

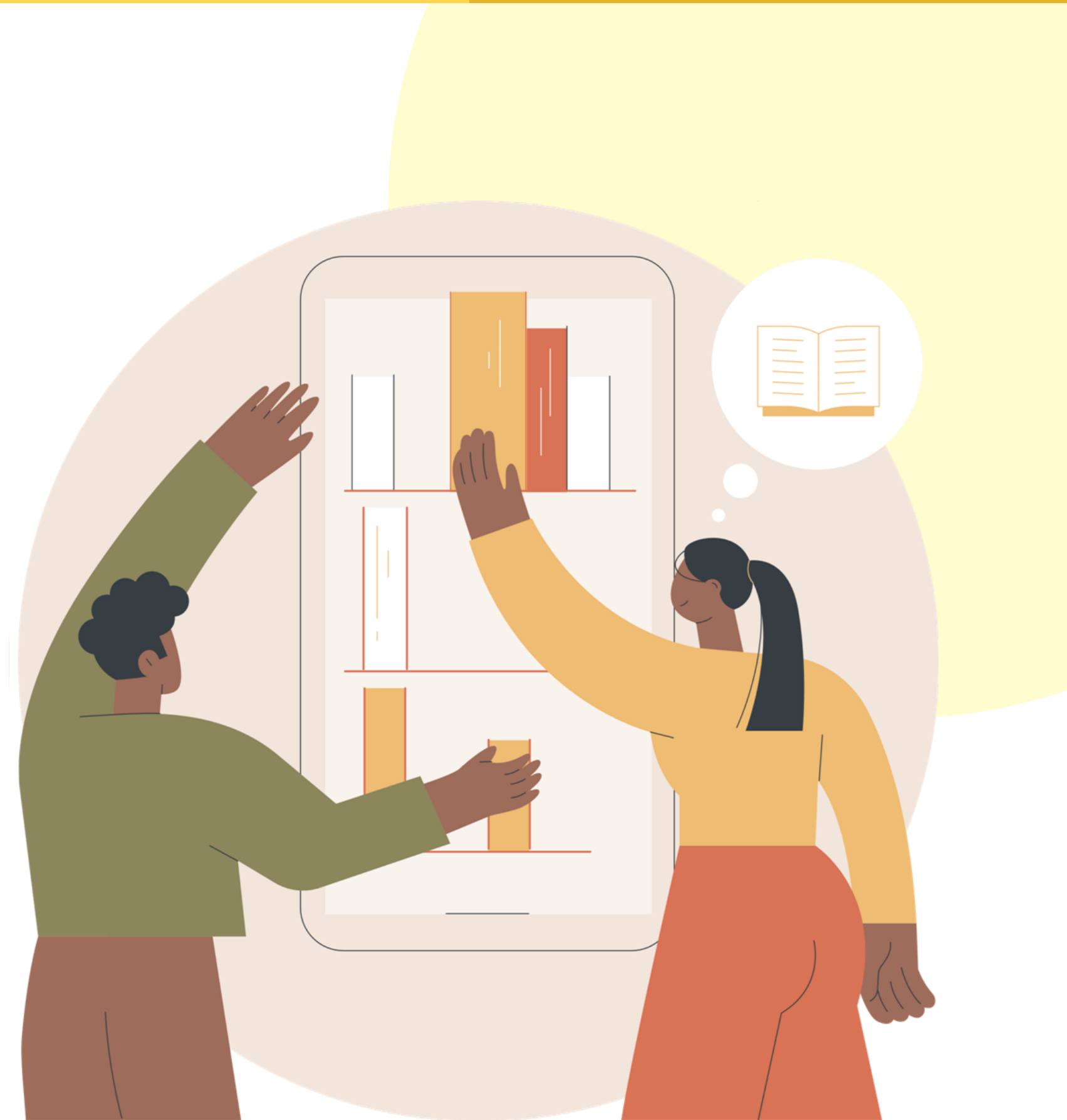
UNDERSTANDING THE USE OF PHYSICAL SPACES IN THE LIBRARY

A Collaborative Approach

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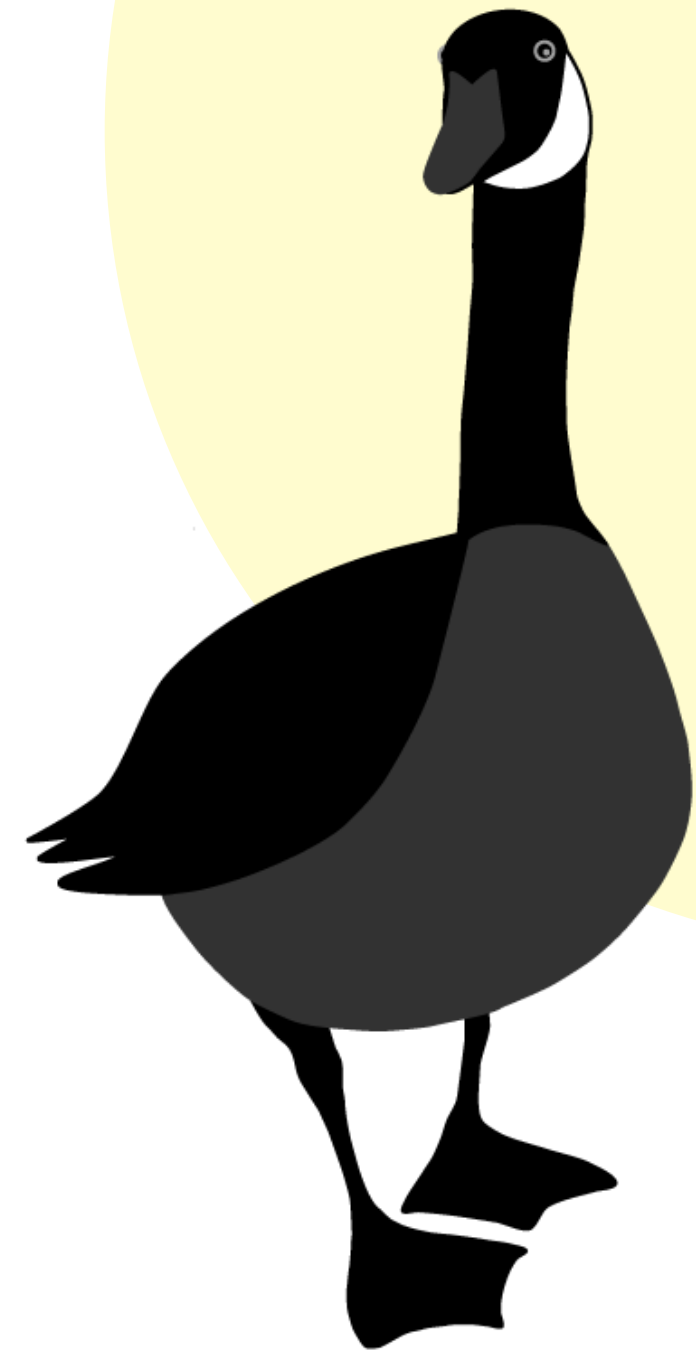
User Experience Specialist
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6/8/2023



Agenda

- The University of Waterloo libraries
- Main objective
- The space
- Research questions and stakeholders
- Methods and procedure
- Main findings and recommendations
- Discussion
- Summary and future work



About Me



- PhD in Systems Design Engineering - University of Waterloo (Canada)



- MSc in IT with Business and Management - University of Sussex (UK)

UDEM

- BSc in Information Technology - University of Monterrey (Mexico)

About Me



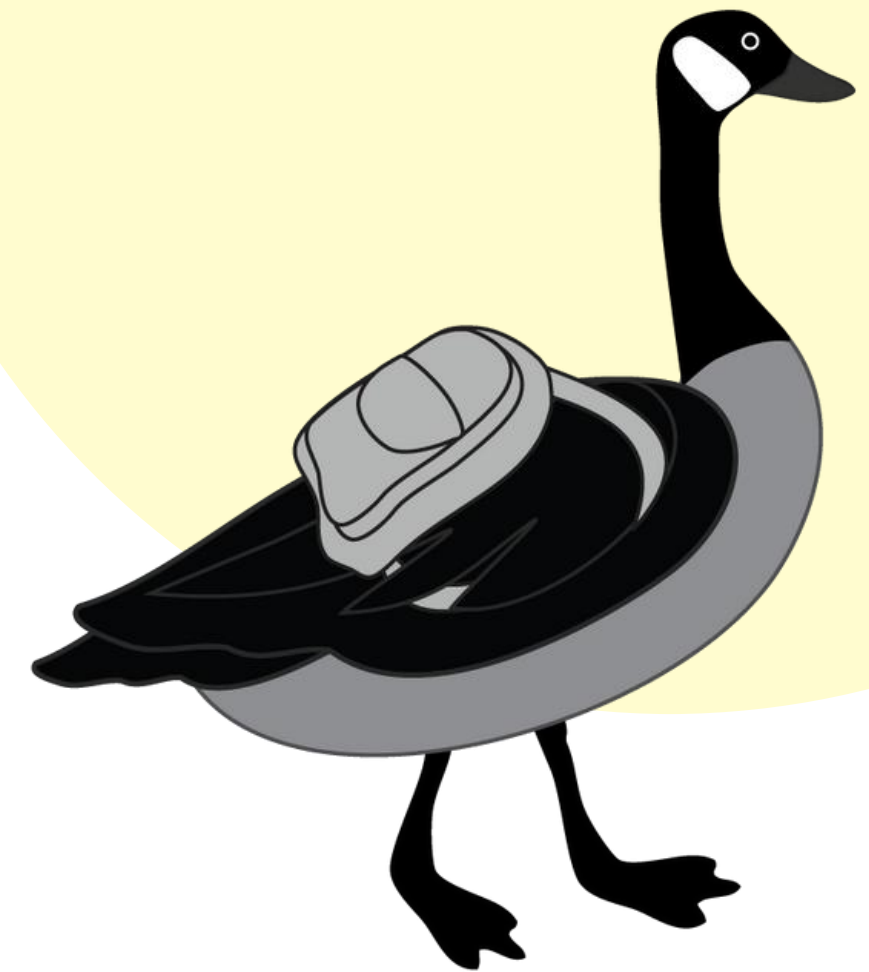
- User Experience Specialist and Teaching Assistant



- Senior Web Marketing Specialist

The University of Waterloo Libraries

- Two divisional libraries: Dana Porter and Davis Centre.
- Dana Porter: arts, humanities, social sciences, and government publications.
- Davis Centre: engineering, mathematics, and science.
- Full-time enrolment (2022/23): 37, 476.
- International mix (2022/23): graduate (41%) and undergraduate (19%).
- Faculty members (2021): 1, 352.
- Number of staff (2022): 2, 811.



The University of Waterloo Libraries

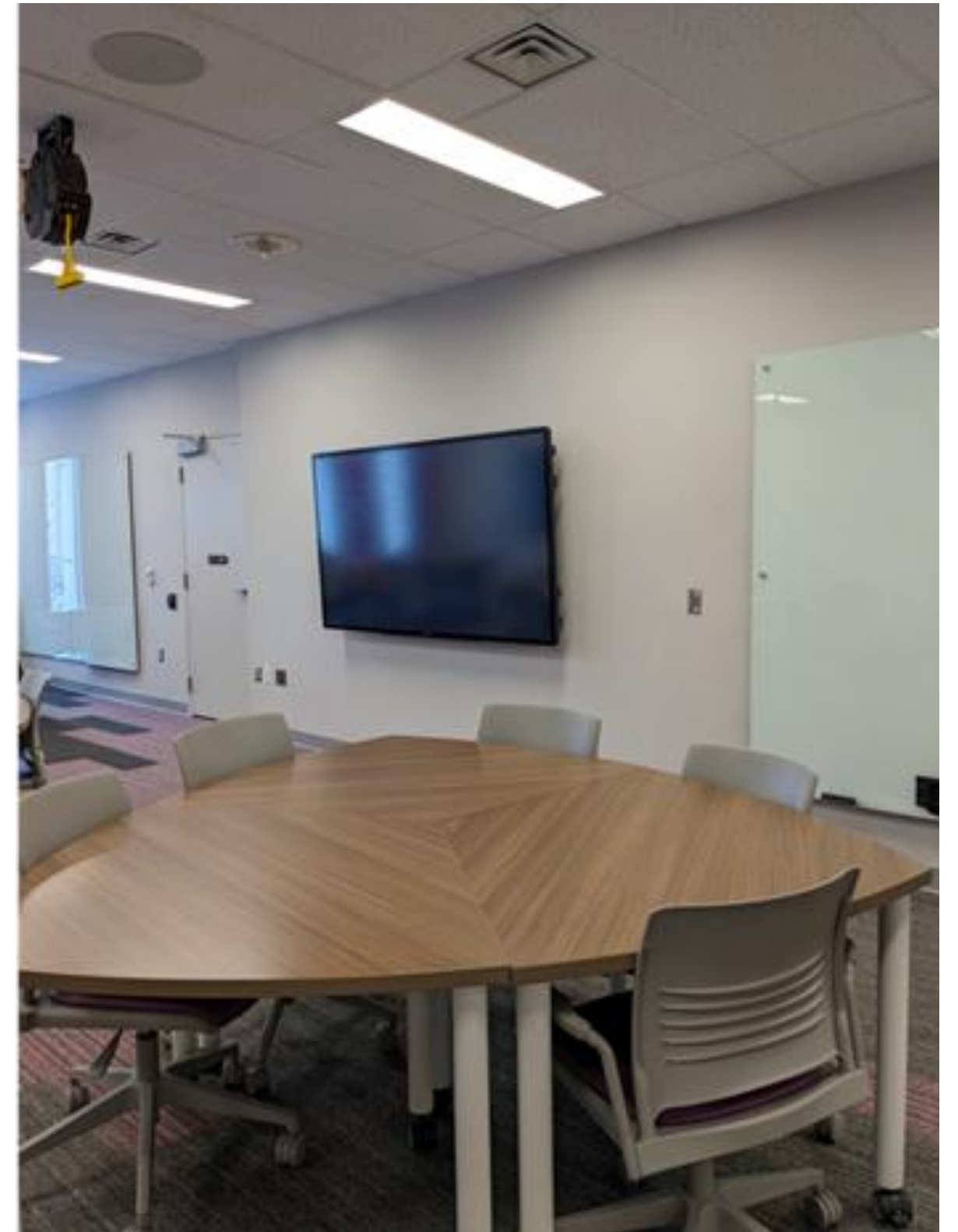
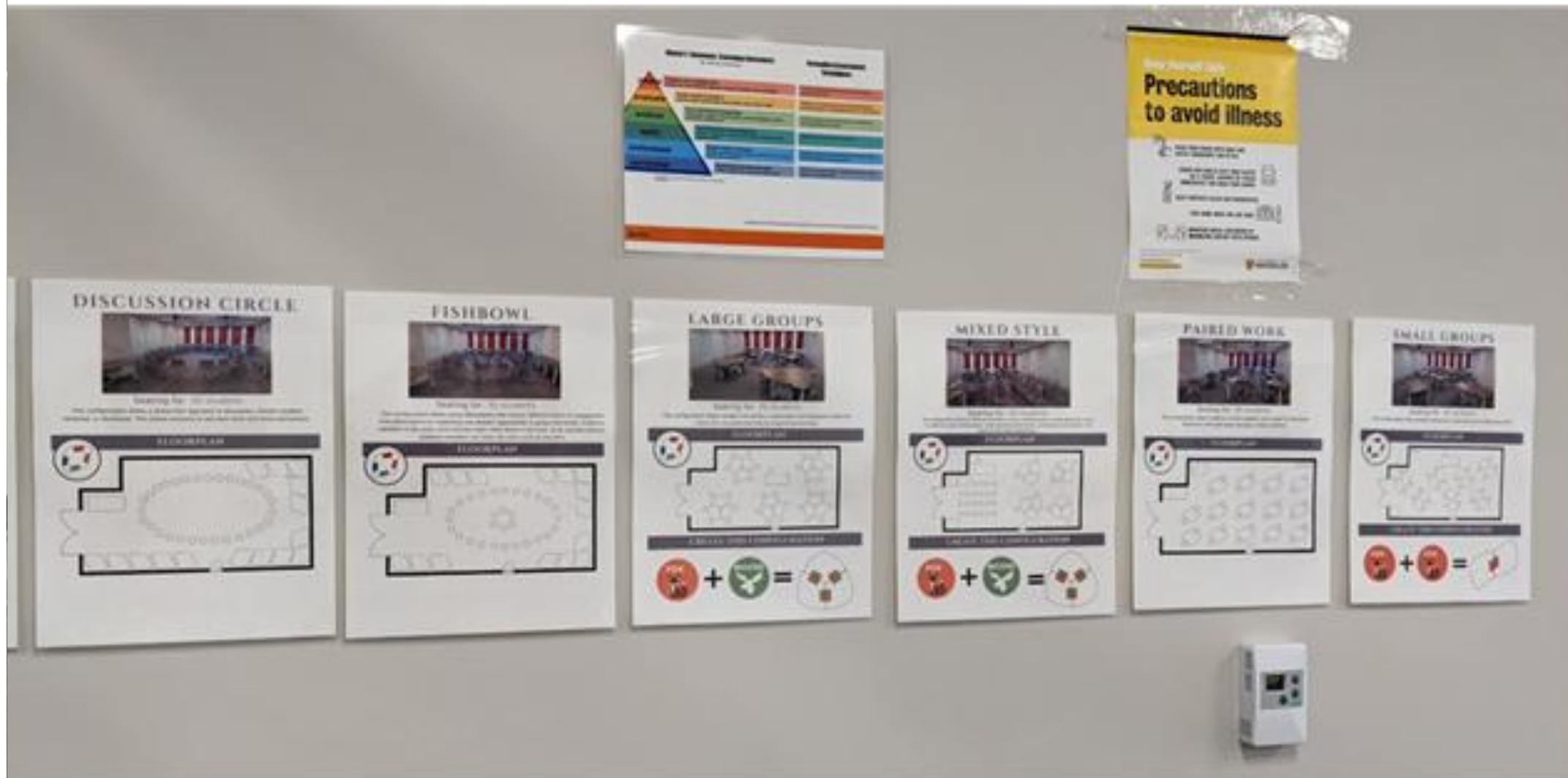


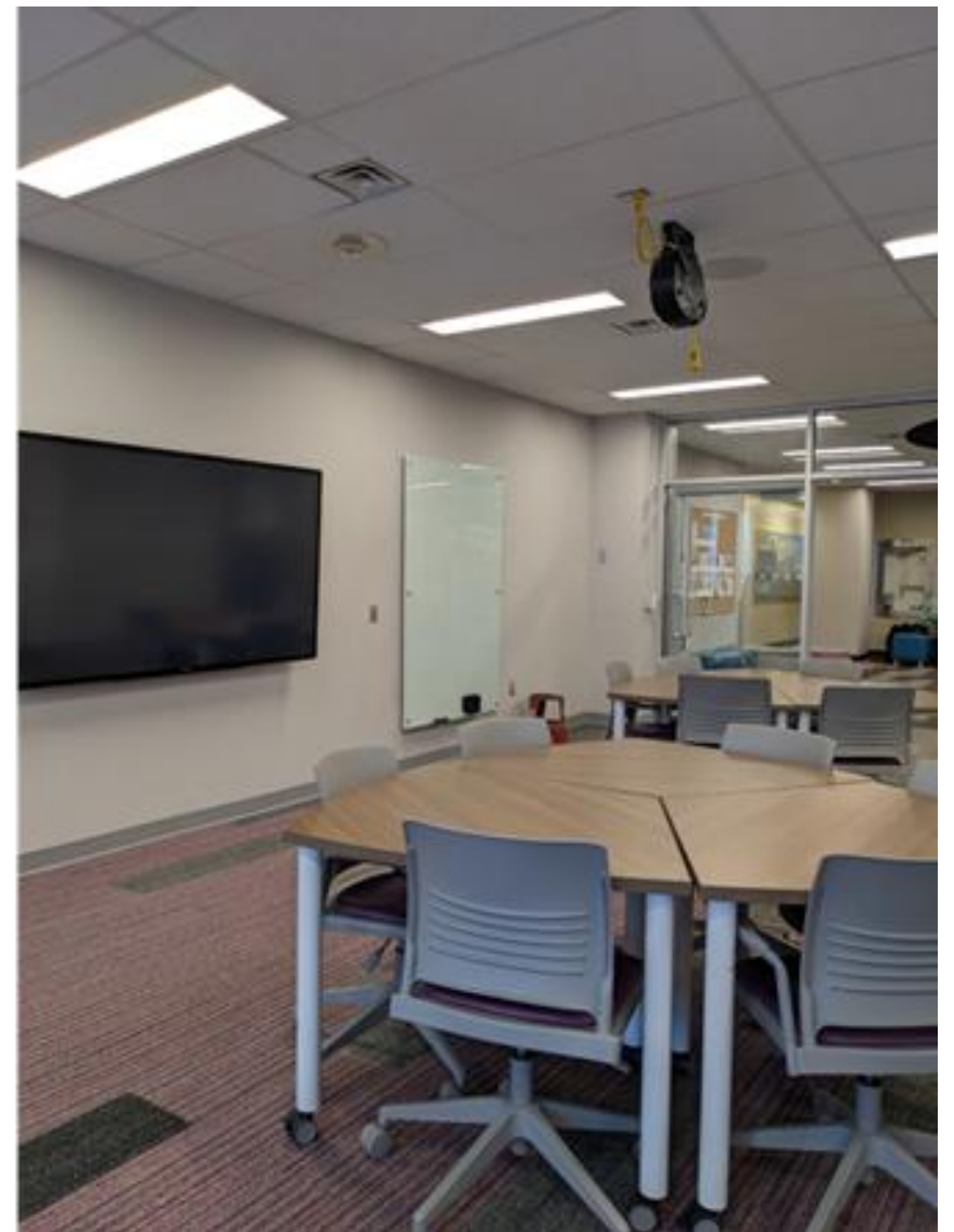
Objective

The investigation of **physical spaces in libraries** is critical to support user services and improve their experience. The aim of this research is to **examine the use of physical spaces and identify the needs and pain points** from different target audiences. The collected data will provide a holistic overview about the use of physical spaces.



The Space







Research Questions

- How is the space being used (e.g., individual, or collaborative work)?
- When is the space being used (e.g., at the start of the term or during midterms)?
- Who is using the space?
- Is the space being rearranged? If so, how are users rearranging the space?



Stakeholders

- UX team
- Library staff
- Facilities
- Communications
- Information Technology



Methods and Procedure

We planned a **qualitative/quantitative mixed approach research**, including observations, surveys, and interviews.

We had the opportunity to **collaborate with fourth year students from a Systems Design Engineering course**, focused on cognitive ergonomics to develop prototypes and ideas by using design principles.



Main Findings

- Space is used individually and collaboratively.
- Issues with power outlets not being accessible.
- The need to update fluorescent lighting.
- Height of the desks cannot be adjusted.
- Users are not sure if the space is available.
- Users are not aware of the space.



Recommendations

- Repainting the walls to improve the space.
- Wall-to-wall and rollable whiteboards.
- Improved lighting to reduce eye strain.
- Floor mounted pop-up outlets.
- Green spaces to reduce stress.



Recommendations

- Implementation of a check-in kiosk to display important information.
- Using the kiosk to collect user data.
- Promotion and advertising strategies.
- Implementation of an online calendar.



Discussion

Many pain points and challenges exist. There is an opportunity to improve the space. Positive aspects include the **ability to rearrange the space and that is open and available to all patrons.**

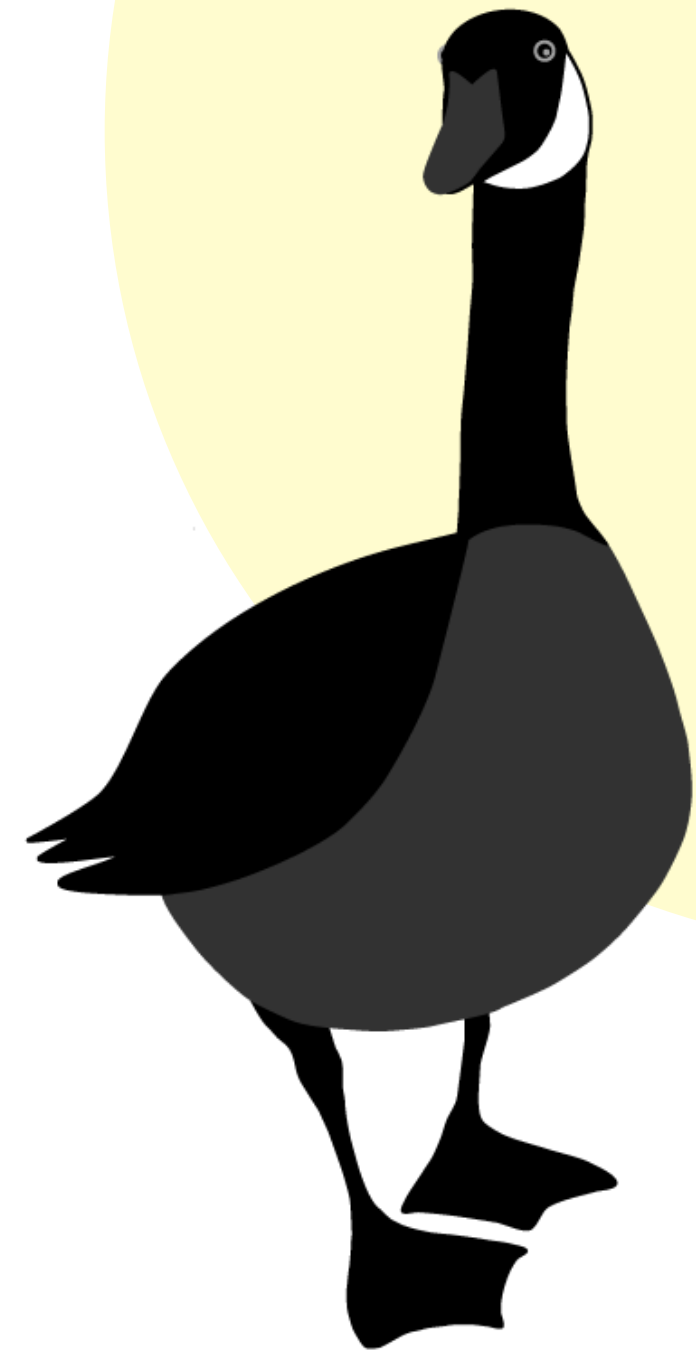
Suggestions indicate that **having accessible ergonomic furniture for different users and creating advertising strategies** would be beneficial.



Summary

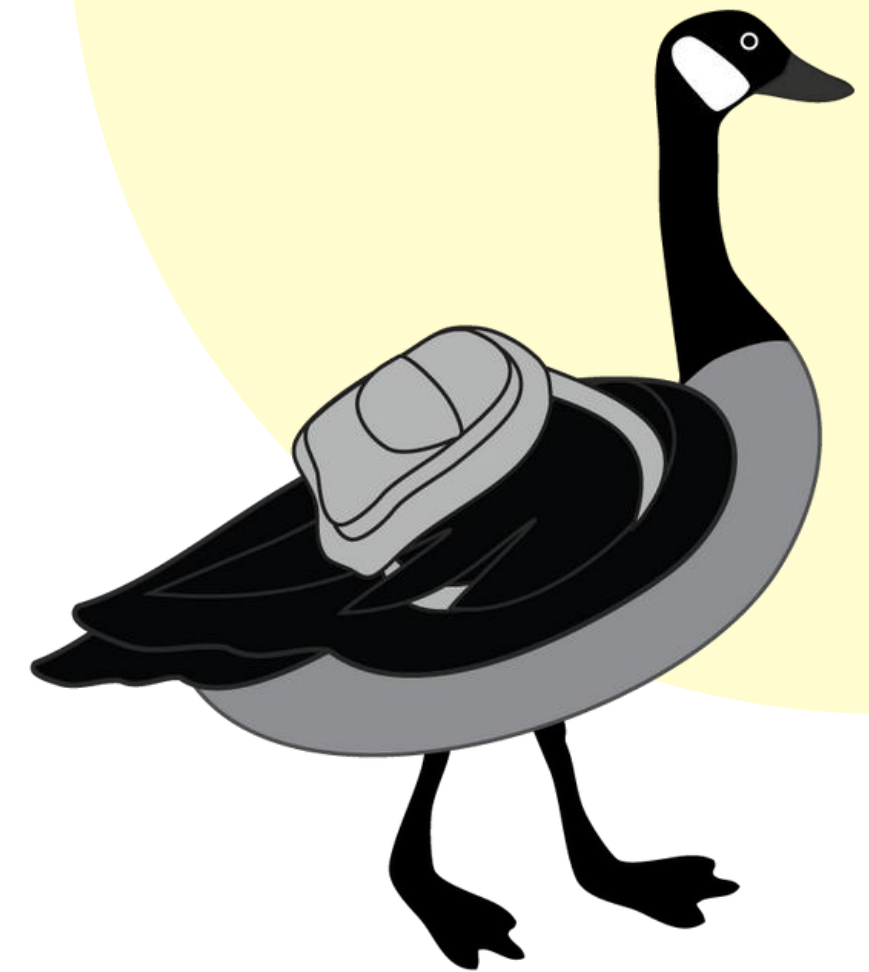
We conducted initial research to **understand the use of physical spaces**, specifically a space that offers movable desks and chairs.

Initial findings indicate that **pain points exist and should be addressed to improve the user experience.**



Future Work

Conduct **additional research implementing a variety of qualitative and quantitative methods** (such as surveys, observations, and interviews) to **validate initial findings and support future decision-making.**



References

- Visual assets (geese illustrations and campus photographs) provided by the UWaterloo Library.
- Video: <https://www.youtube.com/watch?v=f1ec4clxbIA>.
- Learning Lab photograph: Twitter @UWaterloo Library: <https://twitter.com/UWLibrary/status/1085645457861144576>.
- Goose WatCard graphic: <https://uwaterloo.ca/arts-computing-newsletter/winter-2019/winter-2019/new-and-improved-watcard>.
- Thank you to the instructors and students from the SYDE543 (Cognitive Engineering Methods) for their collaboration.

THANK YOU!

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