Are We There Yet?
Using a Modified Post Occupancy Evaluation to Assess Space Renovation
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MELISSA LANING

Southeastern Library Assessment Conference
Tuesday, 14th November, 2017
Are We There Yet?
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About Us

• 2 Campuses
• 22,000 Students
• Primarily Undergraduates
• 3 Professional Schools (Law, Medicine, & Dentistry)
• 7 libraries
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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
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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
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 times 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:**

<table>
<thead>
<tr>
<th>Group Study Spaces</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neither</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual Study Spaces</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Traffic/Noise Level</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Technical Help</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Natural Lighting</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Furniture Quality</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
</tbody>
</table>

**How well did this space work for:**

- Enhancing Productivity?
- Individual Study?
- Group Study?
- Collaboration?

<table>
<thead>
<tr>
<th>Very Well</th>
<th>Well</th>
<th>Neither</th>
<th>Poorly</th>
<th>Very Poorly</th>
</tr>
</thead>
<tbody>
<tr>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
</tbody>
</table>

**Please rate your satisfaction with the following:**

<table>
<thead>
<tr>
<th>Visibility of Info Desks</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neither</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Getting General Help</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Getting Technical Help</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Finding a Place to Study/Meet</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Visibility of Places to Study/Meet</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Spacing of Furniture</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
</tbody>
</table>

**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?**

<table>
<thead>
<tr>
<th>Not at All</th>
<th>Slightly</th>
<th>Somewhat</th>
<th>Very Much</th>
<th>Extremely</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
</tbody>
</table>

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
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METHODS

USAGE DATA
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FINDINGS

OBSERVATIONS
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AVERAGE OCCUPANCY

READING DAY
55%
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% SPACE MISMATCH
FINDINGS

QUESTIONNAIRES
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RECENT PHYSICAL CHANGES/RENOVATION SATISFACTION

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

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QUESTIONS