

Enhancing Library Space 2023 Project Report

Summary

Building upon the findings of a 2022 study, library faculty and staff made subtle yet impactful changes, carefully measuring the resulting data. The insights gained, such as identifying underutilized spaces, will play a crucial role in shaping the upcoming modifications planned for the library space in 2024.

Overview

Heat Map & Gimlet

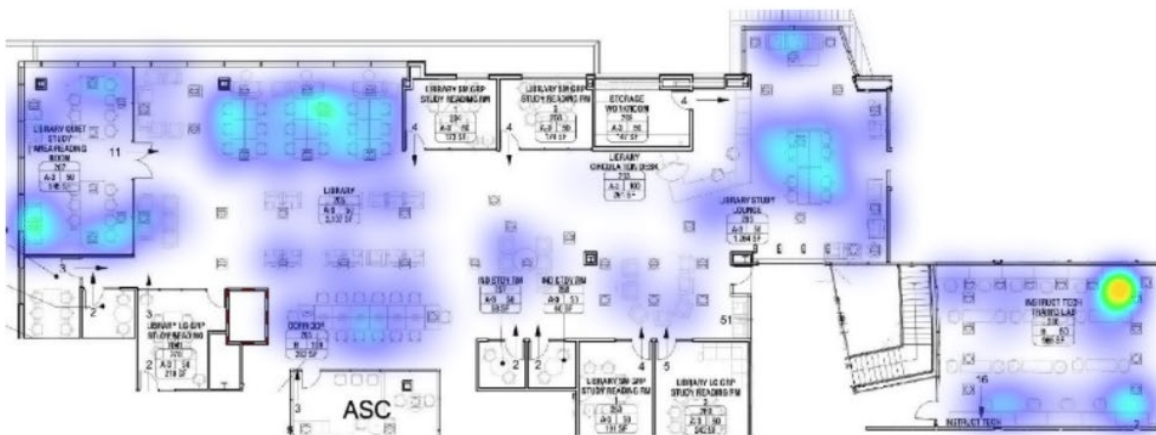


Image: 2023 Heat Map of the Library

The library team analyzed, tested, and implemented changes across the entire library space. Notably, hot spots have shifted compared to last year's heat maps. Library patrons are now dispersed throughout the space, a departure from the previous concentration in isolated areas. Additionally, by leveraging anecdotal data from our Gimlet platform, we compared noise and wayfinding complaints with those from 2022.

The 2023 heat map study showed the following information:

- ✓ About the same amount of people in the space as last year
- ✓ Tuesday & Wednesday are still our busiest days
- ✓ 50% reduction of noise complaints since larger signs were added
- ✓ Overall reduction of people asking, "Is this the Library?"

After adding larger study room signs and making the library name more visible through the chalkboard at the library service desk, based on the evidence gathered from these studies we will be incorporating the following:

- Implementing rolling tables for enhanced flexibility
- Rearranging furniture in underutilized spaces
- Providing more accessible charging options
- Enhancing the overall coziness of the space
- Strategically orienting furniture towards windows
- Introducing plants in study rooms for a more inviting atmosphere

Stakeholders

- Nanci DeLa Cruz Aguayo – responsible, accountable
- Lauren Johnson- responsible
- Alena Manjuck – responsible
- Nathaniel King – consulted
- Campus Infrastructure – consulted

Feedback Highlights

Space Survey

- “No improvement needed. Best seat in the universe.”
- “It’s pretty chill, quiet, can focus on my work and get it done significantly faster than at home where there’s distractions and life. “

Colorado Association of Libraries Conference

- “Loved this session! I think we need more research-based sessions at CAL and the presentations of said research to promote more research-based literature in libraries. The topic was also useful since it gave ideas on how to follow research for other small library spaces.”
- “I learned so much about heat maps in Qualtrics! Thanks for sharing so I can take this back to my own library!”

Hanover Student Survey

- “The library is always so cozy and comfortable.”
- “I love coming to the library to study & there is always free space.”
- “The library is clean and neat. It’s a good place to study.”