

## OVERVIEW OF KNIGHT LIBRARY OBSERVATION STUDY—WINTER 2009

### Objectives

1. With record enrollments, the libraries need to ensure the highest use of space available for our users.
2. The Library's Building Use Policy states that "Collectively, the university's libraries are the most heavily used academic facilities on campus. Space is in constant and high demand, particularly by students. Emphasis is placed on maximizing the use of all the space, rather than restricting access for specific purposes. The design and function of low-use spaces will be re-examined on a regular basis to achieve a higher efficiency.

### Background

- Observational studies have been conducted during the past two winter terms. Faculty and graduate study rooms were in use for the least amount of observations of any room. Students have been quoted as saying they have to sit on the floor during busy times of the term.

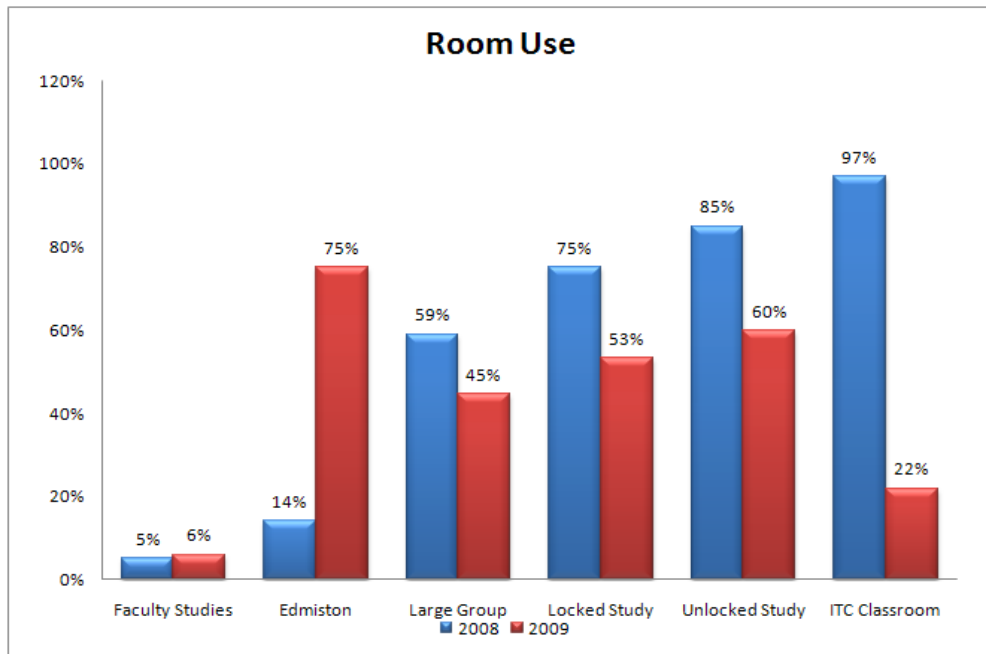
### Faculty and graduate studies changes and information

As a result of the first year's observation, several changes were made in general room usage policy:

- Reassigned 2 of the faculty study rooms to graduate students for a total of 23 graduate studies.
- Assigned rooms to faculty for only one year and asked all past faculty study holders to relinquish their keys to allow additional faculty to use the rooms.
- Offered 14 rooms to CAS to assign to faculty hired to deal with the enrollment surge.
- Removed locks from the doors of 7 locked study rooms to allow use when not reserved for groups.
- Allowed the registrar to schedule five rooms for classes.
- There is always a waiting list for graduate study assignment.
- There isn't a waiting list for faculty study assignments. Currently there is room for 16 additional faculty.

### 2009 Results

- Faculty studies were in use only 5% of the time in 2008 and in 2009 they were found occupied 6% of the time. Overall the use of faculty studies has increased very slightly. We observed a drop in the number of rooms with no observed uses from 19 in 2008 to 8 in 2009. There were 251 observations in 2008 and 169 in 2009. 41 rooms saw an increase in use; 23 saw a decrease.
- A number of faculty studies were assigned to the College of Arts and Sciences for their use in providing office space for faculty hired to handle the enrollment surge. In 2008, these same rooms were occupied during 3% of the observations; in 2009 these carrels were occupied 9% of the time.
- Graduate study room use went down, with 7% of the observations finding the rooms occupied in 2009, and close to 10% of the time the rooms were occupied in 2008. 11 of the rooms showed decreased use over the year before. The change in the room assignments meant that only one student was assigned per room in 2009 and two students per room were assigned in 2008. One possible interpretation is that with only one student assigned the room was used more as a storage unit than as a study/research place. With two students assigned it is a possibility that students felt they needed to use the room or lose the space.
- There are five rooms which were given to the Registrar to use in scheduling classes. These rooms are 102,222,235, 322 and 401. In winter term, there were 28 courses booked into these rooms.
- Unlocked and locked study rooms are in use between 53% and 60% of the time.



### Department Breakdown:

<b>Fac. Study users in detail</b>						
<b>Department</b>	<b>Total number</b>	<b>Tenure related</b>	<b>Adjunct</b>	<b>Visiting</b>	<b>Courtesy</b>	<b>Other</b>
3PM	4	1	1	1	1	0
Anthropology	1	0	1	0	0	0
Art History	2	1	0	0	1	0
Business	1	0	1	0	0	0
CAPS	1	0	0	0	1	0
Chemistry	1	1	0	0	0	0
EALL	3	1	1	0	1	0
Education	1	0	0	1	0	0
English	4	2	0	0	2	0
Geography	1	1	0	0	0	0
German/Scand.	1	1	0	0	0	0
History	1	1	0	0	0	0
Honors College	5	2	3	0	0	0
Linguistics	3	0	0	1	1	1
Marketing	2	1	0	1	0	0
Philosophy	1	1	0	0	0	0
Poli Sci	3	1	0	1	1	0
Sociology	1	0	0	0	1	0
SOJC	1	1	0	0	0	0
WLA	1	1	0	0	0	0
<b>Total</b>	<b>38</b>	<b>16</b>	<b>7</b>	<b>5</b>	<b>9</b>	<b>1</b>

<b>CAS Assignments (offices)</b>				
<b>Department</b>	<b>no. occupants</b>	<b>Adjunct</b>	<b>Courtesy</b>	<b>GTF</b>
Anthropology	3	0	3	0
Classics	2	0	0	2
English	3	0	0	3
Geography	2	0	0	2
Int'l Studies	6	0	0	6
Linguistics (inc. AEI)	5	0	0	5
Religious Studies	2	2	0	0
Romance Languages	8	3	3	5
<b>Total</b>	<b>31</b>	<b>5</b>	<b>1</b>	<b>23</b>

<b>Graduate Study Assignments</b>			
<b>Department</b>	<b>Total number</b>	<b>Masters</b>	<b>Doctoral</b>
Chemistry	1	0	1
Creative Writing	1	1	0
CRES	1	1	0
Economics	4	0	4
English	3	0	3
Geography	1	0	1
History	2	1	1
Journalism	1	0	1
Linguistics	1	1	0
Philosophy	1	0	1
Romance Languages	4	1	3
Theatre Arts	4	1	3
<b>Total</b>	<b>24</b>	<b>6</b>	<b>18</b>

### **Recommendations:**

- Reduce down the number of faculty study rooms from 27 to 14.
- Remove locks from the doors of 8 of the remaining 13 and allow them to be used by all library users during all hours the library is open.
- Allow room reservation and key checkout for the remaining 5 faculty studies for 2 hour use.
- Remove the locks from the doors of the five group studies that students can reserve and checkout. This will increase the use of these rooms.
- Require departmental signature for all faculty study assignments to verify appointment date ranges and ensure key return before faculty leave.
- Reassign responsibility for graduate and faculty study rooms to the Checkout/Information Desk from Library Administration. This will reduce a labor burden and allow better tracking of use.
- Keep the CAS room assignment responsibility with Library Administration but tighten up the process to ensure high use. Require for instance, contract end dates and make sure CAS is aware that the rooms should not be used for Courtesy Faculty.