Are We There Yet?
Using a Modified Post Occupancy Evaluation to Assess Space Renovation
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Southeastern Library Assessment Conference
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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
Pre-Renovation Assessment

- Focus Groups
- Survey
- Observations
- Whiteboards
- Charrettes
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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
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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
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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 16,000 full time undergraduate students, this is clearly not enough space for students to study late 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 than frustrating, considering I had to find a new room about 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 talking...
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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?

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
IMPROVED SERVICES
STUDENT SUCCESS
PERCEIVED VALUE OF SERVICES
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METHODS

USAGE DATA
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FINDINGS

OBSERVATIONS
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![Average Occupancy Graph]

Reading Day: 55%

Average Occupancy: [Graph with percentages]
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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

71% 51% 44% 43% 41% 40% 39% 39% 38% 34% 29% 28% 25% 20% 16% 13% 8%
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FINDINGS

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RECENT PHYSICAL CHANGES/RENOVATION
SATISFACTION

- 67% Very Satisfied
- 26% Somewhat Satisfied
-  6% Neither Satisfied Nor Dissatisfied
-  2% Somewhat Dissatisfied
-  1% Very Dissatisfied
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
Perceived Value of Services

SUCCESS
  • Writing Center
  • Printing Services

NOT QUITE THERE
  • Increasing use of Reference Services & Tutoring
DVD USAGE
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BROWSING COLLECTION USAGE
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QUESTIONS