Reinventing Library Spaces at UNSW Library

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Creating Space
Background

• UNSW has over 50,000 students
• 3 Library spaces in Sydney; Main Library, Law Library, Paddington Library
• Collectively 21,700 square metres floor space including closed access storage
• 3,300 seats
• 2.82m visits in 2106, on track for over 3m visits in 2017
Main Library
Collection Rationalization Project

- UNSW is going through a period of significant change
- Many services are centralizing, L&T support staff increasing, and space is required
- Library released Level 10 of Main Library in 2015, will release Level 9 in 2018 and Level 8 in 2019
- Reducing collections in Law Library to create additional seating
## Collection Rationalization Project

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Collection Rationalization Project

- UNSW Library is a member of CAVAL and has access to the CARM Shared Collection
- Discard collections already available in the Shared Collection or contribute holdings
- Proactively acquire electronic versions to replace print
- Discard/store widely held international titles particularly in STEM disciplines
Reinventing Spaces
Help Zone
Postgraduate Study Space
Reinventing Spaces

- Exhibition Space
- 24/7 Level
- Student Hub
Library Space Utilisation and Student Needs
Methodologies

**Behavioural** - how the users actually behave and interact with the library space. This is chiefly through ethnography. Aims is to grasp the user point of view.

Apple, Google, Nike and Samsung all engage in Ethnographic research or hire ethnographers.

**Attitudinal** - how they feel about the library space.

Data collection methodologies include:

- Observations
- Questionnaires/Surveys
- Shadowing
- Cognitive mapping
- Journey mapping
- Love and Break-up letters
- Touchstone tours
- Graffiti Walls
- User Interviews
- Focus groups
- Behavioural mapping
- Photo studies
- Contextual interviews?

Attitudinal Research should be supplemented by Behavioural Research.
Methodologies

- Web Survey
- Exit interviews
- Graffiti walls
- Observation

Supplemented by existing data – gate statistics; room bookings; PG Lounge access
Branding

WE WANT TO HEAR FROM YOU!

TAKE A SHORT SURVEY ON LIBRARY SPACES
For a chance to WIN one of three $100 prepaid visa card prizes
Results

Data collected

- Survey – 2,991
- Graffiti boards – 691
- Exit interviews – 137
- Observations - 64

Main feedback

- *Library important as a quiet place for study*
- *Students want 24/7 access*
- *More space and seating*
- *Ergonomic chairs*
- *Places to sleep (!)*
Virtual space utilisation

- Google analytics (incl. cohort analysis)
- Single search box – analysis of search terms
- CRM Knowledgebase views
- Alma, Primo and Leganto analytics
- Smart Sparrow (adaptive e-learning) analytics
- Video views
- Social media reach
- Website focus groups & pop up surveys
Thank you

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