

Adapting library and learning environments to student behaviour: student involvement through user experience at University of the Arts London

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Six Colleges, one service

- Camberwell College of Arts
- Central Saint Martins
- Chelsea College of Arts
- London College of Communication
- London College of Fashion
- Wimbledon College of Arts



Why user experience ?

- UAL Library Services is committed to user engagement
- Previous methods have included; 'Tell us what you think', LibQUAL, NSS, PTES, PRES, FE Survey, feedback from course and programme boards, SU sabbatical officers
- Focus on student behaviour and usage of space
- Planning for new build projects



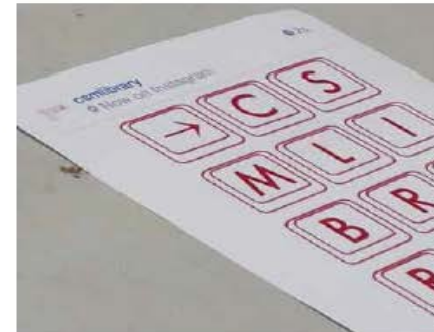
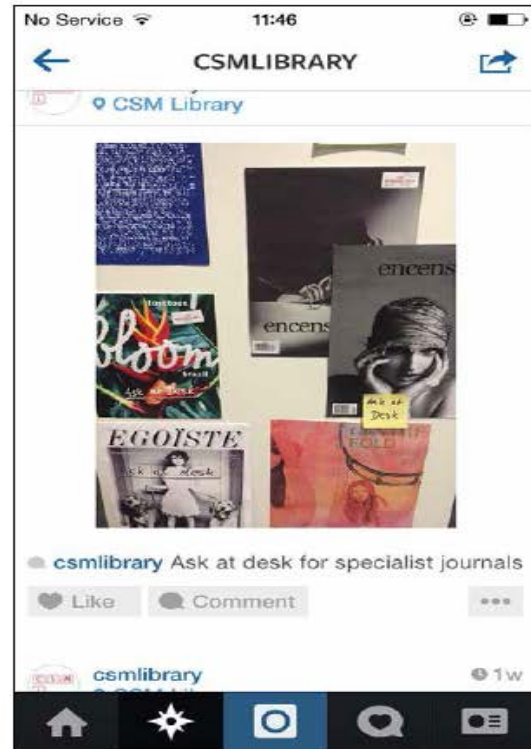
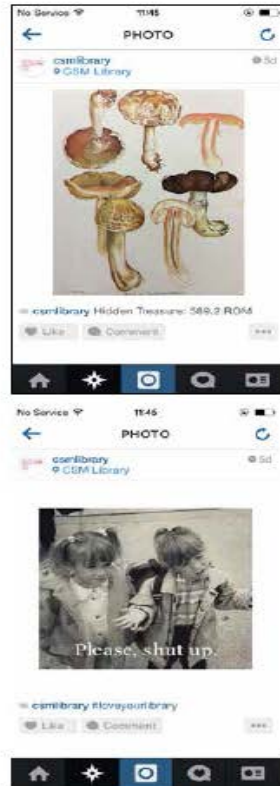
Partnership: LCC MoLib project



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Partnership: CSM love your library campaign



UX partnership: involving students

- Employed students from in-house temp agency to work on the project
- Offered a range of ways students could get involved
- Offered incentives for involvement

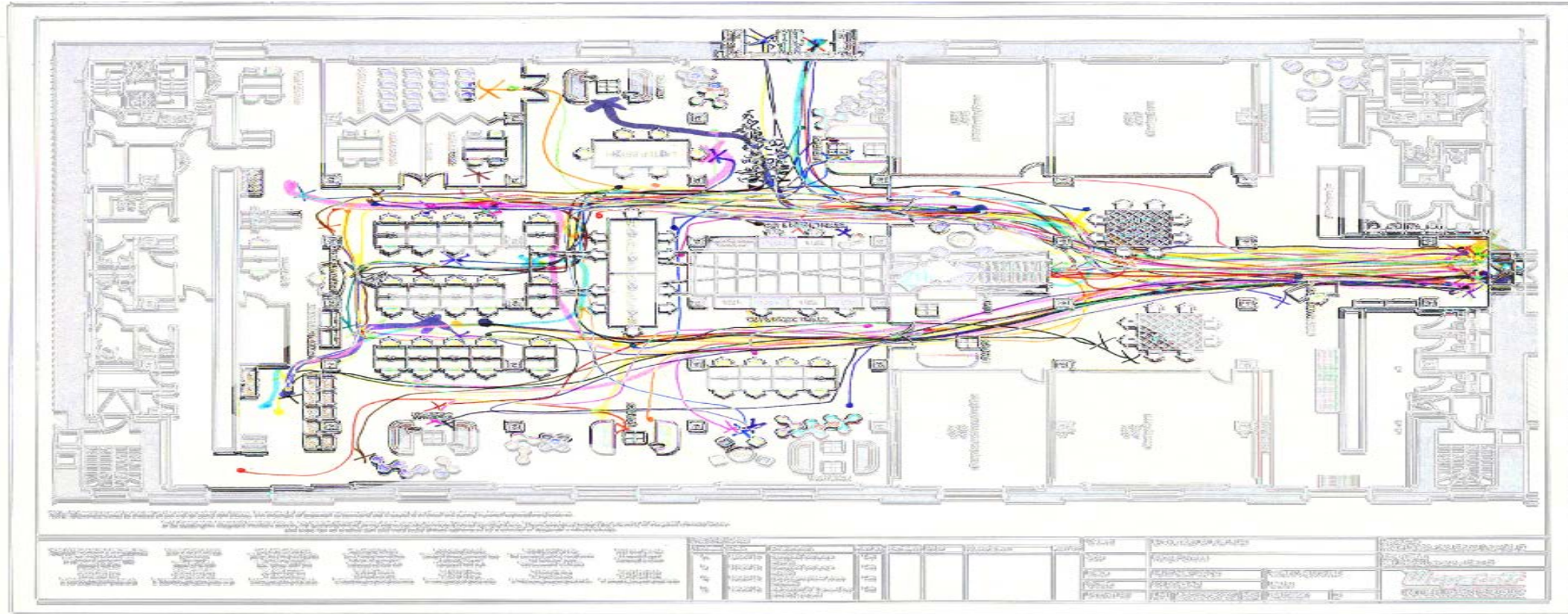


Methodology

- Mapping
- Observing
- Love letters
- Touchstone tours
- Focus groups
- Reflective logs



Mapping



Observing

LCC Learning Zone Static Observations Report - Hotspot LZ1c -

Morning	
Setting / Environment	<p>Warm</p> <p>Feels confined – no windows</p> <p>Low level conversation</p> <p>Warm. Low level conversation and busy in general.</p>
Acts / Activities / Actions	<p>2 students discussing, sat around one laptop, pointing and discussing what's on screen</p> <p>2 students on laptops sat on narrow desk that faces wall – both charging laptops</p> <p>Several groups (4 couples of students) are working quietly in the 'pop up' area. 6 students working alone in the area.</p> <p>The couples are using laptops. One couple is sharing a library's laptop.</p> <p>One of the students is being joined for 3 more students and now are working in group.</p> <p>2 more couples came to work in the groups table. All of them working separately.</p> <p>The space is now a little bit noisy as all the groups are talking.</p> <p>The guillotine area is being used By one student, she's tidying up the area.</p> <p>The computers area is being used by 8 students, all of them using iMacs.</p>
Actors	Students
Space	<p>Tidy</p> <p>Shelving trolleys clutter area</p>



Publicity



Touchstone tours



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Focus groups

- Observer feedback: informed focus group themes
- In depth and reflective theme driven discussion:
 - Types of space
 - Silent or quiet / group / IT
 - Layout of space
 - Environment
 - heat / light / signposting
 - Proportions and amount of space
 - Behaviours in space
 - Staff support



Love letters



Dear Library,

I like the variety of resources you offer and two years in I'm still amazed by the machines you check books out with - how do you know what's in the pile and so quickly?

I like that the staff are so helpful but wish there were more people around to help with IT because I am useless at technology. However I do find the hand out sheets in the computer area very helpful.

It would be lovely to have a few more printers and cheaper printing costs but overall I do think you're great.

P.S. Please stay open later thanks!

10 November 2

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Reflective logs

I have a deadline and am panicking a little about time, so decide to organise my pile of papers and notebooks (that I carry everywhere with me) on the empty seat next to me on the bus. I end up ripping out and separating the pages, making two piles for different projects, one ongoing (so they can be scanned and used), and one completed (to be filed away and stored for a while in case they are useful). I also made a pile for paper recycling, and one of personal projects.

I worry about pulling out a valuable laptop on a bus so it's great to have all of my notes, briefs, and spare paper tucked into one book I can carry around with me.

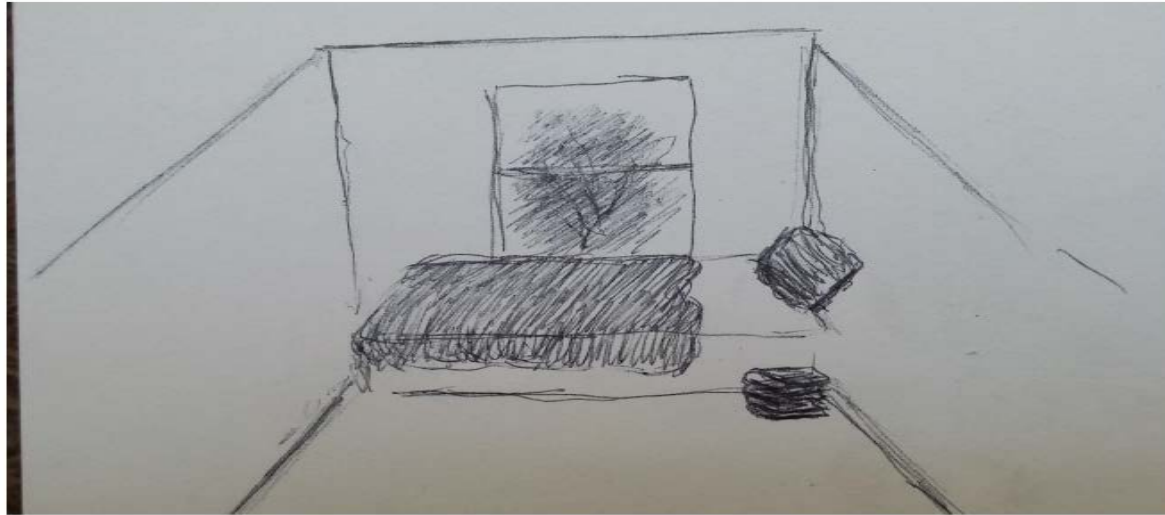
I am weirdly focused on a busy moving bus, maybe because of the pressure, but I feel more focused than I do at home at my quiet desk surrounded by other things I could/should focus on. Maybe being confined with a 45 minute time limit (bus terminating) and nothing else productive to do is the key to my concentration.



1 The contents of my notebook organised into piles, on top of my jacket, on top of a moving bus.!



Reflective logs



June 10

Tutorial with Steven Wilson: the first draft is good. Suggestion to see the work of Karla Black.

Library has two reference books from her.

One was very helpful: with writings from the artist and an interview. Afternoon in the library. Taking notes and reading. Seating in the middle of the library. Good environment: not too much silence but not too noisy. Sometimes I don't like silence. I fell uncomfortable. I already thought about that: the human being needs noise to feel safe. Nietzsche said that the ear is the organ of fear.

The numbers

- 32 Reflective logs
- 34 Love Letters
- 99 Touchstone tours
- 108 Static observations
- 534 Maps



Project outputs / outcomes

- Inform student responsiveness policy, processes and initiatives
 - Recommendations for consideration when planning new library building projects
 - Methodology for future UX projects and activity
 - Student reflective journals
 - Cross-UAL and college-specific reports
-
- Responsive changes to current physical layout to library and learning spaces
 - Embedded culture of responsiveness through UX



Future planning

Each college site has now been asked to think about:

- What are our students saying?
- What changes can we make now?
- What requires further planning?



LCC actions: way finding



LCC actions: Silent Zone



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LCC actions



LCC actions



Next steps

- Student involvement in new build visioning
- Observation team involved in UX methods
- Future plans for UX activity
- Short-term recommendations implemented in all libraries
- Long-term recommendations being discussed
- All recommendations informing new build planning



Thank you for listening

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