Are We There Yet?
Using a Modified Post Occupancy Evaluation to Assess Space Renovation
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About Us
• 2 Campuses
• 22,000 Students
• Primarily Undergraduates
• 3 Professional Schools (Law, Medicine, & Dentistry)
• 7 libraries
About Ekstrom

- Largest library on main campus
- Centrally located
- Built in 1981
- New wing in 2006
- Spaces redesign
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Pre-Renovation Assessment

- Focus Groups
- Survey
- Observations
- Whiteboards
- Charrettes
Renovation Goals

- Cater to individual and group study needs
- Aesthetics
- Wayfinding
- Service alignment
- Technology & Printing Support
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Typical Post Occupancy Evaluation

Who’s involved?
- Designers
- Contractors
- Employees
- Management

Criteria:
- Occupancy
- Aesthetic and Image
- Space
- Comfort
- Amenity
- Serviceability
- Adaptability
- Durability
- Operational Cost
- Life-Cycle Cost
- Strategic Value
Modified Post Occupancy Evaluation

- Who’s involved?
  - Designers
  - Contractors
  - Employees
  - Management
  - (Users)

- Criteria:
  - Occupancy
  - Aesthetic and Image
  - Space
  - Comfort
  - Amenity
  - Serviceability
  - Adaptability
  - Durability
  - Operational Cost
  - Life-Cycle Cost
  - Strategic Value
METHODS

OBSERVATION
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- Focused work > dyads & triads
- Flexible/self-customizable
- Quick access to tech/print
- Support postural change

- Visual privacy
- Extreme focus
- Temporary ownership
- Assigned/Secure

- Impromptu collaboration & teaching
- Multipurpose, adaptable
- No barriers

- Easy switch between activities
- Blended learning environment
- Multiple meeting modes
- Privacy & ergonomic

Steelcase’s Palette of Place Framework
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METHODS

QUESTIONNAIRES
In general, how satisfied or dissatisfied are you with the following aspects of the Ekstrom Library?

Recent physical changes/renovation
QUALITATIVE RESPONSES

Friday hours are horrible...closed early?????

The elevator bell is extremely annoying. I would come to the library more often to study, but the constant ringing of the elevator bell is distracting, making it difficult to read.

24-hour library access should include more than just the VERY limited seating on the west wing side of the first and second floor of the library. With almost 15,000 full-time undergraduate students, this is clearly not enough space for students to study late at night in a safe, on-campus environment.

The rooms on the third and fourth floor that are designated for grad students only, are almost always vacant, and I had to go jump around empty classrooms to find a place to practice my speech. It was more frustrating, considering I had to print a new paper every 20 mins to have somewhere to practice and not a single weekday goes by where I'm not in the library, and I've never seen more than two or three of those rooms occupied when I go up there. I had to physically show the librarian what I was talking about when I asked about them, bc she didn't know what I was taking...
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TELL US WHAT YOU THINK ABOUT THIS SPACE!

About how long did you spend in this spot?
- Less than an hour
- 1-2 hours
- 2-4 hours
- 4 or more hours

Please rate your satisfaction with the following:
- Very Satisfied
- Satisfied
- Neither
- Dissatisfied
- Very Dissatisfied
  - Group Study Spaces
  - Individual Study Spaces
  - Traffic/Noise Level
  - Technical Help
  - Natural Lighting
  - Furniture Quality

How well did this space work for:
- Enhancing Productivity?
- Individual Study?
- Group Study?
- Collaboration?
- Very Well
- Well
- Neither
- Poorly
- Very Poorly

Please rate your satisfaction with the following:
- Very Satisfied
- Satisfied
- Neither
- Dissatisfied
- Very Dissatisfied
  - Visibility of Info Desks
  - Getting General Help
  - Getting Technical Help
  - Finding a Place to Study/Meet
  - Visibility of Places to Study/Meet
  - Spacing of Furniture

While using this space how likely were you to use one or more of the following services:
- Research Help
- Writing Help
- Tutoring/REACH Help
- Printing

How has the location influenced how often you use the following?
- Not at All
- Slightly
- Somewhat
- Very Much
- Extremely
- N/A
  - Research Help
  - Writing Help
  - Tutoring/REACH Help
  - Printing

Other thoughts about this space? Please leave feedback on the reverse.
DROP OFF SURVEY IN RED BOX IN LOBBY

IMPROVED LEARNING SPACES
STUDENT SUCCESS
IMPROVED SERVICES
PERCEIVED VALUE OF SERVICES

RENOVATION SURVEY
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METHODS

USAGE DATA
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FINDINGS

OBSERVATIONS
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Average Occupancy

Reading Day

30% 23% 37% 37% 39% 37% 32% 42% 37% 36% 42% 42% 38% 22% 21% 36% 36% 32%
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% SPACE MISMATCH

Group Open
Computer Tables - Lobby
Bar
High Tops (2-up)
Carrels
High Tops (4-up)
Booth - Inner
Computer Tables
North Side Soft
Booth Outer
South Side Soft (Near Computers)
Group Study Rooms
Writing Center Wall
South Windows
East Lobby
Elevator Seating
Low Tops

PUBLIC
ALONE
TOGETHER
PRIVATE
FINDINGS

QUESTIONNAIRES
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RECENT PHYSICAL CHANGES/RENOVATION SATISFACTION

- Very Dissatisfied
- Somewhat Dissatisfied
- Neither Satisfied Nor Dissatisfied
- Somewhat Satisfied
- Very Satisfied

26%
67%
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Improved Learning Spaces

SUCCESS
- 1 to 2 hours or more than 4 hours
- Individual study spaces

NOT CLEAR
- Technical Help

NOT QUITE THERE
- Traffic/noise levels
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Student Success

SUCCESS
• Enhanced productivity
• Individual study

NOT QUITE THERE
• Group study and collaboration
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**Improved Services**

**SUCCESS**
- Finding a place study/meet
- Visibility of info Desks
- Spacing of Furniture

**NOT CLEAR**
- Getting General Help
- Getting Technical Help
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Perceived Value of Services

SUCCESS
- Writing Center
- Printing Services

NOT QUITE THERE
- Increasing use of Reference Services & Tutoring
FINDINGS

USAGE DATA
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DVD USAGE

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QUESTIONS