

Snapshot Survey of Library

Jun 20, 2013

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Survey Period: Apr. 1 – Apr. 30, 2013

Number of Snapshots collected: 74 (64 in 2012)

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.

Comparisons: When possible, comparisons were made with the **April 2012**.

Quick Facts:	2013	<u>2012</u>	<u>2011</u>
Average count in a snapshot:	94	97	(92)
Maximum count in a snapshot:	255	289	(250)
No. of counts >200:	2	3	(2)
No. of counts >150:	8	10	(7)
No. of counts > 100	34	28	(26)

Major trends:

- All days except Friday and Saturday are busy and except for Fridays and Saturdays, the average count in a snapshot was over 50 people.
- The evening is the busiest time of the day, except this year Thursday afternoon was busier than Thursday evening.
- The use of the library on Thursdays has increased.
- The increase in counts towards the end of the month and the semester was not as dramatic as other years.
- The first floor continues to be the busiest floor at all times of the day, except in the evening when the second floor has slightly more people in a count. As the first floor, except for the UCL, has most of the workstations in the library, this could account for it being the busiest.
- The count in the UCL has increased this year over previous years but except in the mornings, when there are classes in the labs, it is by far the least used area of the library.
- Work station use has increased slightly over the last year, and the use of laptops keeps going up.
- What the people were doing in the library has not changed over the last year. Most people come to the library and use a computing device.
- Did not track the use of smartphones as it seemed everyone was using one.
- Did track the use of a tablet/iPad type computing device and they are only sparsely in evidence.

Figure 1a. Pattern shows that Friday and Saturday are least busy. The count does not increase as dramatically as last year.

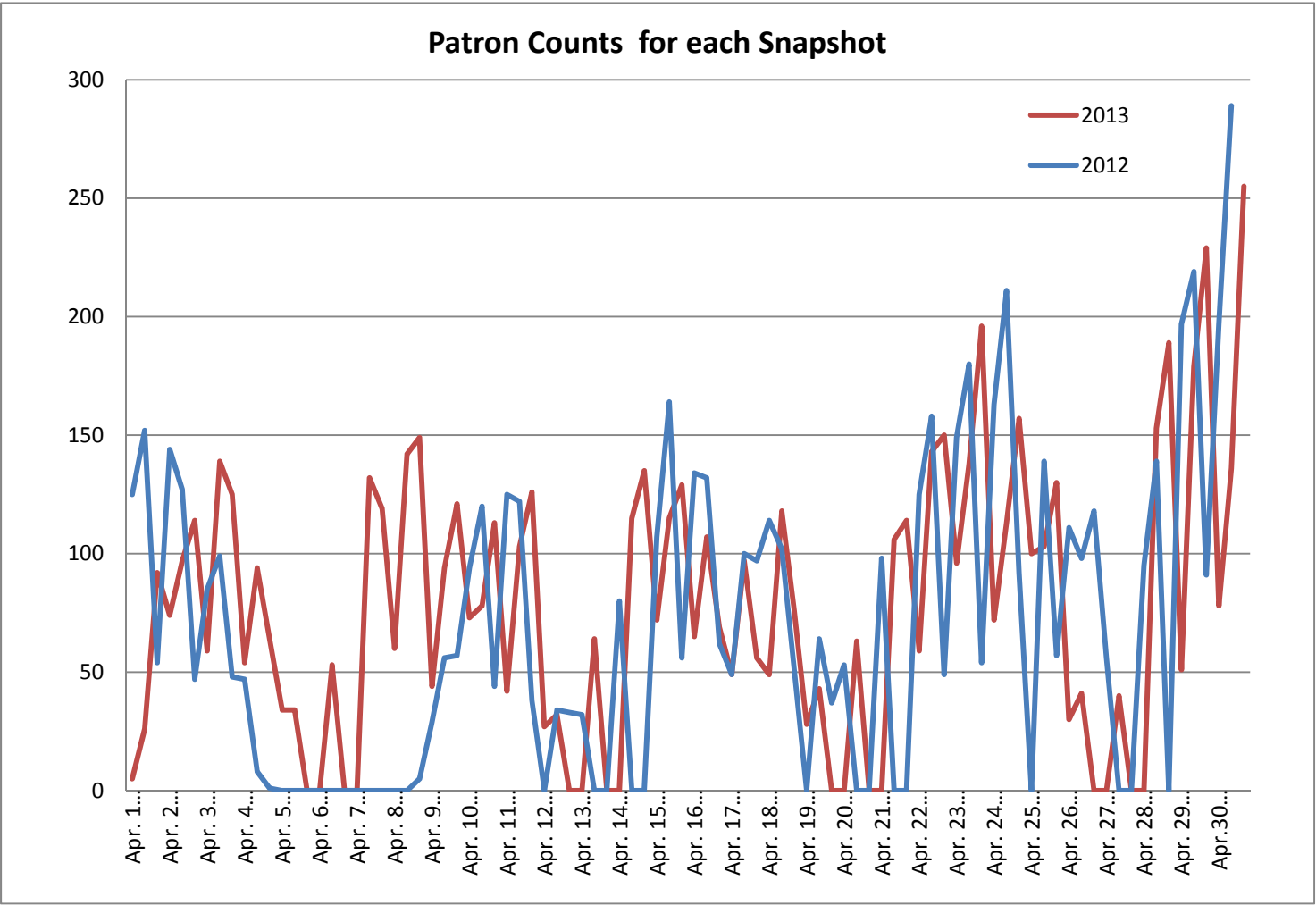


Figure 1b. Pattern shows that the average count is consistently over 50, except Friday and Saturday.

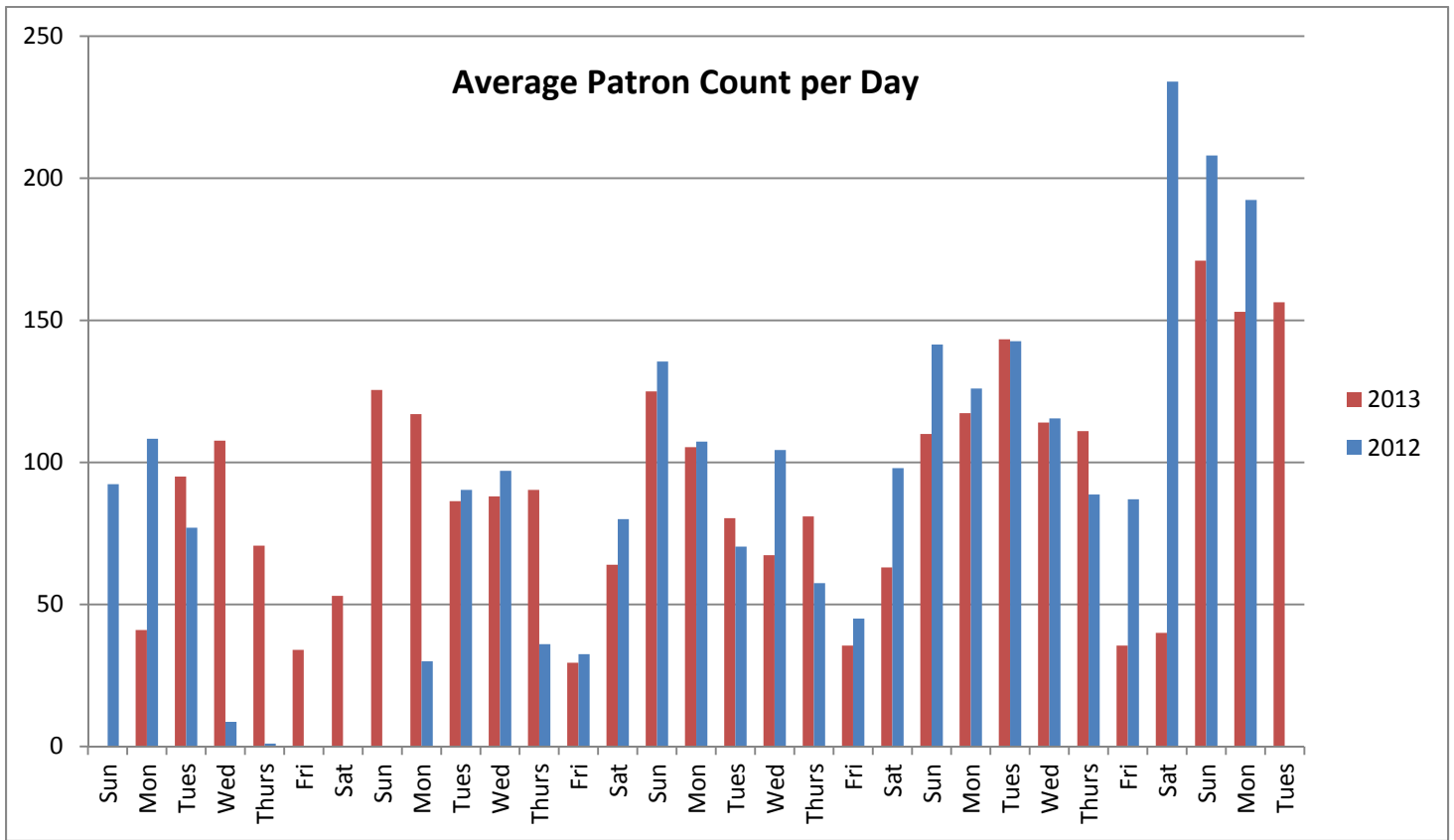
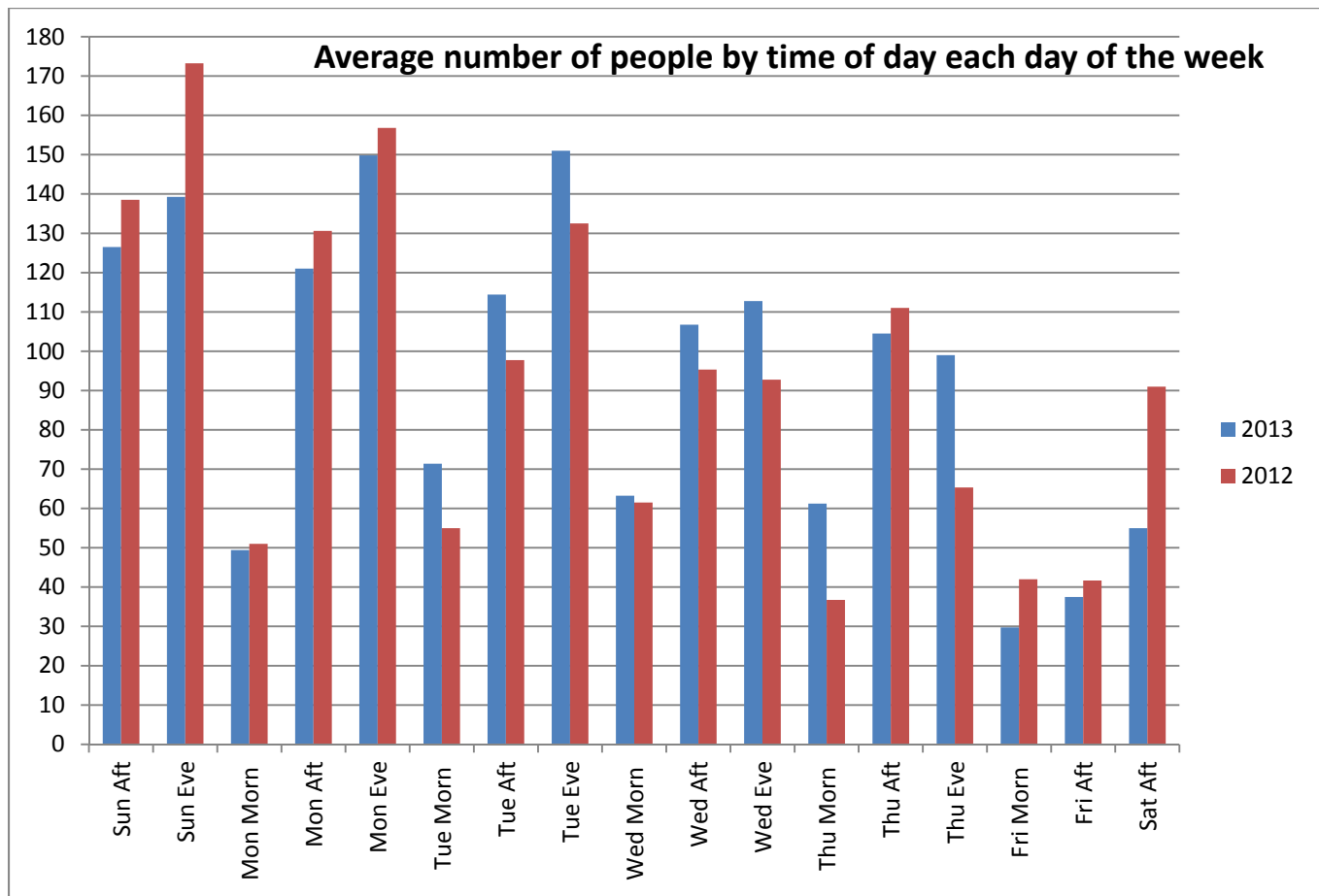


Figure 2. This chart shows the same patterns as shown in the raw data chart from the previous page and that the library is busier in the early part of the week. The chart clearly shows that the evening is the busiest time in the library. Note: the average count is over 50, except Friday and Saturday. Thursdays are busier this year. Also note that the



(*Thurs Aft count was missed in the first 3 weeks of survey in 2012)

Figure3. 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 under 50 people. 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 under 30 people in the evening.

The UCL continues to be underutilized although more people were present in the counts this year. Except when classes are scheduled in the morning or afternoon, the UCL is almost empty, averaging only 8 people in the three labs during the evening snapshot.

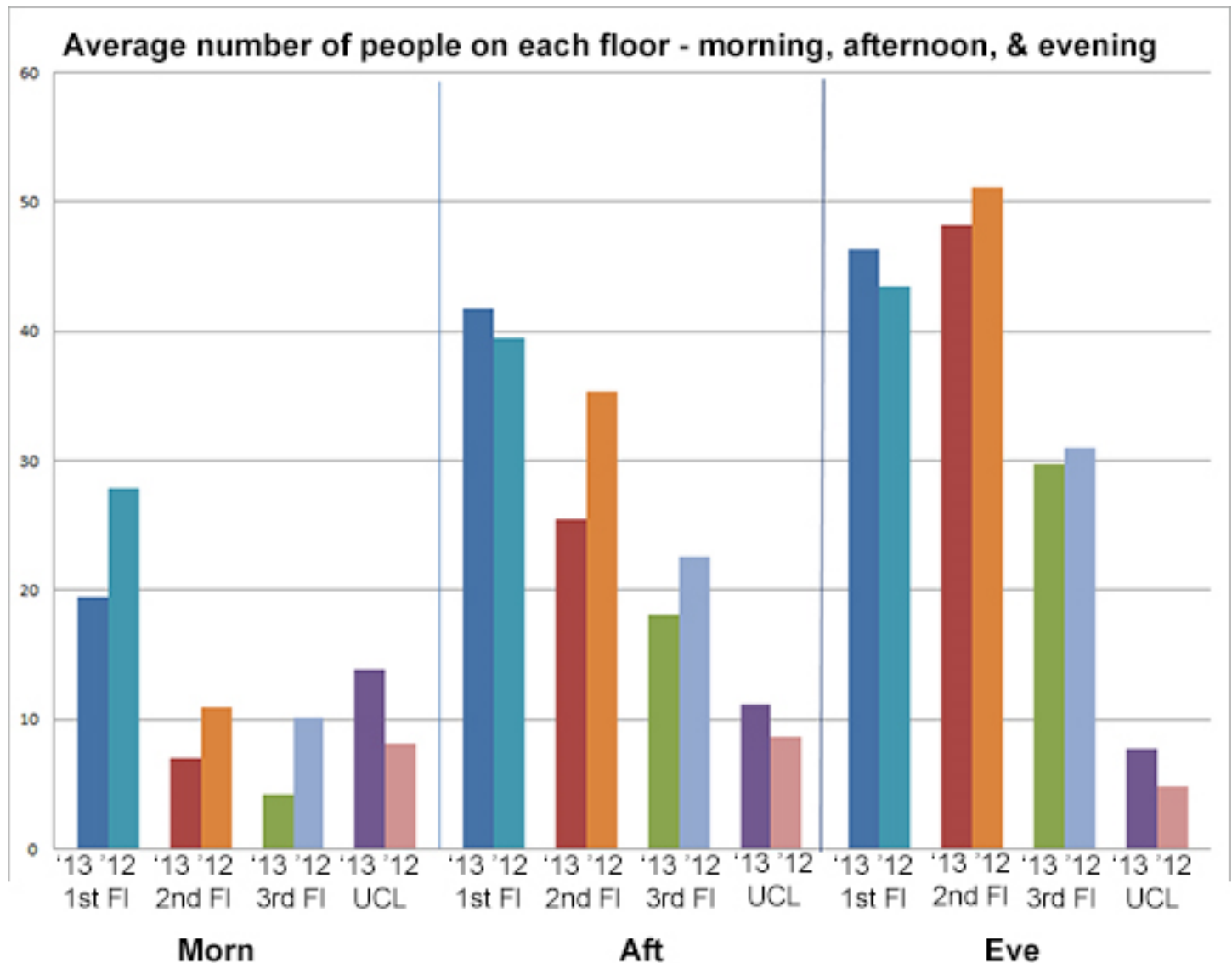


Figure 4: This chart looks at those who were using a computing device. The laptop count continues to increase and is almost approaching the number of laptops in the snapshot of 2010 when we had the mandatory laptop program. The percentage of students using a work station as a computing device in the library has stayed the same. Last year we put the smart phoe/tablet use into one category. This proved impracticle this year as almost everyone in the counts were using a smartphone. Instead we tried to capture the use of tablet/iPad type computing devices, but the numbers are still very small (Total 12). This snapshot tried to capture those who use two computing devices at the same time, usually the library's workstation and a laptop. (Total 34)

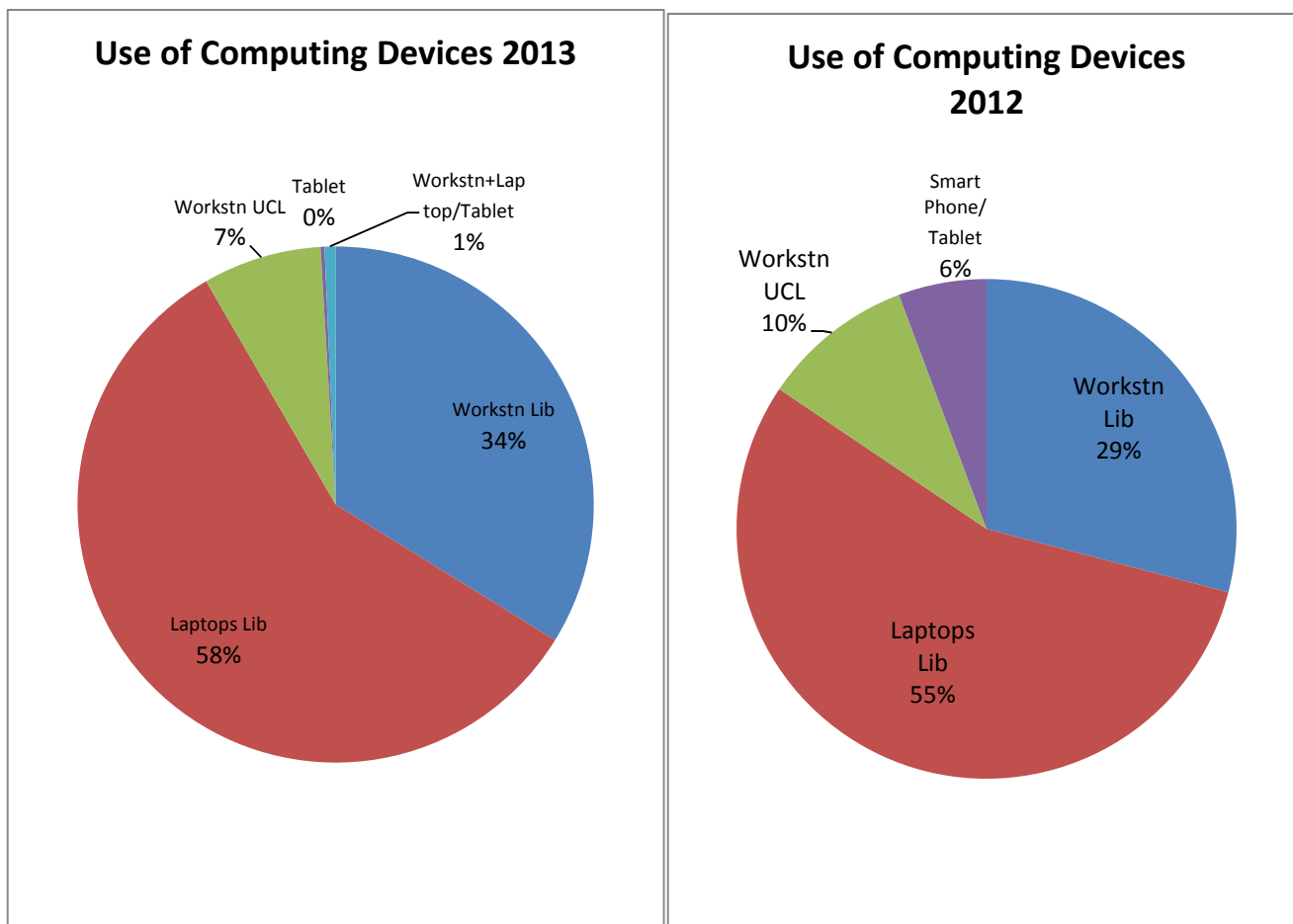


Figure 5. This chart provides a glimpse of what the patrons are doing while in the library as a percentage of total users. Like in past years, most are using a computing device. It is significant that just under 20% are actually “studying” without using a computing device.

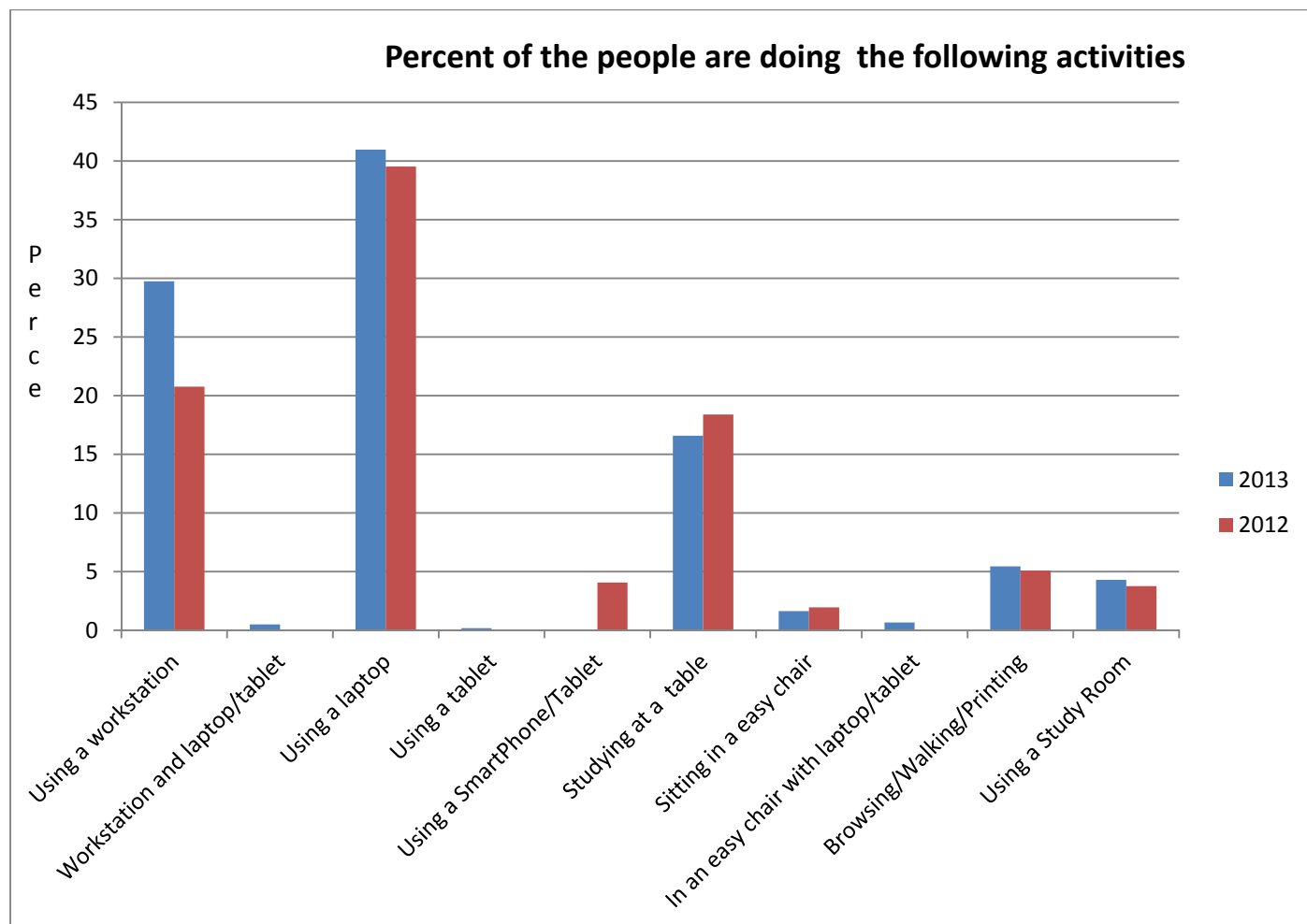


Figure 6. This chart shows those that are studying in the library. Each floor has a percentage of those studying. The “quiet” third floor has the smallest percentage of people studying.

