



What spaces do we dream of and what do they do with them ?
5 Years of User eXperiences in the new UCLouvain Library and learning center of sciences and technologies

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IATUL 40th Annual Conference, Perth (Western Australia), June 2019

 uclouvainbst
 UCLouvainBST
 @UCLouvainBST



Université catholique de Louvain



Belgium, since 1425 (with KULeuven)
Staff : 5,840 members
+/- 30,000 students (19% int'l)

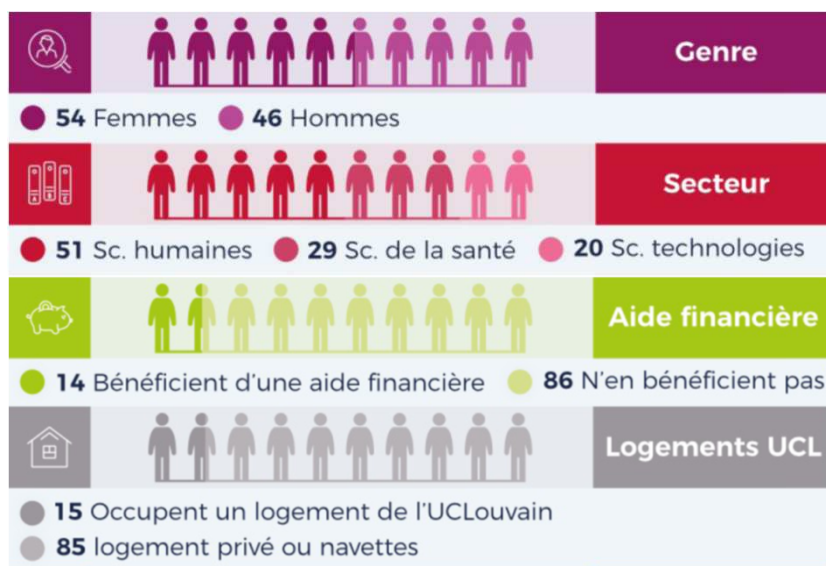
UCLouvain is the 4th complete French-speaking university in the world and the 1st French-speaking Belgian university. It is in the top 1% of the world's top universities



14 FACULTIES



- > **Humanities (+/- 15 700 students)**
 - Law and criminology
 - Economic, Social, Political Sciences and Communication
 - Louvain School of Management
 - Philosophy, Arts and Letters
 - Psychology and Educational Sciences
 - Theology
- > **Health Sciences (+/- 8 300 students)**
 - Medicine and Dentistry
 - Pharmaceutical and Biomedical Sciences
 - Public Health
 - Motor Sciences
 - Veterinary Medicine
- > **Science and Technology (+/- 5 900 students)**
 - Sciences
 - Louvain School of Engineering
 - Architecture, Architectural Engineering and Urbanism
 - Biological, Agricultural and Environmental Engineering



Libraries and Learning center



- 1 Central service of libraries
- 1 Library and learning center of sciences and technologies
 - + 1 Library of architecture and urbanism
- 1 Library of health sciences (*learning center in 2022*)
 - + 1 Library of psychology, educational sciences , motor skills
- 5 Libraries in humanities and social sciences (*2 learning centers in 2021 and 2023*)
 - Law and criminology
 - Economy, management, political sciences, communications
 - History, letters, art and humanities
 - Philosophy
 - Theology



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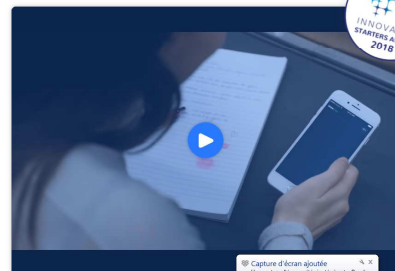


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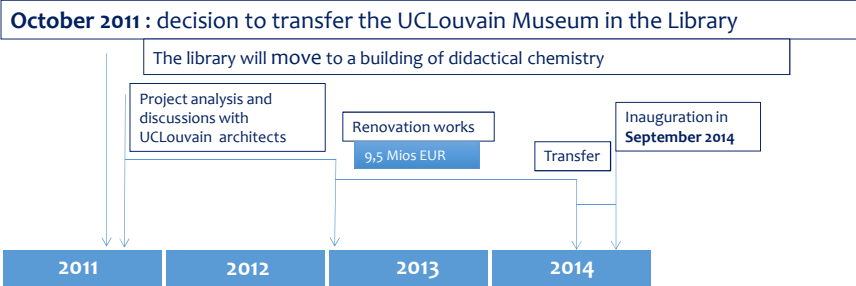
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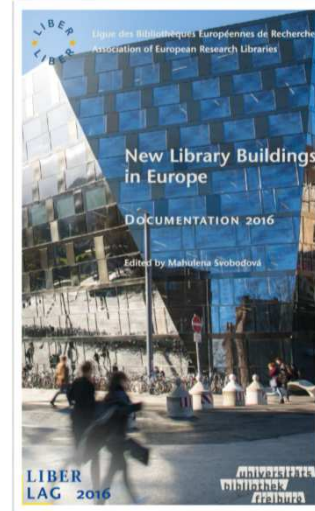
Not in Higher Education? Check out WooClap for **Business**



Relocation project

Former library of sciences and technologies





<https://libereurope.eu/strategy/research-infrastructures/architecture/>

- Collections**
- S > V
 - QD > R
 - B > N & Q > QC
 - Maps, Congo, Novels, A & Z
 - BAC, thesis, atlas
 - Storage



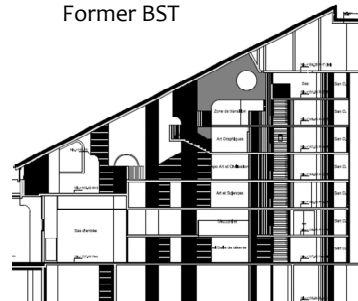
- rooms for groups**
- 2 of 10 pl., 4 of 5 pl., tables, indiv.
 - 2 of 10 pl., 4 of 5 pl., tables, indiv.
 - 2 of 10 pl., 11 of 5 pl., indiv.
 - 4 multimedia, 1 selflearning, tables, sofa
 - Indiv., services

COUPE

New BST

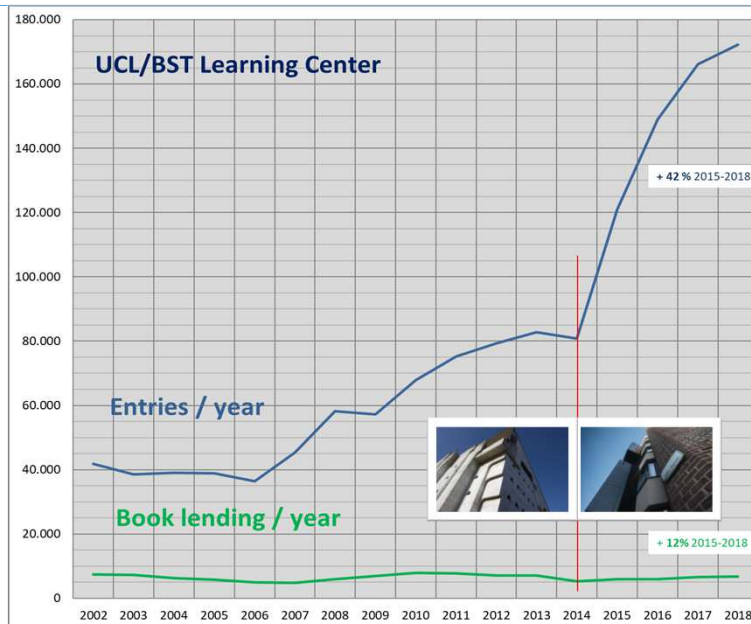


Former BST



(In my opinion) the ideal type of building for a Library/Learning center is ...

1. a building with widely open spaces on several levels
2. a (more) classic building with separate floors



2012 survey : Sweeping the library

What are they doing in the library ? and where are they when they do that ?

- A. Reception desk
- B. Photocopying zone
- C. Armchairs (Entry zone level 0)
- D. Tables for groups (Entry zone level 0)
- E. Shelves
- F. Standard individual tables
- G. Tables for groups (Level 1 to 5)
- H. Rooms for groups (from 2 to 6 places)
- I. Large multipurpose room (Level 5)
- J. Armchairs (Level 1 to 5)

1. Studying alone with books of the library
2. Studying alone without books of the library
3. Studying in groups with books of the library
4. Studying in groups without books of the library
5. Working in groups on a project
6. Searching books of the library, asking for paging
7. Searching periodicals of the library, asking for paging
8. Reading a book of the library
9. Reading a periodical of the library
10. Eating/drinking (no other activities)
11. Do nothing, speaking with others
12. Sleeping
13. Using smartphone
14. Visiting the library or an exposition in the library
15. Reading newspaper or other in the reception zone
16. Reading other documents than those of the library
17. Surfing in the UCLouvain libraries catalog
18. Surfing on other website of the University, e-periodicals, etc.
19. Surfing on Facebook, Twitter, etc.
20. Surfing on other websites and e-documents
21. Photocopying/scanning documents of the library
22. Photocopying/scanning other documents
23. Check in/Check out of books at the reception desk
24. Asking for information at the reception desk
25. Using other library services and tools

2.692 observations of user habit

Demographic

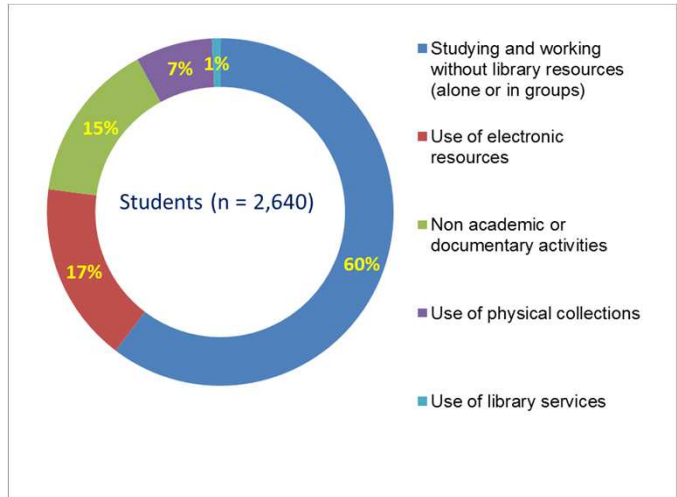
10 locations (in the former library) : from A to J

25 activities : from 1 to 25

Date	Heure	Enquêteur								
S		Etudiants								
P		Prof. Chercheurs, autres								
M		Masculin								
F		Féminin								
A		Accueil								
B		Photocopieurs								
C		Table haute & fauteuils								
D		Table rondes des dictionnaires								
E		Rayons								
F		Tables de lecture (standard) + PC étages								
G		Tables de groupes (autres tables)								
H		Logette								
I		Séme polyvalente								
J		Fauteuils étages (candi, 1er, 3ème)								
01		Etude seul avec des livres de la bibliothèque								
02		Etude seul sans livres de la bibliothèque								
03		Etude en groupe avec des livres de la bibliothèque								
04		Etude en groupe sans livres de la bibliothèque								
05		Travail en groupe sur un projet								
06		Cherche des livres de la bibliothèque, demande du paging								
07		Cherche des revues de la bibliothèque, demande du paging								
08		Consulte des livres de la bibliothèque								
09		Consulte des revues de la bibliothèques								
10		Mange et/ou boit sans rien faire d'autre								
11		Ne fait rien et/ou discute avec quelqu'un								
12		Dors								
13		Est occupé avec son GSM, Blackberries, etc.								
14		Visite la bibliothèque ou une exposition								
15		Lit le journal ou les revues de l'accueil								
16		Lit autre chose que des ouvrages de la bibliothèque								
17		Consulte le catalogue des bibliothèques								
18		Consulte un site UCL (campus, revues électroniques, etc.								
19		Consulte des réseaux sociaux Facebook, Twitter, etc.								
20		Consulte d'autres sites (non identifiés) + documents								
21		Fait des photocopies de documents de la bibliothèque								
22		Fait des photocopies autres								
23		Fait du check in/out à l'accueil								
24		Se renseigne pour une recherche documentaire à l'accueil								
25		Utilise des services de l'accueil : rechargement carte, etc.								

What they do and do not in the library?

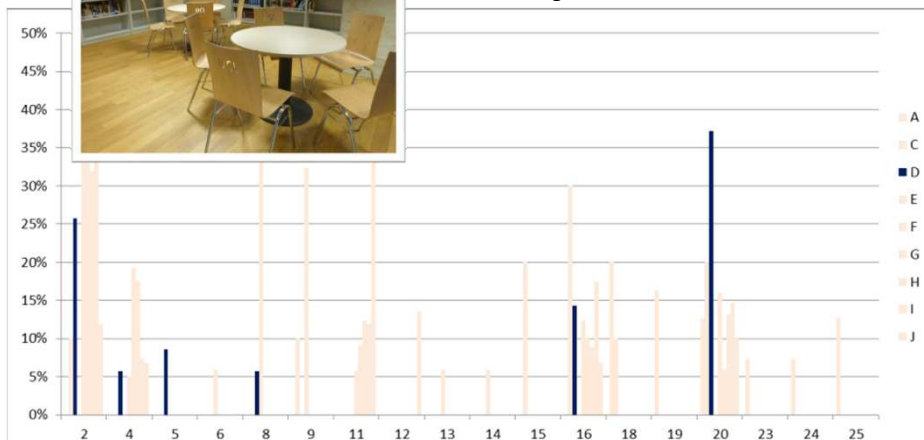
7,5 /10 are not in the library for documentary resources & library services



For each location the top 6 of activities



- Studying alone without books of the library
- Studying in groups without books of the library
- Working in groups on a project
- Reading a book of the library
- Reading other documents than those of the library
- Surfing on other websites and e-documents



In 2012, our goal was to identify the real uses of the spaces and services in the library in order to achieve our users needs in the new library.

The sweeping survey has give 2.640 observations of students and their use of spaces in the former library.

The results have permitted to imagine (or dream for) new solutions and more proper spaces and furniture in the new library.

A second similar study have been performed in our new library during 2015 and 2.180 observations of students have been recorded.

What have they done with our dreams?
How did they appropriate these new spaces?

2012 > 34 % of the use of rooms for groups (and 40 % for the tables for groups) are the fact of students who are alone

Now we have ...

113 more attractive places for individuals in armchairs

19 Group rooms with large glass walls and doors

« really » individual seats

Rooms have to be booked on line

Young coach to « support » users in their use of the spaces

...



2015 > 14 % of the use of rooms for groups are the fact of students who are alone

**2012 > 15 % of students don't have academic or documentary activities in the library
... and 52 % of these activities are performed in standard and individual tables**

Now we have ...
Cafeteria,
Lounge, etc.



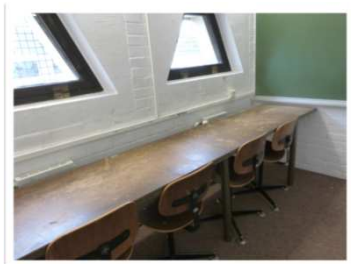
**2015 > 11 % of the students have no academic or documentary activities
... and 40 % of these activities are done at group tables and individual seat**

2012 > 11 % of students are studying in groups or working together to a project

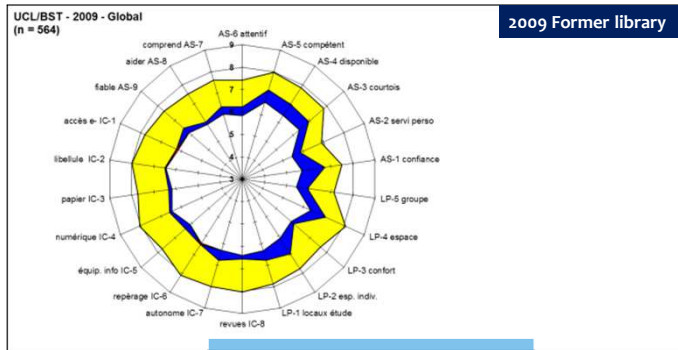
11 rooms (too narrow) for groups (2-5 pl.)
1 large multipurpose rooms (20 pl.)



19 rooms for groups (4-5 pl.)
4 rooms with LCD screen (8-10 pl. and 4-5 pl.)
3 large multipurpose rooms (18, 21 and 26 pl.)
3 class rooms (42 pl. each)

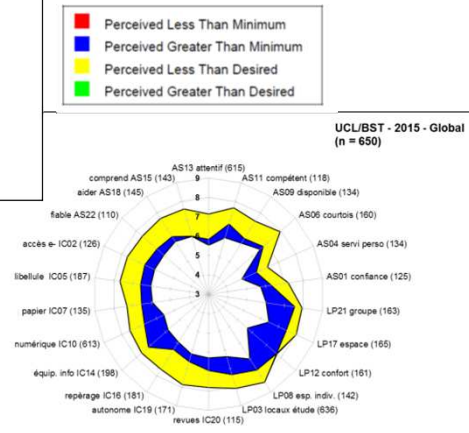


2015 > 41 % of the students are studying in groups or working together to a project

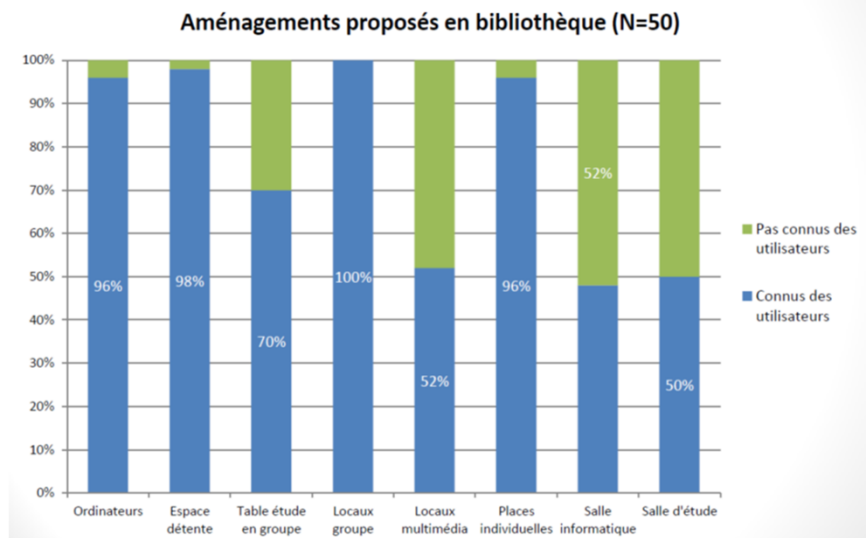


LibQUAL® analysis 2009 v 2015
Library as a place

2015 New Library and LC



50 interviews of users about their knowledge of spaces and services





User eXperience



what spaces do we dream of ?



what do they do with them ?
5 Years of User eXperiences in the new UCLouvain Library and learning center of sciences and technologies



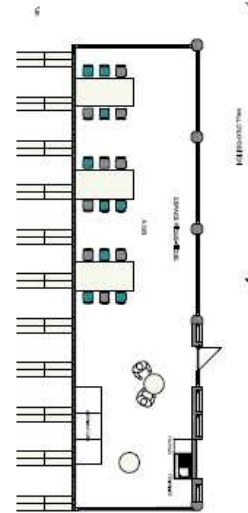
What didn't we see coming ?

Level 0 - Collections with first-year textbook

"Reception area"



1 cafeteria with 22 seats



1 cafeteria with 22 seats

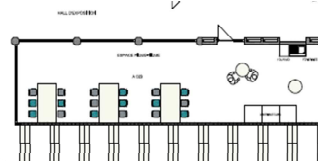


- take a coffee break
- eat a lunch at noon
- meet others
- wait for a lesson, on morning
- organize a drink after/during an small event in the library > 37 requests / 5 years



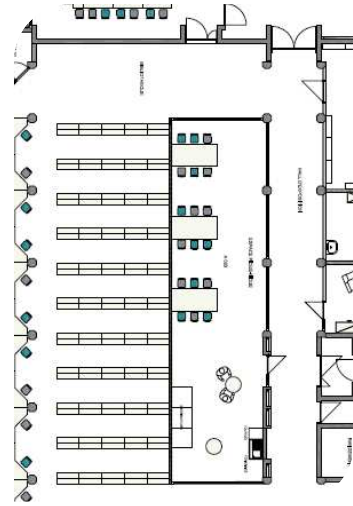
- a place to eat, drink, discuss
- but also to study and work together

70 m²



1 zone for poster exhibition

- max 13 A0 posters
- picture rails to display frames and photos
- small racks for book



1 zone for poster exhibition

- small conferences or user groups meeting
- student projects
- art exhibitions
- our expectations :
 - 3-4 exhibitions/year with a minimum of 2 proposals/year

uX

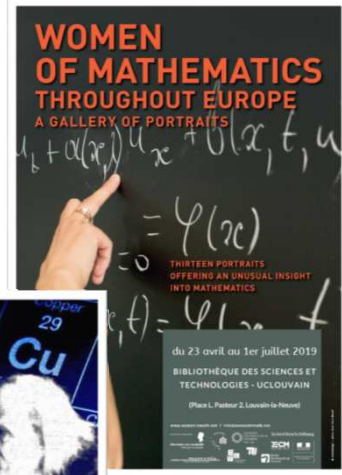
- 2015 : Research team > posters (*Louvain4Water*)
- Student > photo exhibition (*Anthropology Brazil*)
- 2016 : Student > photo exhibition (*Mars expedition in Utah desert*)
- 2017 : Library > research posters (*Scientific adventure*)
- 2018 : Library > posters (*Open Access resources*)
- 2019 : Research team > photo exhibition (*Woman in mathematics*)
- Library > research posters (*Meendeleev's periodic table 150y*)

4 proposals of users and 3 projects of the library

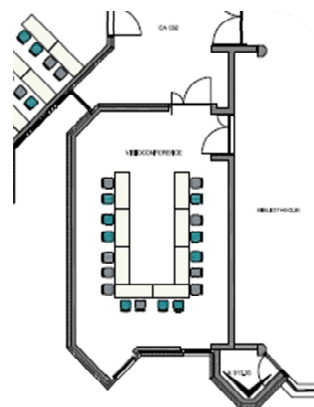
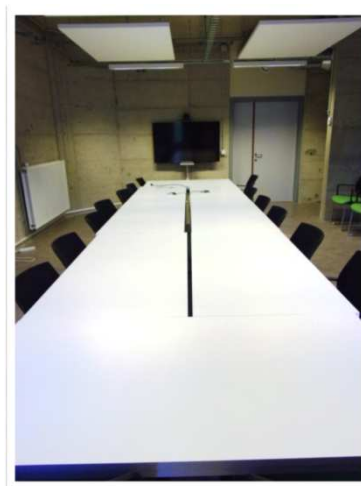


1 zone for poster exhibition

Which exhibition theme would be most attractive for a science and technology library? Give words

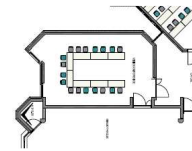


1 videoconference room of 18 seats



1 videoconference room of 18 seats

- small meetings
 - discussion/presentation of doctoral thesis
 - meetings of the administrative teams with other the UCLouvain campuses or Belgian colleagues
-
- < 1 meeting/month for research activities or doctoral thesis
 - monthly meetings of library directors, working groups of libraries, etc.
 - meeting room for my team



3 classrooms of 42 seats



3 classrooms of 42 seats



- small meetings
- lessons and exercises

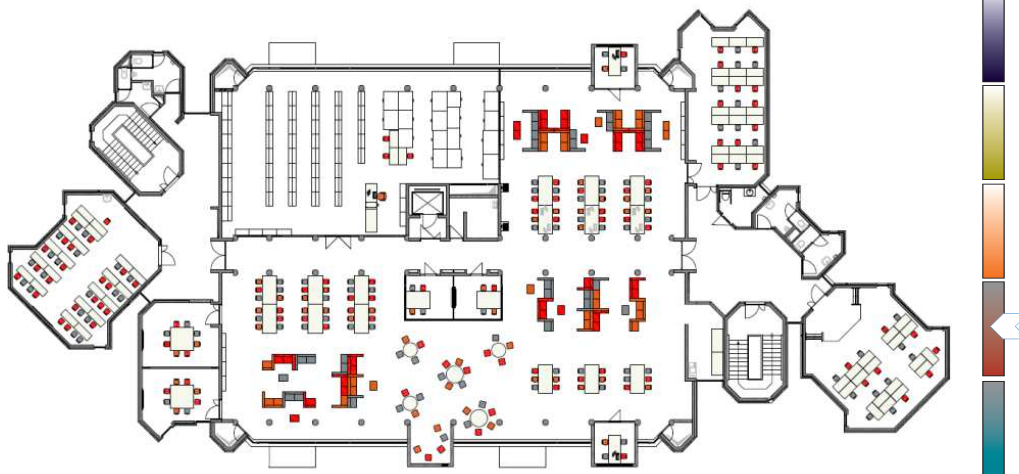


- 1. adult and continuing education courses
- 2. courses
- 3. talks and meetings of research groups (SIG, professionals, etc.)
- 4. meeting and courses for librarians
- 5. alternatives places for studying and working in groups

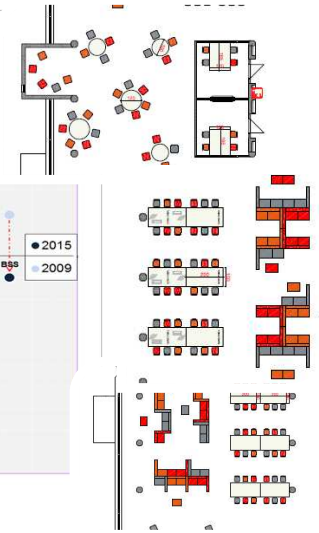
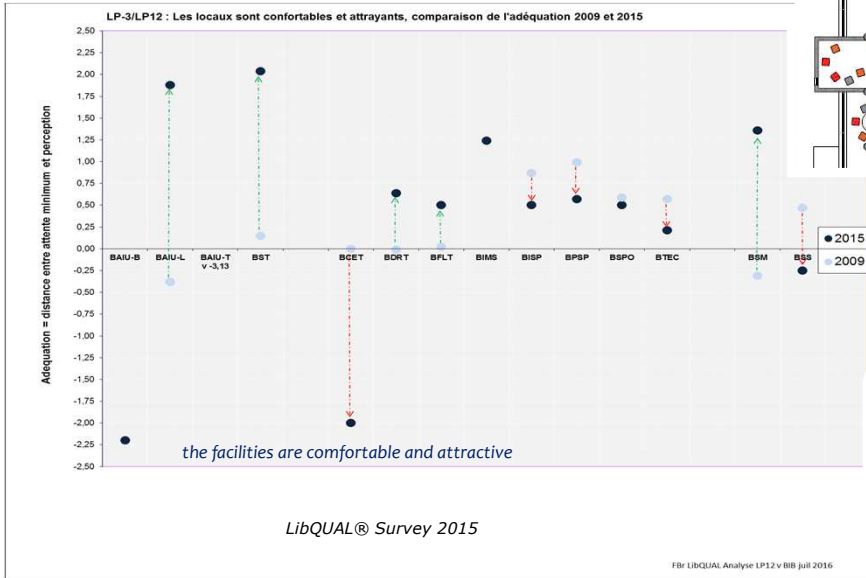


Level 1 - Collections with LC class : A, P, Z

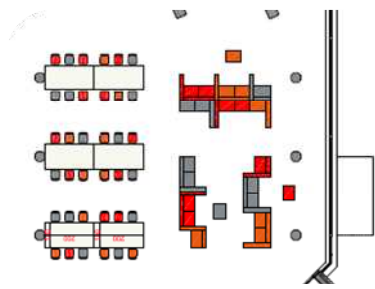
“Learning center” of BST



Offer a wide variety of possible working positions

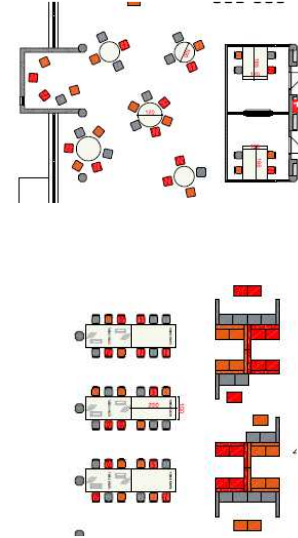


92 seats for studying together, on tables ...

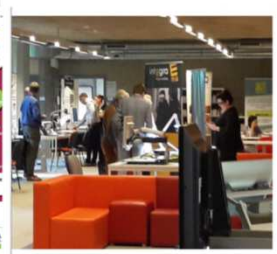


591 m²

... low round tables or high tables



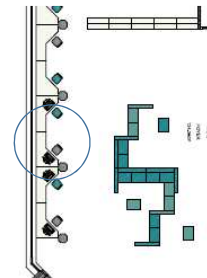
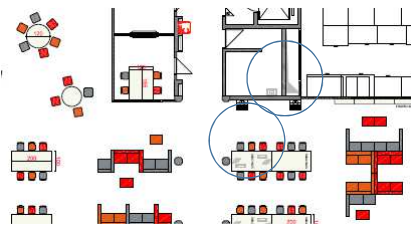
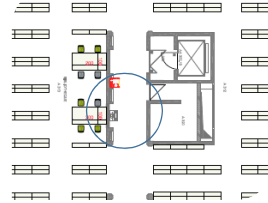
© UCL - Benjamin Zwarts



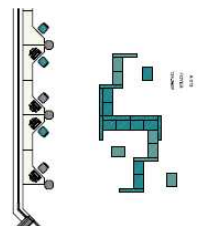
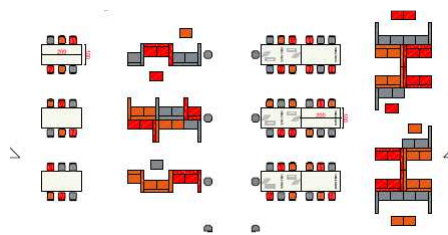
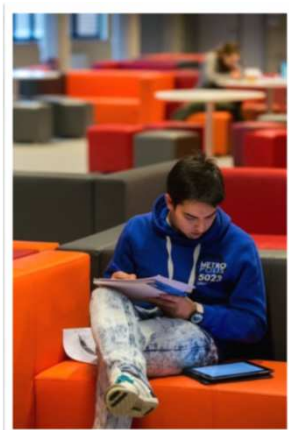
Is it the role of a ST library to provide space for social/cultural activities and for its team to devote time to them?

Yes
No

15 PC's at various places in the library



113 seats on mobile sofas and poufs



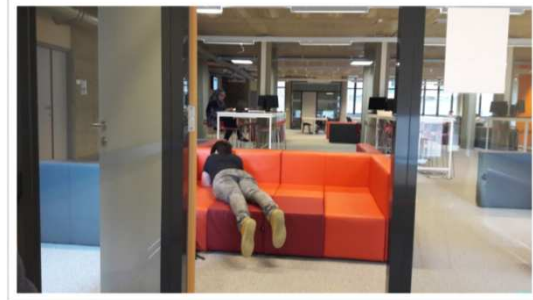
113 seats on mobile sofas and poufs



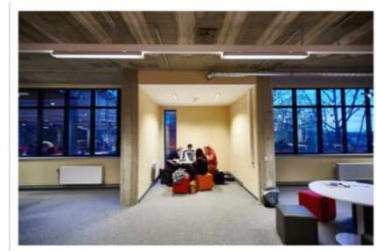
Most popular place of our library



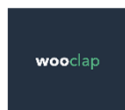
I was very pleasantly surprised by the quality of the BST, it is very pleasant and practical for people who do not have accommodation on site. It allows you to work or rest between two classes in a quiet and pretty environment!



LibQUAL® Survey 2015

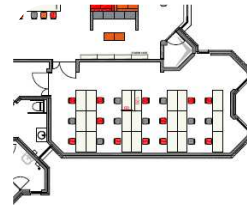
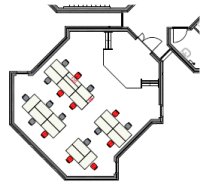


For you, how important are these elements of library design?
Assign a value for a total of 100



- The quality of natural light
- The variety of furniture
- Large circulation areas in open space
- The air quality, the temperature
- The sound insulation

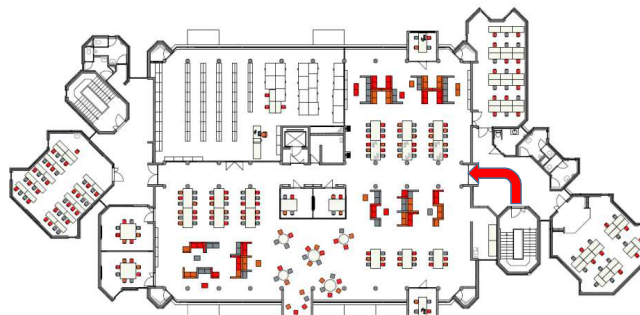
2 polyvalent (multi-venue) rooms of 21 and 26 seats



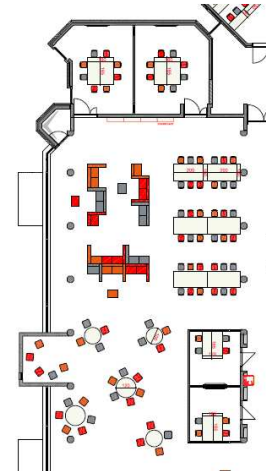
2 polyvalent (multi-venue) rooms of 21 and 26 seats

Local Locals totally free of use for all activities : studying alone, working in groups, ...

uX Probably the two quietest rooms in the library because they are less well known or only by a few initiated students who have dared to pass through their doors



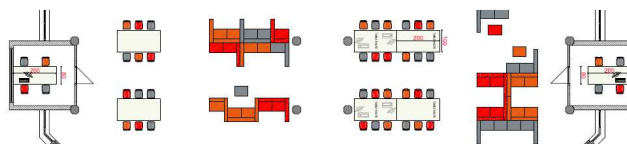
4 (soon 6) rooms with screen from 4 (5) to 8 (10) seats



uX 35% of occupations are without the use of screens

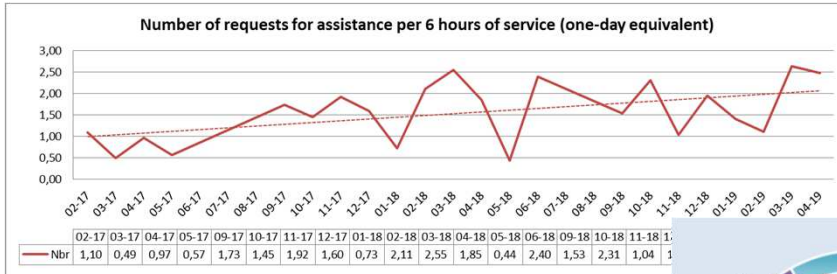


2 rooms (with dual PC screens) for search assistance and web-based self-study



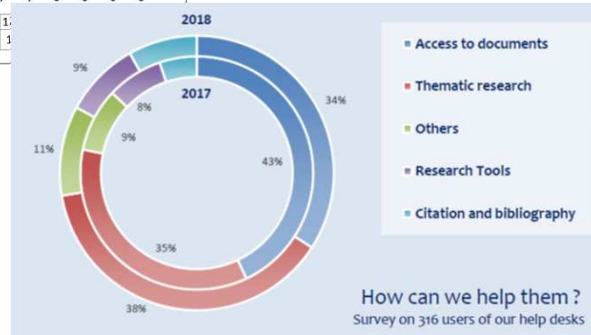
<https://www.youtube.com/watch?v=cNm-a1awTCY&t=106s>

2 rooms (with dual PC screens) for search assistance and web-based self-study

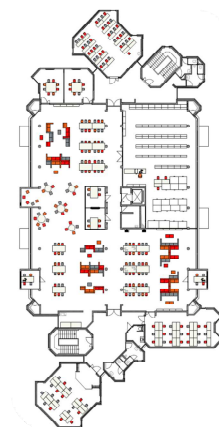
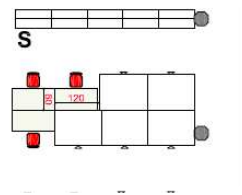
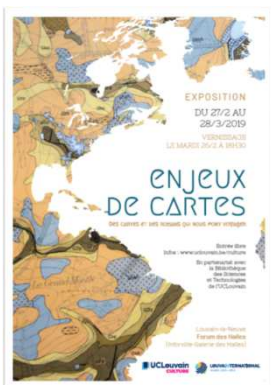


uX

Requests for help at the reference desk



1 support service for the map library and the Congo Collection

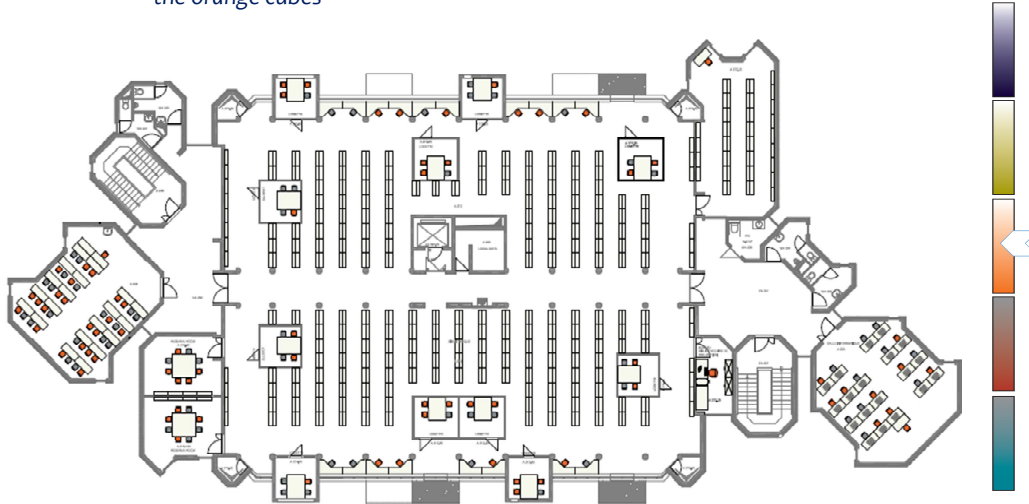


uX

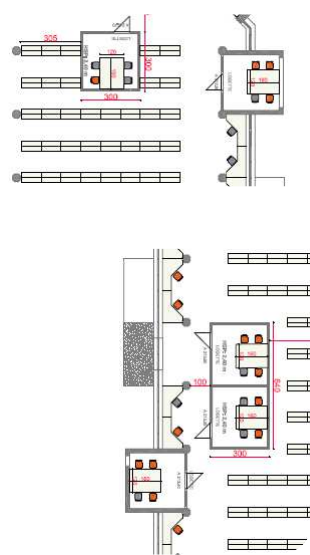
- 3-5 requests of maps each month
- 230 maps requested for consultation each year (2018)
- exhibitions
- foreign visitors for research on Congo



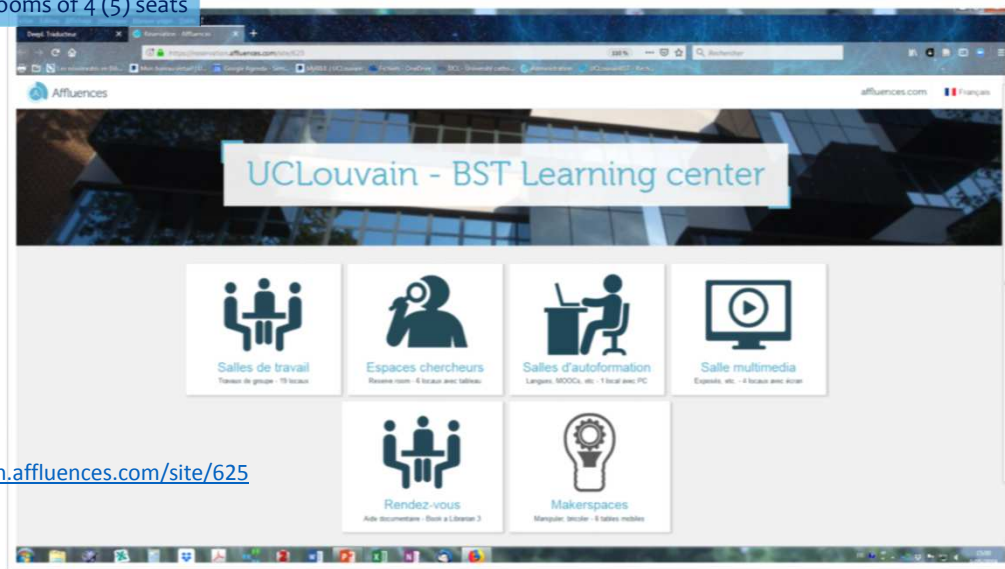
Level 2 - Collections with LC class : B > F, G, H, NA and Q > QC
"the orange cubes"



19 group work rooms of 4 (5) seats

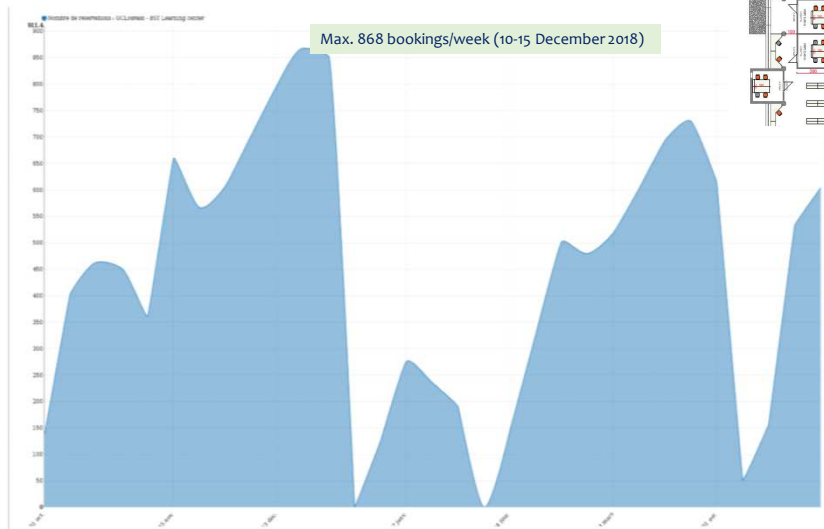


19 group work rooms of 4 (5) seats



<https://reservation.affluences.com/site/625>

19 group work rooms of 4 (5) seats



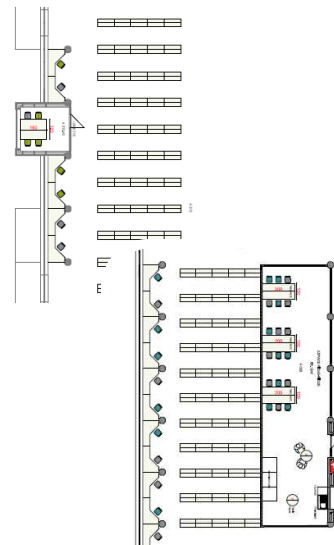
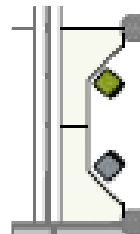


If all the spaces of the faculty are considered (library, learning center, other), what is for you the optimal (and realist) number of rooms for working groups (5 places) per 1,000 students ?



- 5
- 20
- 50
- 100

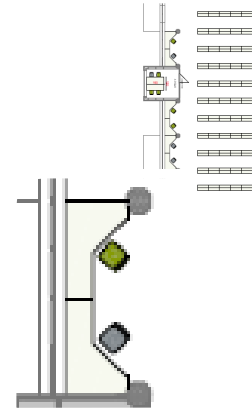
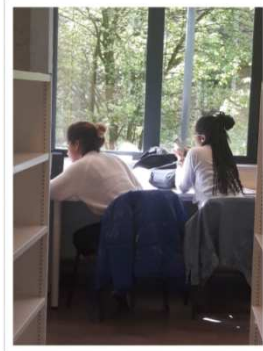
62 individual seats



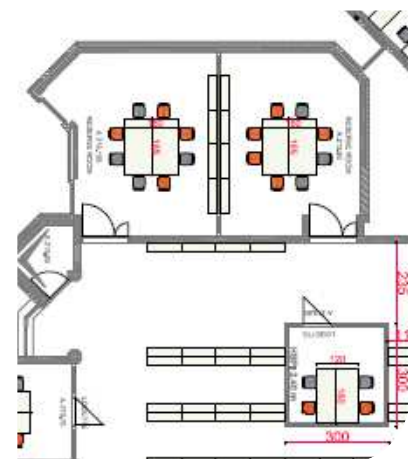
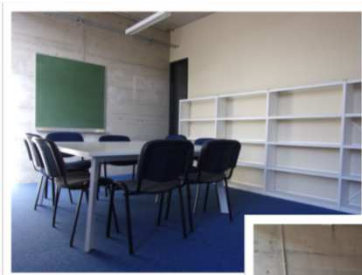
62 individual seats

quiet places to be alone ... really alone

are they like to be really alone ?
are chairs fixed to the floor really useful ?
request for more individual seats
places for "real readers"

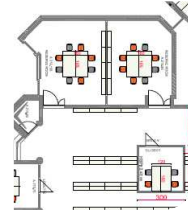


6 Reserve rooms of 8-10 places



6 Reserve rooms of 8-10 places

- ➤ teaching, remediation, visiting professors,
- temporary release of reserved collections
- uX ➤ work groups for students
- quiet meeting room for academics or staff
- temporary release of reserved collections
- final year examination
- New !since June 2019, private office for two start-up of students



Since this year, I have been teaching at the library. I must admit that at first I was pleasantly surprised, [...]

But, unfortunately, I have changed my mind a lot, given the behavior of the staff.

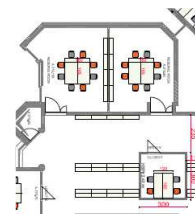
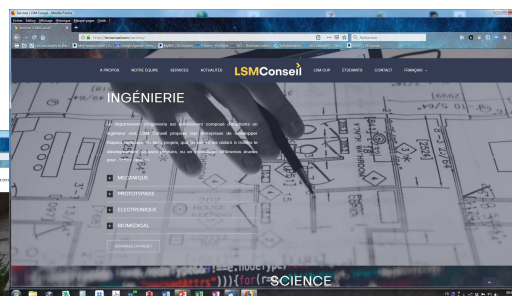
*Myself and my students have been confronted on several occasions with unacceptable behavior by library staff. **We are not welcomed at all in a warm way [...]**. I find that very disappointing.*

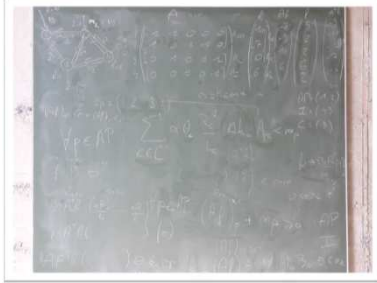
LibQUAL® Survey 2015



6 Reserve rooms of 8-10 places

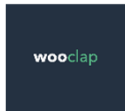
- uX ➤ **New !... Private office for two start-up of students**





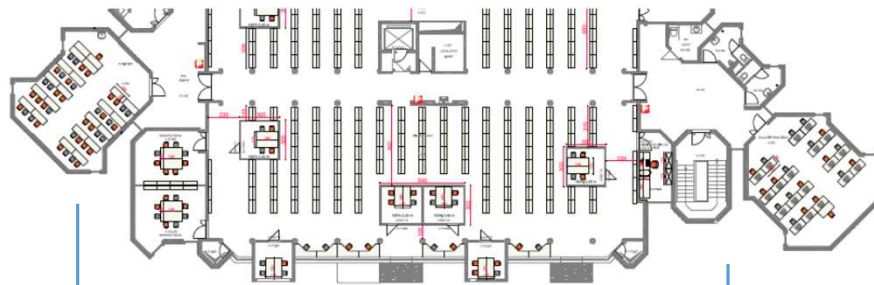
What is your own experience with teachers and/or teaching activities in your library/learning center (in reserve room, classroom, ...)?

0 don't have, 1 never, 2 sometimes, 3 often, 4 always



- Teachers use the space/rooms of my lib/LC for teaching activities
- Teachers like to use the space/rooms of my lib/LC for teaching activities

3D printing lab and IT class



3D printing lab and IT class

uX

- a classroom reassigned to a 3D printing Lab since November 2018
- 4 colleagues “librarians” are trained in their use
- access and use on demand

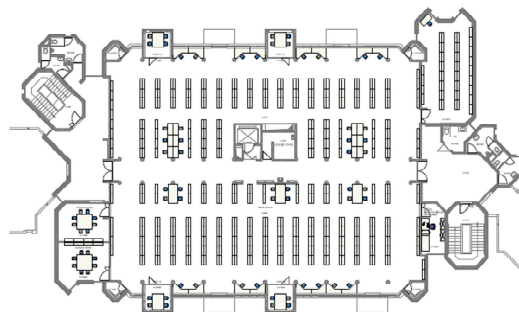
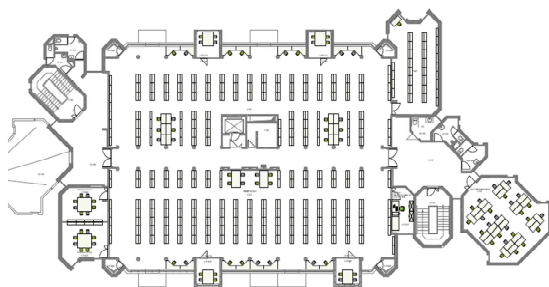


main use of the IT room for works and self-training
sometimes for information literacy courses or IT learning of staff

uX



Level 3 - Collections with LC class : QD > R
Level 4 - Collections with LC class : S > V



1 multi-venue room for pedagogic projects

2017-2018 > Barco project
2018-2019 > Makerspaces
possibility to book a table

uX



small robotic-electronic works,
the preparation of herbaria,
...

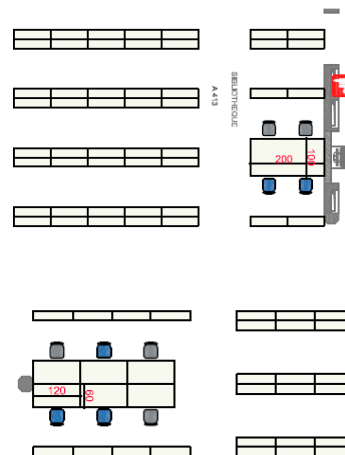


9 zones of tables (> 7 seats) in areas isolated by shelves



uX

studying together (in silence)
even in different disciplines and
with the pleasure of feeling isolated in your
“own” space



The library and LC ... a dynamic biotope

(In “our” vision)

The learning center is a place with various **spaces** and **services** where the dynamic shows that it facilitates **learning** and helps **research** activities.

- It can be in an university library, with access (and support to access) at the documentary **resources**,
- It can provide spaces opened to **social** life and **cultural** events

All of this is identified by expressed **needs**, user **experience** and regularly submitted to **assessment**.



The library and LC ... a dynamic biotope

Let's be **attractive** ...

- to the entire university community, staff included
- by creating a real experience and accepting the user eXperience
- by being unavoidable (in meeting their needs)



The library and LC ... a dynamic biotope

Being open to **diversity**

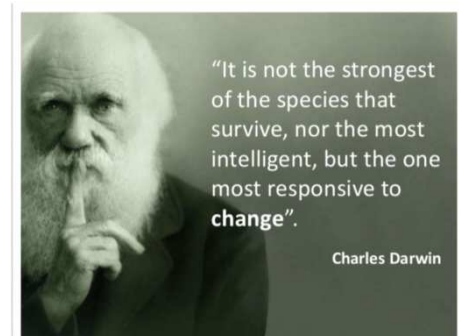
- by introducing color, fun spaces
- by varying the type of furniture and rooms
- by creating interchangeable and modular spaces



The library and LC ... a dynamic biotope

Liking to **adapt**

- by supporting teachers in their pedagogical innovations
- by being flexible to all the uses of our spaces
- by taking risks, by being the first to...



The library and LC ... a dynamic biotope

Engaging in service

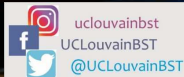
- by helping your team to “be one” with the building
- by leaving no request or question unanswered or action taken
- by promoting the importance of its place in the institution



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Thank you