

## Library Spaces Walk-Throughs: Fall 2015 – Winter 2016

During the fall 2015 and spring 2016 semesters, walk-throughs were scheduled as a way of soliciting feedback on various areas in the library in order to document potential improvements. Volunteers were recruited from among library employees and members of the Student Library Advisory Council and were charged with:

- Walking through each designated area of the library with a fresh perspective
- Documenting through photos and text anything they particularly liked about the areas, anything that needed attention, and how people were using the areas.

Monthly feedback was compiled, discussed, and prioritized by the Library Facilities Coordinator, Library Editorial & Production Coordinator, Library Technology Support Desk Coordinator, and the Assessment & User Experience Librarian. Ultimately, a prioritized list of potential projects was submitted to the Library Administrative Officer. Since the walk-throughs, a number of improvements have been completed with several more in progress.

### September 2015: Library North Entrance and Library North 1

#### General Themes

- Library generated signage is excellent
- LN1 is a busy space preferred by students
- Variety and amount of seating is great
- Furniture needs to be recovered/replaced, including the booths
- Excessive signage needs to be evaluated and maintained—this refers to signage both inside and outside the library building
- Exterior of the main entrance needs to be monitored and maintained
- Empty sign holders are a problem
- Old tape and sticker residue are problems
- Reconsider the rocking chair space next to Saxbys – how could it be better used? E.g., bar along the wall with outlets
- Reconsider space behind A/V collection – how could it be better used? E.g., bar along the wall with outlets
- Reconsider location of the Johnny Mercer exhibit

#### Outcomes/Action Items

- October 4, 2015: The Library Facilities Coordinator contacted Student Life and had extra display boards removed.
- October 8, 2015: Empty sign holders and evidence of old signs were removed.

- October 15, 2015, Student Library Advisory Council meeting: Members were asked to prioritize adding power outlets to the rocking chair area or recovering and/or replacing chairs. **They named recovering and/or replacing chairs as a higher priority.**
- December 2016: Booths were replaced with new tables and bench seating.

## October 2015: Library North 2, including study rooms and Link 2

### General Themes

- Natural light on link 2 is great
- Technology in link 2 study rooms is great
- Sanitizing wipes are great
- Variety of seating options is great
- Fabric upholstered chairs need to be recovered
- Unofficial signage (not library branded) is a problem
- Too much signage
- Overflowing trashcans certain times of day and trash in locked study rooms
- Old tape and sticker residue are problems

### Outcomes/Action Items

- November 2015: Library communicated with campus facilities to make the case that additional cleaning is needed throughout the day due to high volume of visitors.
- December 2015: All computer chairs were replaced.
- January 2016: New Visix campus-wide digital signage system installed.
- May 2016: All fabric seating was reupholstered.

## January 2016: Library North 3, 4, and 5

### General Themes

- Tables for group study on LN3 and LN4 are great
- Quiet on LN5 is great
- LN bar counters on the back walls are a good use of space.
- LN areas before each link could be better used. Add group study tables?
- LN areas next to the staff elevator on each floor could be better used. Add a bar counter with power outlets?
- Renovate LN 318
- These floors are heavily used and the wear and tear on the carpet, furniture, and walls is apparent.
- Overflowing trashcans certain times of day

### Outcomes/Action Items

- June 2016: Counters with seating and power outlets built out on LN 3, 4, and 5 and LS4.
- Summer 2016: The LN 3, 4, and 5 group study rooms were patched and painted.

- Plans are underway to renovate LN 318.

## February 2016: Library South entrance, Library South 2, and CURVE

### General Themes

- Seating just inside the entrance is great
- Empty wall expanse just inside the entrance needs attention
- Security desk, security gates, and turnstiles make the entry area seem crowded (with lots of empty space just beyond)

### Outcomes/Action Items

- January 2017 – Turnstiles and security gates replaced on LS2 and LN1
- May 2017 – art relocated from LN2 to LS2 on the blank wall just inside the entrance