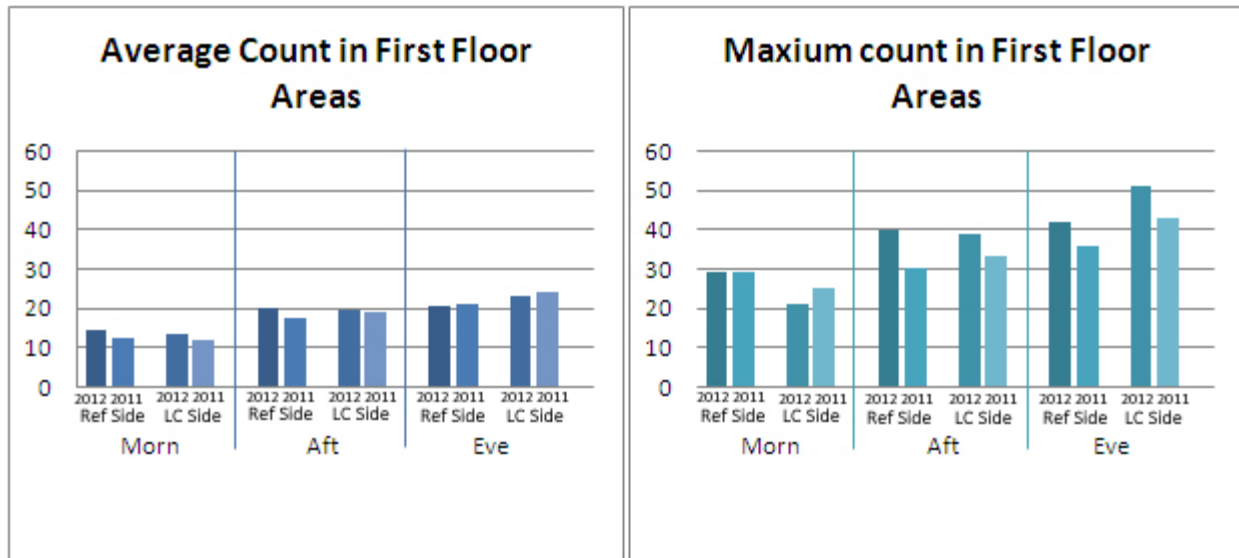


Figure 3b. These charts look at the “Learning Commons”(LC) side and the “Reference” (Ref) sides of the first floor. This year, the reference side was redesigned and has 6 less computers than last year and more open table space, with 4 tables that have

First Floor

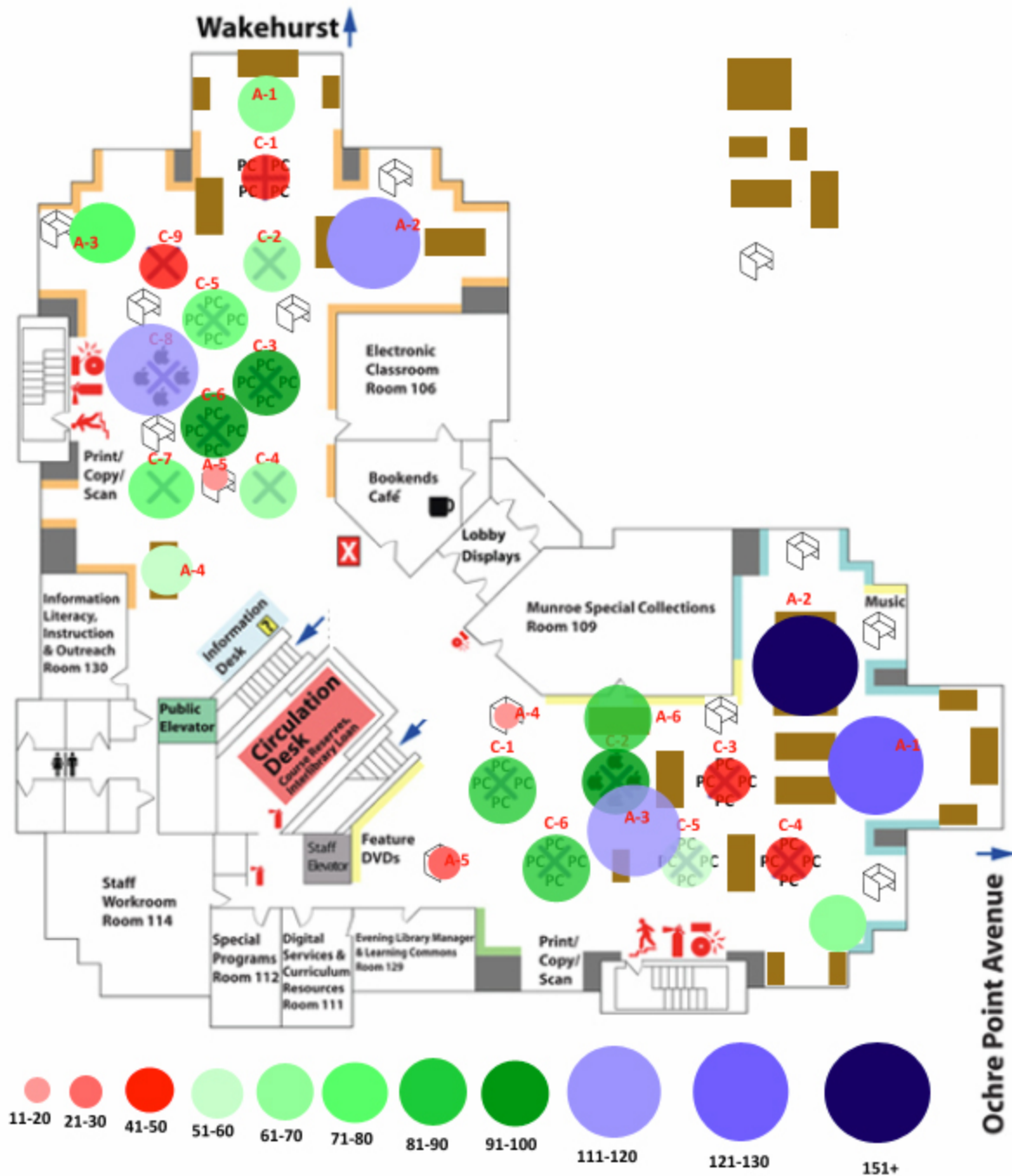


Figure 3c. This 1st Fl. floor plan looks at where everyone is during the snapshots (Total count). Clearly the atrium areas are well used where there are tables for studying and group work. The computers closest to the entrance are used more frequently than computers that are farther away. The Macs are the most used computers. Computers on the Ref. side are used more than on the LC side. The easy chair seating

areas are the least used (A-4,A-5). This is very noticeable, as the areas around the computer pods in the LC have tables (A-3) and are well used, while the areas around the computer pods on the Ref. side have easy chair arrangements (A-5) and are hardly used. The new large square laptop tables on the Ref. side are used moderately.

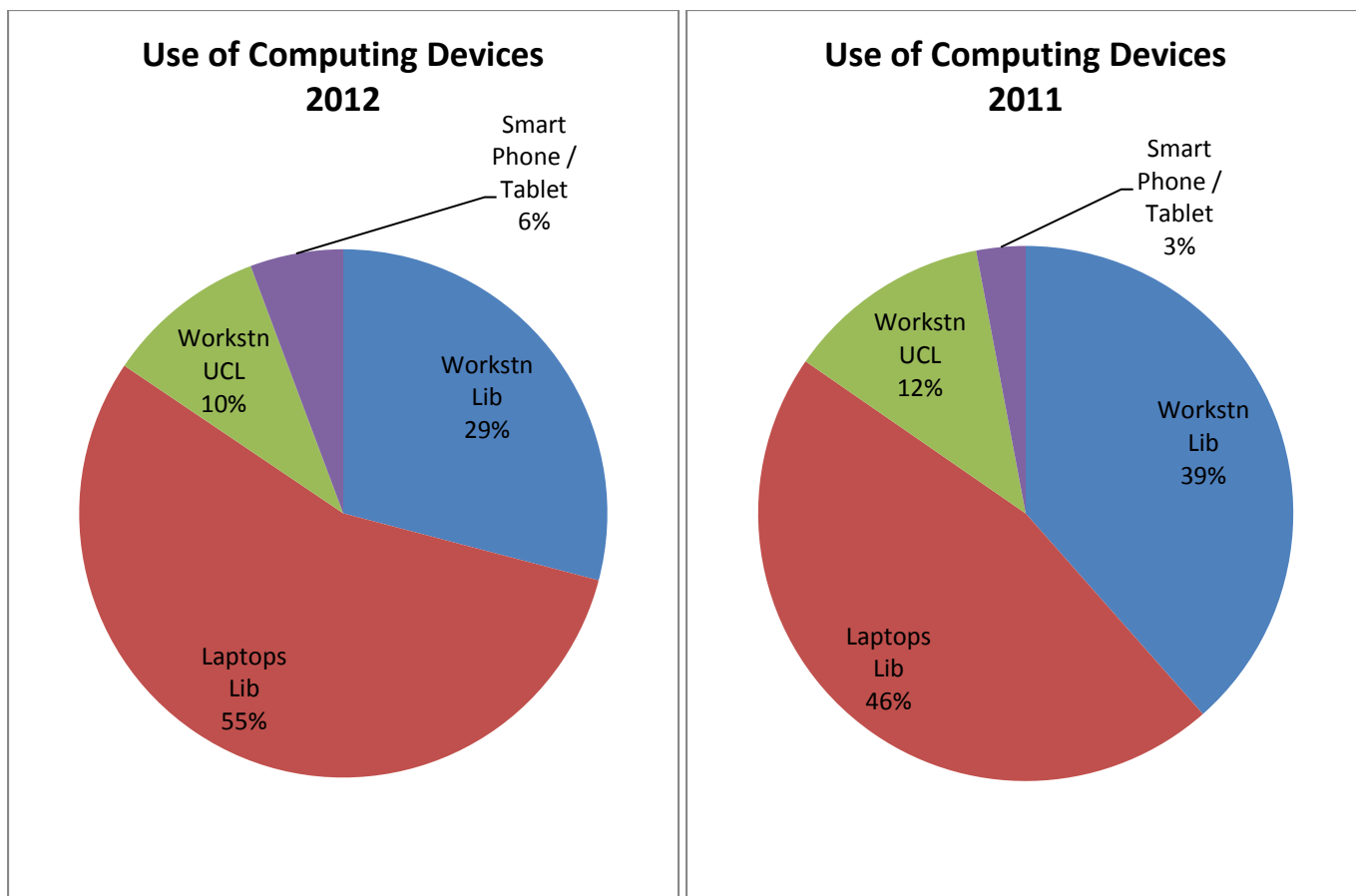


Figure 4a: This chart looks at those who were using a computing device. The laptop count is almost 10% higher than last year, but still well below that of the last year of the mandatory laptop program 2010 (61%). The percentage of use of a smart phone / tablet/pad has doubled. The percentage of students using a work station as a computing device in the library has decreased. In particular the first floor with it's new renovations on the reference side now houses 6 less computers than last year. The decline in the use of work station in the UCL is directly related to the fewer counts in the UCL from last year.

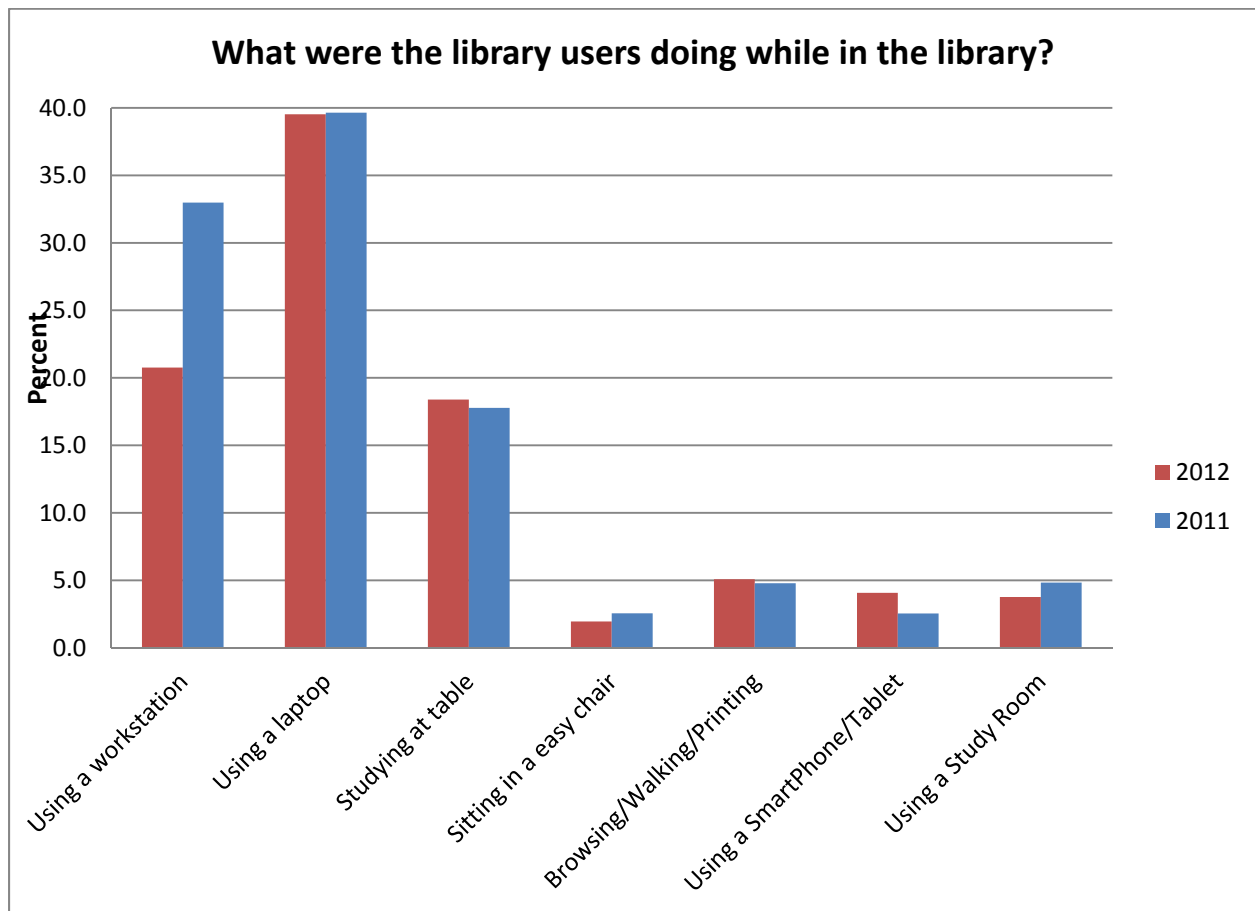


Figure 5. This chart provides a glimpse of what the patrons are doing while in the library as a percentage of total users. Noticeable changes include the decrease in use of the library’s workstations. The other notable change is increase of smart phone/ pad use. Although there is an increase in the number of easy chairs in the library, their use has actually declined (not sure if the decline is significant). Other changes were small, that is, less than 1%.