

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

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In Sept. 2014, the new library and learning center of sciences and technologies of the *Université catholique de Louvain* (Belgium) was inaugurated. An old building of 1973 hosting laboratories was entirely refurbished with a small budget of 9.5 Mios Eur to integrate now on 7,170 m² classical library services and collections but also various spaces for learning, research and cultural or social activities. The quality of the project has been recognized by LIBER (New Library buildings in Europe, Doc 2016 http://liber-lag.techlib.cz/media/liber-lag_2016.pdf). After 5 years of User eXperience analysis via numerous surveys with our users (LibQual, Sweeping the library, Impact on success, ...), we are now able to evaluate for each space and each type of public whether our dreams were up to their expectations or whether their dreams are met by our offer.

The communication will review the various places and their function for study, research support, or also to facilitate interactions or access to culture. And that under a particular focus: for each type of space, or even adapted furniture, we will see its real use or its real appropriation by our users - sometimes different from what was planned -, its success or failure. Thanks to a system that allows interaction with the audience and vote with smartphone or computer during live presentation - Wooclap <http://www.wooclap.com/> - the IATUL participants will be led to take the role of users and give their opinion: does this type of room for groups really facilitate learning and collaboration? Is this exhibition area suitable for research poster presentations? ...

Our synthesis will present the fundamental keys of the management of the particular “biotopes” that library spaces are: being attractive, being open to diversity, liking to adapt, and engaging in service.