Making the library the preferred place to study

- rethinking existing spaces and opening the library to the users

Anne-Berit Gregersen
Gry Bettina Moxnes

Oslo and Akershus University College of Applied Sciences
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Oslo and Akershus University College of Applied Sciences

20 000 students
2 000 employees
2 campuses
6 PhD programs

Faculty of Health Sciences
Faculty of Education and International Studies
Faculty of Social Sciences
Faculty of Technology, Art and Design
The Library P48

16 library staff

The Library is open every day 06.00 – 22.00

**Staffed opening hours:**
Monday-Thursday: 08.00-20.00
Friday: 08.00-17.00
Saturday: 10.30-14.00

**Departments:**
- Early Childhood Education
- Primary and Secondary Teacher Education
- International Studies and Interpreting
- Archivistics, Library and Information Sciences
- Journalism and Media Studies
- Health sciences (except nursing)

2 PhD programs
16 MA programs
The beginning
2 different weeks in 2012 and again in 2016.

Observing and counting

All staff were engaged in the observations and all did the same library walk-through every hour.

Numbers from observation sheets were gathered in a spreadsheet

Calculation of:
- distribution of users by hours
- distribution of users by zones
- distribution of users by activity

Tracking The Traffic (TTT)
What you need:

- a floor plan with functional zones
- a time plan
- a set of rules for doing the observations
- a list of activities to be observed
**Individual activities**

ALUP = Walks or stands alone  
ALBR = Browses alone  
ALSI = Sits alone  
ALMD = Sits alone reading (or writing)  
ALLT = alone with laptop  
ALPC = Sits alone with stationary computer  
ALSF = Individual contact with staff  
Other: Que = Queuing | Etc = Other activities

**Group activities**

GRUP = Walks or stands in company  
GRBR = Browses in company  
GRSI = Sits in a group without media  
GRMD = Sits in a group with media  
GRLT = Sits in a group with laptop(s)  
GRPC = Sits in a group with stationary computer(s)  
GRSF = Group contact with staff

**Zones – first floor**

A  Circulation desk  
B1  Quick searching  
B2  PC working space  
C1  Sofas/soft seatings  
C2  Quiet reading room  
C3  Reading/group space  
Er  Book shelves (fiction)  
Es  Book shelves  
G1  Copy machine  
G2  Self service/check out  
Gr  Group study rooms  
Gs  Group study rooms  
H  DVD, audiobooks  
Etc..
Findings:
Top 3 activities

- Use of own laptops in groups or alone: 72%
- Use of library computers in groups or alone: 20%
- Use of books: 18%
Findings:
Areas and activities

- Areas for group work (37%)
- Quiet reading rooms (17%)
- Soft furniture (15%)

Main activity on ground floor:
- Sitting alone (39%)

Main activity on first floor:
- Group work (45%)
What we have done so far
Support and guidance
Work areas
Work areas
Social areas
RFID technology
Future plans
References:


Høivik, T. TTT method.  Retrieved from https://sites.google.com/site/practicalstatistics/topics/TTT-method


anne-berit.gregersen@hioa.no
gru.moxnes@hioa.no

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