Sustaining an Assessment Mentality to Navigate Library Space Planning

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Purposeful Assessment of Space

Space as a factor to organization’s mission

• Gathering
• Services provided
• Partner in learning

Things to consider

• Consideration of assessment’s purpose
• Types of questions to be used
• Data-gathering methodologies
• Reporting strategies for results
Space Planning Assessments Projects

- 07/08 - Consultant Space Study, “Using Evidence for Space Planning”
- ‘10 Designing a Researchers Room
- 11/12 - IAR Student projects for main and music libraries
- 12/13 – LibQUAL, Library as Place
- Student assessment of initial use for newly renovated space
- Digital Media Commons – renovated lower level of main library
- 13/14 – survey update on use of buildings, tools needs, how space fits into learning
Seattle 2008

• First Big Effort to Assess Space situation
• Outside consultant
  – Programming
  – A lot of “what ifs”
• Recognized the importance of:
  – The need to add seating (repurpose)
  – Changing the attitude about content (print/elect)
• Impacted culture for CHANGE
Designing the Researcher’s Space

The UNCG University Libraries has in recent years seen explosive growth in special collections and archival materials. An assessment was conducted to identify the important attributes that needed to be addressed from a researcher’s perspective. This assessment was designed to blend typical researcher’s needs with physical needs, to online activities that might occur, and to identify initial searching or follow-up research details.

The methodology used began with an electronic survey of recent researchers which provided talking points in subsequent interviews of randomly selected researchers. Demographic information was collected including their status of internal or external affiliation with the University.
Music Library Project

Good example of how the use of space have changed with technology.

Venue has other options available so students will gravitate toward spaces that fit there need
Main Library Recommendations
Seeking Opportunities

Superiority Gap For Undergraduates

<table>
<thead>
<tr>
<th></th>
<th>IC-1</th>
<th>IC-7</th>
<th>LP-1</th>
<th>LP-2</th>
<th>IC-2</th>
</tr>
</thead>
<tbody>
<tr>
<td>IC-1</td>
<td>Making electronic resources accessible from my home or office.</td>
<td>Making information easily accessible for independent use.</td>
<td>Library space that inspires study and learning.</td>
<td>Quiet space for individual activities.</td>
<td>A library website enabling me to find information on my own.</td>
</tr>
<tr>
<td>Average</td>
<td>-0.83</td>
<td>-0.72</td>
<td>-0.72</td>
<td>-0.72</td>
<td>-0.65</td>
</tr>
</tbody>
</table>
Digital Media Commons

• Repurpose concept from 2008 study
• Increasing request for digital support from students
• Ongoing assessment of needs, i.e. tools, software, knowledge
• Analytical tracking of use for features initially provided such as presentation room
• Involved a variety of student/staff types
New Review of Building Use

- Limit choices with examples, i.e. wipe boards, specific technologies for tech lending
- Incorporate online component into use of space, i.e. physical space compared to web site descriptions
- Identify academic need beyond traditional library attributes, such as tutoring/centers
- Use of task force committees to help focus on space planning activities
We are interested in localizing a national discussion on learning spaces and their impacts on the learner. Questions to consider include:

Can spaces make a difference in how people learn?

What are the attributes of these learning spaces?

What kinds of spaces best support faculty teaching?

Join the Conversation

Email: SeRegionLSC-L@lists.uncg.edu
subject: [blank] body: subscribe fname lname

The peer reviewed *Journal of Learning Spaces* provides a scholarly, multidisciplinary forum for research articles, case studies, book reviews, and position pieces related to all aspects of learning space design, operation, pedagogy, and assessment.

*Learning spaces* encompass formal, informal, and virtual environments:

**formal**: lecture halls, labs, traditional classrooms

**informal**: learning commons, multimedia sandbox, residential study areas

**virtual**: learning management systems, social media websites, online virtual environments

**Call for Submissions**

We invite online submissions of practical and theoretical works from practitioners and academics across a wide range of subject disciplines and organizational backgrounds, including Architecture, Interior and Product Design, Education, Information and Library Science, Instructional Technology, Sociology, and Student and Residential Life. Details online.

http://libjournal.uncg.edu/ojs
Chancellor’s Leadership Initiative - Review utilization of: Academic space Instructional space

**Charge**

- Explore the use of flexible hours
- Expand classroom usage hours beyond traditional schedule to accommodate new generation of non-traditional learners
- Design adaptable spaces to create multipurpose classrooms
- Flexible learning spaces that will allow for different type of classes to be taught in the same space – lecture, discussion, MOOC’s, active learning
- Moveable furniture, lockers, and portable partitions to provide flexibility within the space
- Understand technology needs for different pedagogies
- Research new breed of classroom furniture
- Identify best finishes for new classroom uses
- Determine “right” sf per student for types of classes that will be taught in each space

**Recommendations**

- Start the change process at the top
- Chancellor and Provost must communicate shared set of values
- Space allocation
- Encourage collaborative culture of space management
- Review current space allocation policies and governing structures
- Centralize space reservations
- Develop guidelines for future classroom design
- Re-design current Space Advisory Committee to encourage campus-wide engagement
- Develop a plan for efficient and strategic utilization of space that embraces the UNCG Strategic Plan
- Research alternate space plans for faculty, staff and administrative offices.
## Building Use Stats (5 yr)

<table>
<thead>
<tr>
<th></th>
<th>519</th>
<th>524</th>
<th>657</th>
<th>681</th>
<th>679</th>
<th>160</th>
<th>31%</th>
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<tbody>
<tr>
<td>Classes/Presentations</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Gate Counts</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Total Gate Count</td>
<td>1,117,289</td>
<td>1,154,977</td>
<td>1,196,756</td>
<td>1,224,817</td>
<td>1,277,512</td>
<td>160,223</td>
<td>14%</td>
</tr>
<tr>
<td>Jackson Library Gate Count</td>
<td>977,653</td>
<td>1,032,320</td>
<td>1,079,306</td>
<td>1,112,272</td>
<td>1,171,422</td>
<td>193,769</td>
<td>20%</td>
</tr>
<tr>
<td>Music Gate Count</td>
<td>139,636</td>
<td>122,657</td>
<td>117,450</td>
<td>112,545</td>
<td>106,090</td>
<td>33,546</td>
<td>-24%</td>
</tr>
</tbody>
</table>
Trends

- Increasing need for group space
- DMC most popular space (contemporary)
- High level of virtual support requested, i.e. Chat or Mobile, expectation is for virtual to match physical
- Print material use continues to trend down
- Still have requests for quiet spaces
- Campus alternatives are growing
Culture of Assessment

• Decisions are based on research and data results not speculation or desire
• Stakeholders are concerned about outcomes and results of their efforts
• Stage is set for continuous improvement actions and initiatives