

# Library as Place: Why Our Users Still Come!

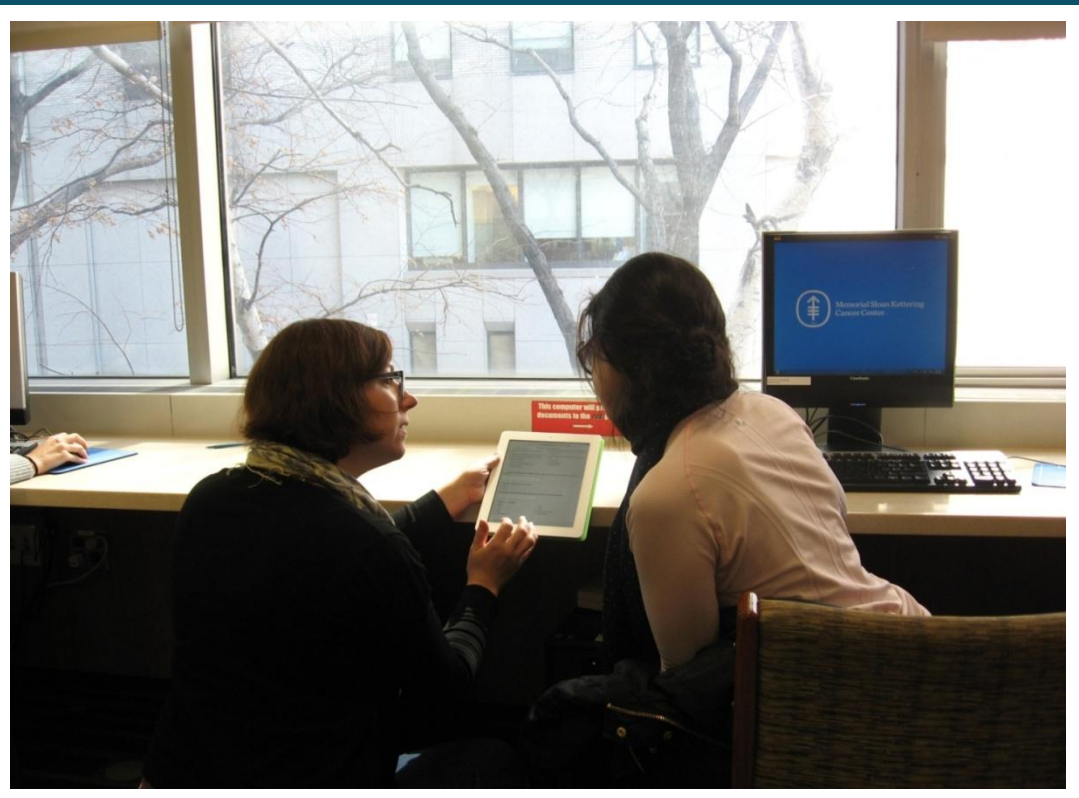
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With the increased use of mobile devices and the availability of information anywhere, anytime, what activities or tasks does our user community engage in while at the library?

### Data Collection Methods

- (1) Ten-question survey/interview with on-site clients conducted randomly three times a day during three determined time periods (May/Jun 2013, Sep/Oct 2013, and Feb/Mar 2014).
- (2) Four times a day physical count to determine client workstation occupancy rate.
- (3) Documented observations by library staff, specifically the reference team.



### Conclusions and Insights

- Availability in the soft seating areas of the library mirrored the occupancy rate of the client workstations.
- During the course of the survey, there were over 20 days when there was no space for our users to work. As MSK’s staff population increases this will create future space concerns for library users, especially for staff from locations other than main campus.
- While walk-in traffic can access the library’s electronic collection anywhere, anytime, users are also able to consult with library staff.
- Many survey respondents share a computer and available workspace in their areas, which impacts their productivity. The library is their extended office.
- The majority of respondents come to the library as they need space where they can work without interruptions.
- The most frequently shared response from users was their appreciation and how they value the library space.

Client Workstation Monthly Occupancy Rate						
	May 13	Jun 13	Sep 13	Oct 13	Feb 14	Mar 14
Total Recorded Counts for Month	88	80	80	92	80	84
Occupancy Mean/Avg.	60.31	62.60	65.46	67.63	60.35	60.85
Occupancy Median	62.50	62.50	68.75	68.75	62.50	62.50
Occupancy Mode	*68.75	*40.63 *50.00 *75.12 *93.75	*68.75 *75.00	*90.62	*65.62	*68.75
Occupancy Rate Greater Than Mode	32/88	**38/80	**35/80	14/92	29/80	27/84
	*freq = 11	*freq = 5	*freq = 6	*freq = 9	*freq = 8	*freq = 9
		**based on Mode Avg.	**based on Mode Avg.			



MSK Walk-in traffic: physicians, researchers, nurses, administrative support staff, patients & their caregivers, students, visitors, and other healthcare professionals.

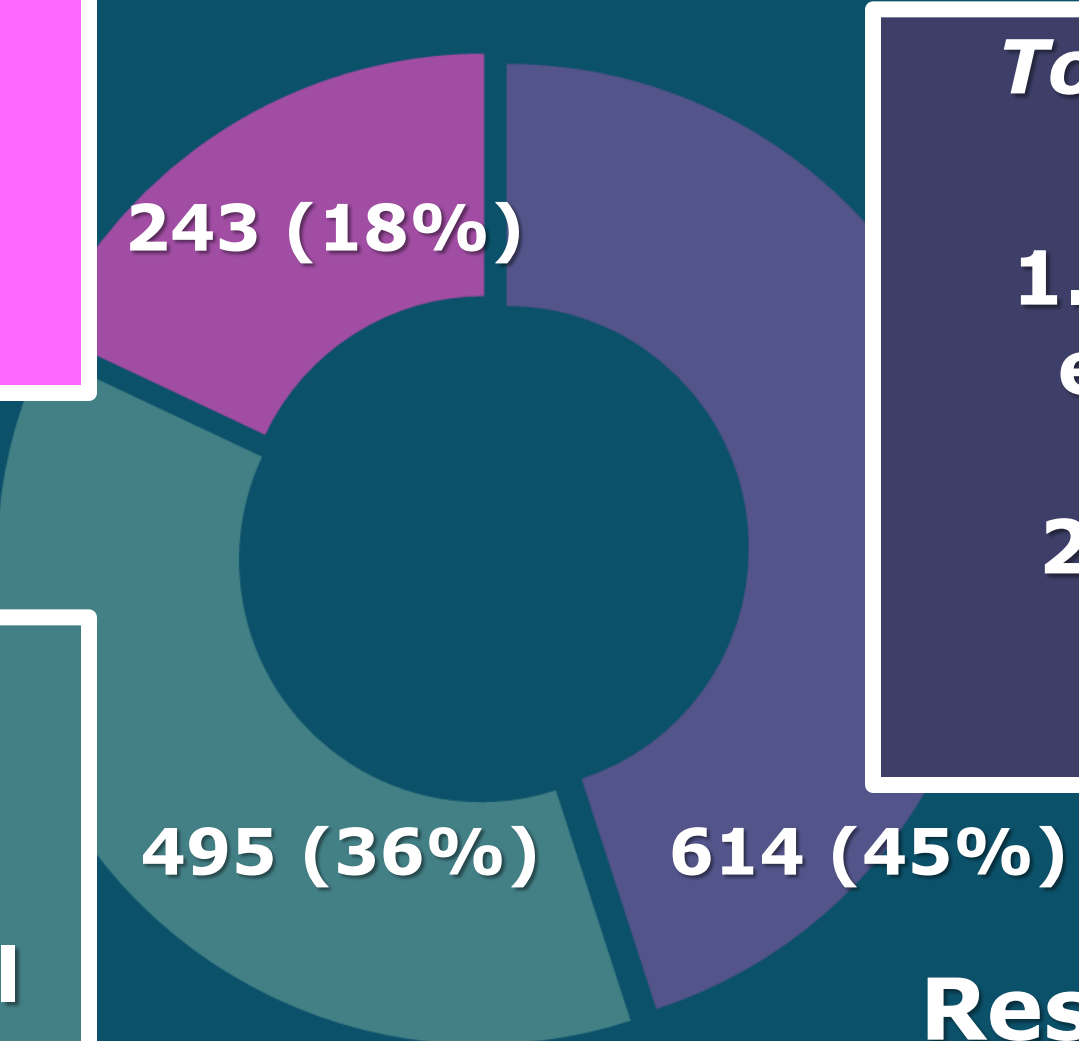


### Activities completed in library by Walk-in traffic....

- Top Three Leisure Activities...
- 1. Personal emails
  - 2. Web surfing
  - 3. Relaxing

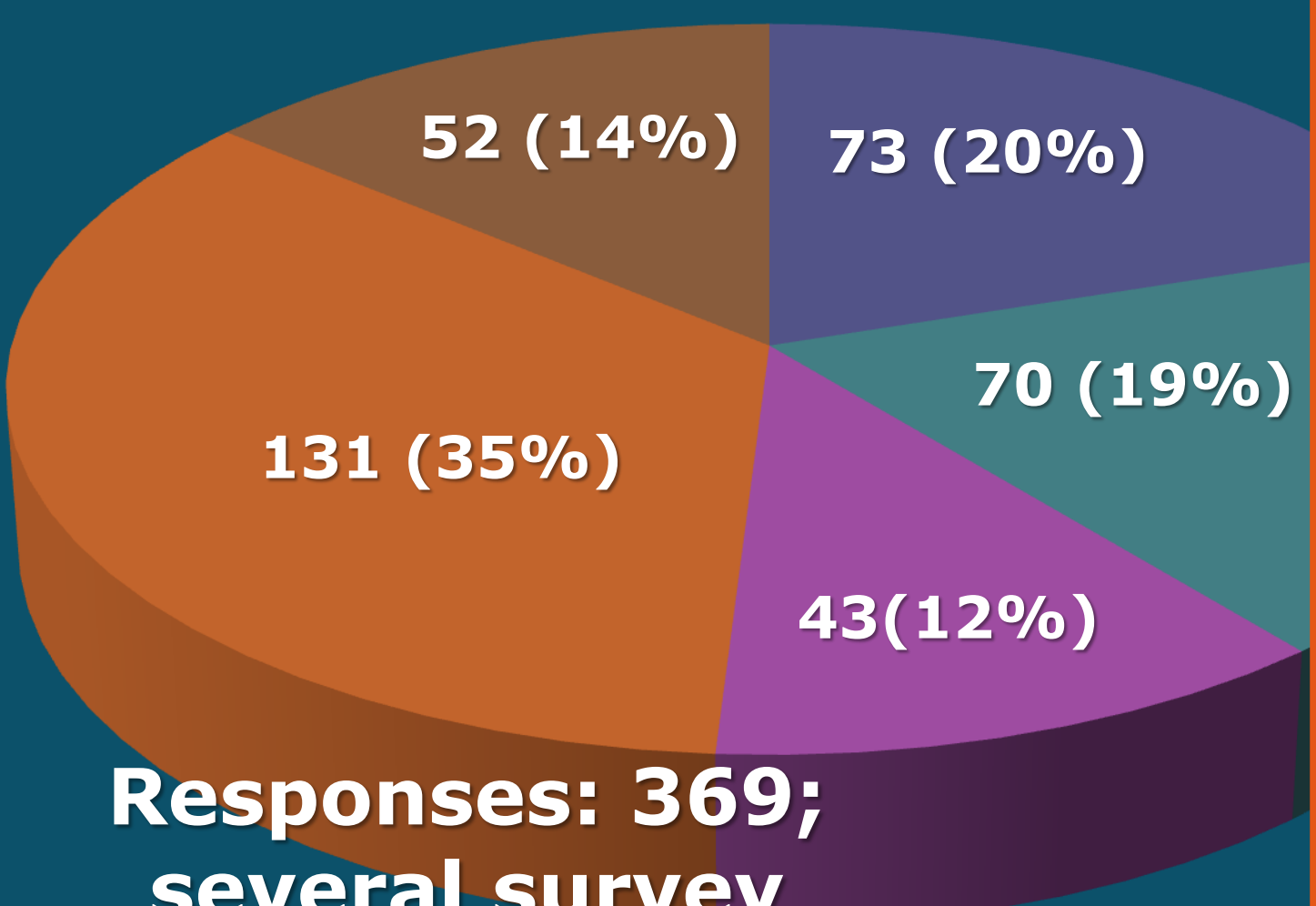
- Top Three Work Activities...
- 1. MSK emails
  - 2. Access MSK internal resources
  - 3. Work on projects/papers

- Top Three Library Activities...
- 1. Access Library electronic & print collections
  - 2. Study / Read
  - 3. Reference Consultation



Responses: 1,352; multiple answers

### If library space didn't exist, where would you go?



Responses: 369; several survey respondents provided multiple answers

- NO ANSWER/NOT SURE (73)
- ANOTHER LIBRARY (70)
- OUTSIDE INSTITUTION (INCLUDING HOME) (43)
- INSIDE INSTITUTION (COMMUNAL AREAS) (131)
- INSIDE INSTITUTION (INDIVIDUAL'S WORKSPACE OR OFFICE) (52)

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