

2008 SEATING USAGE SURVEY

Albury-Wodonga and Bundoora Campus Libraries

General Introduction, Bundoora Survey Results and Analysis
by Lea Beranek

Albury Wodonga Survey Results and Analysis
by Helen Bartlett and Linda Sheridan

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2008 SEATING USAGE SURVEY

Albury-Wodonga and Bundoora Campus Libraries

1. General Introduction

1.1 Objective of the Survey

To determine

1. How heavily each type of library study seating is used
2. Peak occupancy periods

The survey information will be used to monitor the adequacy of the overall balance of different seating types in the libraries and make adjustments as necessary. This survey is conducted every two years, the first being done in 2004, as part of the library's strategic priority to "examine the physical environment across all campuses to identify areas for improvement". Albury Wodonga, Bendigo and Bundoora conducted the survey in 2004 and 2006. Bendigo did not conduct the Seating Survey in 2008 due to a refurbishment occurring coincident with the survey period.

1.2 Methodology

The method used was based on the "Facilities Use Rate" methodology, as described in Van House, N. *Measuring academic library performance* (ALA, p 82, 1990). This provides a simple to use method which is widely used by academic libraries in the United States.

Each count consists of recording the number of individual places in the relevant seating category that is occupied. Places are also considered to be occupied if personal belongings or papers (but no person) is present.

The survey was undertaken on weekdays from Monday 8th to Friday 19th September. The types of seating were categorised broadly, however, seating category types were not consistent between campuses according to the facilities available at each campus and also what was seen as the most useful data to collect. A correlation between the naming of seat types is given in the following table:

Bundoora	Albury Wodonga
Casual seats	Casual seats
Single study seating	Single study carrels
Carrels (single study rooms)	
Group study seating	Group study seating
Group study rooms	Group study rooms
Computer workstations (including seating and standing)	Computer terminals
AV computer workstations	
Microform stations	Microform station
TV viewing booths	AV (video) booths

Occupancy counts of each of the different categories were undertaken every hour, on the half hour, between 9.30 and 4.30 each day. At Bundoora counts were hourly. At Albury-Wodonga, counts were taken every two hours.

Each count consisted of recording the number of occupied seats in each category. Places were considered occupied if personal belongings or papers (even if no person) were present. In addition to occupancy, queues at each computer workstation were counted, if present. A count was made also of the number of laptops in use in the various areas.

1.3 Data Collection Methods

At the Bundoora Campus, Resource Delivery Services staff collected the data under the supervision of the Attendant Team Leader. As most staff had been involved in surveys before, it was considered that formal training sessions were not needed. Those staff who were new to this type of work received informal training. The Attendant Team Leader provided a “help” sheet to each staff member collecting data.

At Albury-Wodonga library, staff were assigned to undertake counts on a rostered basis.

The first survey conducted in 2004 was reasonably time consuming as procedures needed to be discussed with staff undertaking the data collection at each campus, data collection forms had to be produced and spreadsheets had to be developed to analyse the results. The 2006 survey used the same data collection form templates and procedures used for 2004. The 2006 templates were changed slightly for the 2008 Bundoora data collection.

1.4 Student Seating Ratios

	Albury - Wodonga			Bundoora		
	2004	2006	2008	2004	2006	2008
EFTSU	984.2	871	747.9	13,880	13,895	14,845
Seating	228	226	228	1,135	1,116	1,290
Seating ratio	1: 4	1:4	1:3	1:12	1:12	1:12

1.5 Summary of Results

Individual campus results are detailed in the relevant sections below and, as expected, there is some variation across the campus libraries, according to the types and distribution of seating and the overall seating/EFTSU ratio. Some cross campus commonalities are evident from the survey results. Briefly these are

- The highest occupancy rates occur from Monday to Wednesday, and for three campuses over the span 11.30 am – 2.30 pm. Lowest occupancy rates occur on Friday.
- Computer workstations have the highest occupancy rates, in some cases more than 100% since all people [in some cases, 2-3 people] at an occupied workstation were counted. Single study space has, in general, the lowest use rate.
- Personal laptop use is becoming more significant and the library will need to provide appropriate study space for this.

Of major importance will be the consequential actions that are taken as a result of the survey findings as a means of improving overall study space types and their distribution for library users. These vary with the campus library and are outlined in the individual campus reports.

1.6 Future Surveys

This survey was the third time a cross campus approach to this data collection activity has been taken, the first of which was in 2004. In terms of the conduct of future surveys, the staff involved in this project suggested the following

1. Cross campus seating use surveys should be conducted every two years, with the next survey to be conducted in 2010 during any time that reflects activity, however, each campus will conduct the survey at the same time. The survey should then be routinely conducted in approximately the same time period in future years.
2. Individual campus libraries may wish to conduct a seating usage survey in the alternate year to monitor any changes implemented.
The methodology used in this survey should continue to be used for future surveys with the addition of any technologies that effect seating.
3. The final reports of seating usage surveys that are undertaken should be published on the library web site in the area Library Surveys

Lea Beranek
November 2008

(Parts of the preface of this report arise from the 2004 preface written by Helen King)

Albury Wodonga Library 2008 Seating Survey Semester 2

2. Albury Wodonga Survey Results and Discussion

Introduction

The 2008 Seating Survey was conducted during the two week period (Monday to Friday) of 8th to 19 September.

Statistics were gathered four times a day, at 10.30am, 12.30pm, 2.30pm and 4.30pm. The number of seats occupied, or deemed to be occupied, was counted at each session and recorded by seating type.

Results

Average occupancy

The results indicate that the most frequent form of seating used was the Internet terminals (55.1%), followed by Group Study Rooms (18.4%) and Group Study Tables (13.6%). Conversely, the single use video players and microfiche reader were not used during the survey period.

Types of Seating	Available	In Use	%
Orange Chairs	6	0.30	5.0%
Video Players	2	0	0.0%
Microfiche Reader	1	0	0.0%
Group Study Rooms	24	4.43	18.4%
Catalogue Terminals	7	0.28	3.9%
Internet Terminals	24	13.23	55.1%
Group Study Room Internet Terminals	4	1.30	32.5%
Group Study Tables	45	6.10	13.6%
Single Carrels	115	5.55	4.8%
Total	228	31.18	13.7%

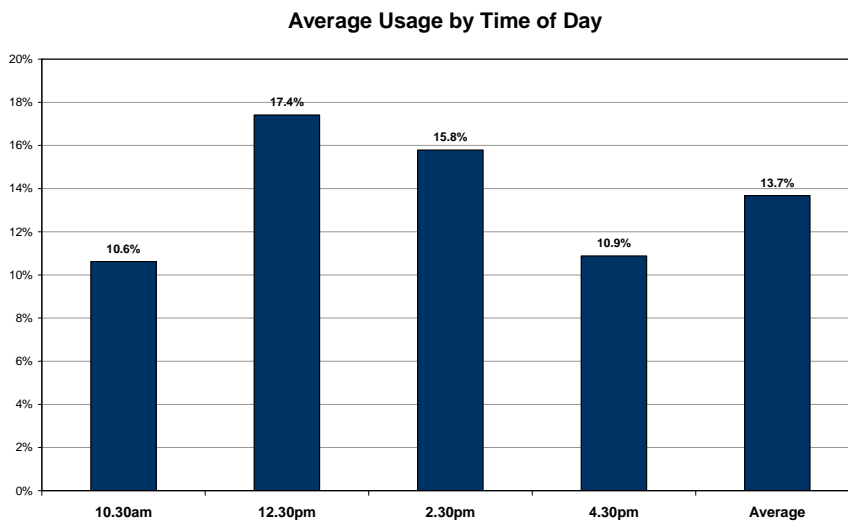
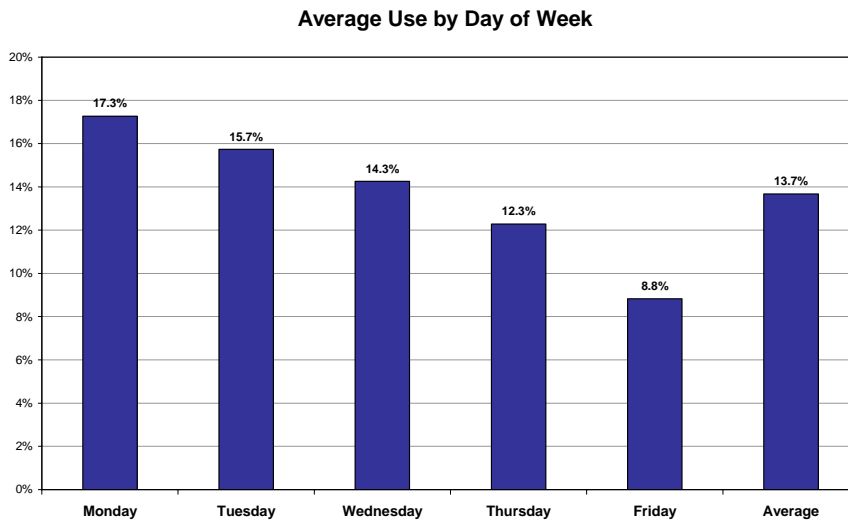
(Please see under “Analysis” for further information on Group Study Tables and Rooms statistics)

Most frequent use

Statistics showed that Monday at 2.30pm was the busiest time in the library. Internet terminals (at 85.4% in use) continue to be the heaviest type of seating used, while single carrels have an average usage of 10.9%.

Types of Seating	Available	In Use	%
Orange Chairs	6	0	0.0%
Video Players	2	0	0.0%
Microfiche Reader	1	0	0.0%
Group Study Rooms	24	2.5	10.4%
Catalogue Terminals	7	0	0.0%
Internet Terminals	24	20.5	85.4%
Group Study Room Internet Terminals	4	1.0	25.0%
Group Study Tables	45	11.0	24.4%
Single Carrels	115	12.5	10.9%
Total	228	47.5	20.8%

Identifying the busiest period



Overall statistics show that Mondays are the library's most popular day, whilst the 12.30 and 2.30 times are the busiest times in the library.

Heaviest use of seating type

Types of Seating	Available	Max In Use	%
Orange Chairs	6	3	50.0%
Video Players	2	0	0.0%
Microfiche Reader	1	0	0.0%
Group Study Rooms	24	11	45.8%
Catalogue Terminals	7	2	28.6%
Internet Terminals	24	27	112.5%
Group Study Room Internet Terminals	4	4	100.0%
Group Study Tables	45	13	28.9%
Single Carrels	115	13	11.3%
Grand Total	228	51	22.4%

This table records the single heaviest use of each seating type that was recorded over the two week period. The figures show that at certain times, there is maximum use of Internet terminals and Group Study Rooms, but that single carrels are the least preferred seating type by patrons, at 11.3%

Analysis

Statistics gathered during this two week period showed that Internet terminals (at an average usage of 55.1% occupancy) continue to be the most favoured type of seating use at the David Mann Library.

Group study tables and rooms are also very popular at times, although a raw count of persons seated may be misleading. Group study rooms and group study tables are considered “full” by other students once there is even one student using that form of seating.

For this survey we have gathered additional statistics on the usage of Internet terminals in Group Study Rooms. These terminals have been well used, at an average usage of 32.5%, and often at 100% usage.

Comparison with 2006 survey results

Seating configuration at the library has changed a little since the last seating survey in 2006. The library has added four new Internet terminals in the Group Study Rooms, which have proved very popular with students. The Library also replaced some single carrel seating with additional seating around group study tables to accommodate laptop users.

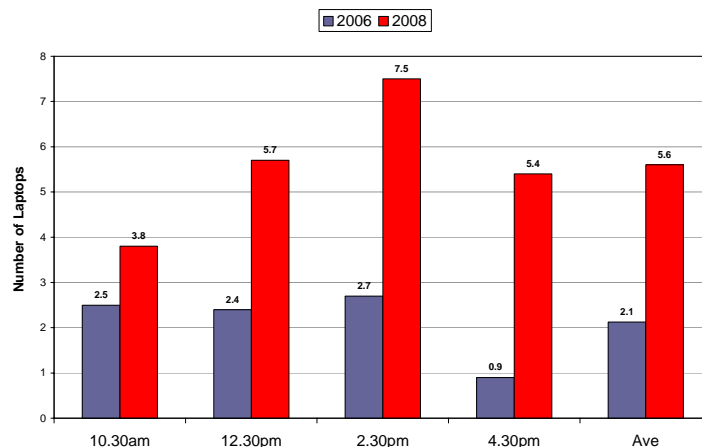
Overall figures show a slight increase in average occupancy (12.6% in 2006 to 13.7% in 2008), with the most frequent use, for example, of Internet terminals increasing in 2008, from 72.9% to 85.4%.

The use of single carrels continues to be least popular, with figures of 2.5% average in 2006, and 4.8% in 2008.

The heaviest usage recorded at Internet terminals was 108.3% in 2006, and at 112.5% in 2008. The addition of Internet terminal availability introduced to Group Study Rooms in 2008 has been successful in providing extra available places for students. The Library Training Room is also now open from 10am to 4pm each weekday to increase the availability of computer workstations.

A comparison of statistics for both 2006 and 2008 show a marked increase in laptop usage since wireless access has been extended in the Library. This has resulted in the Library reconfiguring existing seating to enable laptop users access to powerpoints.

Average Number of Laptops by Time of Day



Recommendations

The results confirm that computer workstations and group study rooms are the most popular forms of seating in this library. To accommodate this growing need, the Library has recently

- Trialled the opening of the Library Training Room from 10am – 4pm each weekday. Based on the results of the trial, the room will continue to be opened for student use in 2009.
- Established additional group study tables adjacent to power points for laptop use.

The Library has noted an increased demand for group study rooms and tables. This demand is likely to increase in 2009 with the focus on problem based learning being introduced in the common first year for Health Sciences.

To meet this need, the Library will have to be more vigilant in applying the policy of giving preference to groups using these rooms and may have to shorten booking periods to one hour.

Helen Bartlett

Lending Services / Reserve Coordinator

Linda Sheridan

Campus Librarian

Bundoora (Borchardt) Library 2008 Seating Survey

3. Bundoora Survey Results and Discussion

Please note that the total available seating for 2008 was 1290, for 2006 was 1116 and for 2004 was 1135. These differences are due to variations in the available group seating, PC seating, single seating etc. as the library has been re-configured to meet changing patron studying patterns. Table 13, Number and Distribution of Bundoora Seating Types, details these changes.

This table should be used as a reference when considering percentages comparison between surveys. In most cases, the available seating for each section and year has been included in individual tables.

3.1 Summary of Bundoora Survey Results

3.1.1 Data sorted by weekday – comparison between 2008,2006, 2004

- **All Occupied seats** - The busiest day of the week for 2008 was Tuesday with a daily average occupancy per hour of 55.7% followed by, in order, Monday, Wednesday, Thursday and Friday.

Table 1

All occupied seats, total – daily average per hour for busiest day plus peak day and time

	Busiest average day of the week	% average occupancy	Peak occupancy Day and time	Peak occupancy rate %
2008 (seat = 1290)	Tuesday	55.7%	Tuesday 16 th at 1:30pm	72.1%
2006 (seat = 1116)	Tuesday	46.8%	Tuesday 12 th at 12.30pm	64.3%
2004 (seat = 1135)	Monday	44.5%	Monday 13 th at 12.30pm	63%

- **Computer Usage** - Although the number of computers has increased approximately 20% from the previous survey, the percent usage remains in the high 90s.

Table 2

Computer usage, total - daily average per hour for busiest day plus peak day and time

	Busiest average day of the week	% average usage	Peak occupancy Day and time	Peak occupancy rate %
2008 (PC = 275)	Tuesday	97.1%	Tuesday 16 th at 11.30pm and Thursday 18 th at 12.30pm	112.4%
2006 (PC = 230)	Monday	95%	Tuesday 19 th at 11.30pm	110%
2004 PC = 176)	Monday	91%	Monday 13th 1.30pm	155.6%

- **Single Seating** - Although there was an increase in the number of available single seats of about 10% over 2006, there has been a marked increase in total average usage per hour of about 10% for all days.

Table 3
Single seating, total – daily average per hour for busiest day plus peak day and time

	Busiest average day of the week	% average seated	Peak occupancy Day and time	Peak occupancy rate %
2008 (seat = 712)	Tuesday	44%	Tuesday 16 th at 1:30pm	63.2%
2006 (seat = 662)	Tuesday	33%	Tuesday 12 th at 12.30pm	54%
2004 (seat = 743)	Tuesday	31%	Tuesday 14 th 1.30pm	60.9%

- **Group Seating** – Note that although the percentage rates for group seating have dropped consistently from 2004 to 2008, the actual numbers on group seats have risen e.g. taking Tuesday figures, the following table illustrates both the decreasing percentages and the increasing actual numbers on group seats.

	No. seat available	Tues % use	No. seated
2004	128	57.2%	73
2006	142	49.9%	71
2008	223	47.4%	106

Table 4
Group seating, total – daily average per hour for busiest day plus peak day and time

	Busiest average day of the week	% average occupancy	Peak occupancy Day and time	Peak occupancy rate %
2008 (seat = 223)	Tuesday	47%	Monday 8 th at 3:30pm	67%
2006 (seat = 142)	Monday	52.2%	Thursday 14 th at 11:30	76%
2004 (seat = 128)	Monday	61.4%	Monday 13 th at 12:30	93.8%

- **Laptops** – Looking at the busiest day of the week figures in Table 5 below, it is apparent that the number of laptop computers in use in the library has virtually doubled every 2 years when surveys are carried out.

Table 5
Laptops (seated) use, total – daily average for busiest day plus peak day and time

	Busiest average day of the week	Peak use Day and time
2008	Tuesday, 690	Tuesday 16 th 1.30pm - 151
2006	Wednesday, 320	Monday 18 th 1:30pm - 73
2004	Tuesday, 180	Tuesday 14 th 11:30am - 79

3.1.2 Data sorted by Weekday and Level – comparison 2008, 2006, 2004

- All occupied Seats level One

Table 6

Level One – All occupied seats, total – daily average per hour for busiest day plus peak day and time

	Busiest average day of the week	Daily % average occupancy (of level)	Daily % average occupancy (of library)	Peak occupancy Day and time	Peak occupancy rate % (of level)
2008 (seat = 219)	Tuesday	71.2%	12.1%	Thursday 11 th at 12:30pm,	99.5%
2006 (seat = 213)	Tuesday	58%	11%	Wednesday 13 th at 12:30pm	72.3%
2004 (seat = 207)	Monday	32.4%	6.0%	Monday 13 th at 1:30pm	62%

- All occupied Seats level Two -

Table 7

Level Two – All occupied seats, total – daily average per hour for busiest day plus peak day and time

	Busiest day of the week	Daily % average occupancy (of level)	Daily % average occupancy (of library)	Peak occupancy Day and time	Peak occupancy rate % (of level)
2008 (seat = 470)	Tuesday	66.2%	24.1%	Tuesday 9 th at 2:30pm	78.7%
2006 (seat = 306)	Wednesday	66.7%	18.8%	Wednesday 20 th at 12:30pm and Thursday 21 st at 1:30pm	85.3%
2004 (seat = 309)	Monday	70.2%	19.0%	Monday 13 th at 11:30am	90.4%

- All occupied Seats level Three -

Table 8

Level Three – All occupied seats, total – daily average per hour for busiest day plus peak time and day

	Busiest day of the week	Daily % average occupancy (of level)	Daily % average occupancy (of library)	Peak occupancy Day and time	Peak occupancy rate % (of level)
2008 (seat = 601)	Tuesday	42%	19.6%	Tuesday 16 th at 1:30pm	60.7%
2006 (seat = 597)	Tuesday	32.5%	17.4%	Monday 11 th at 12:30pm	47.7%
2004 (seat = 619)	Tuesday	37.3%	20.4%	Wednesday 15 th at 1:30pm	51.9%

3.1.3 Data sorted by Time of Day – comparison 2008, 2006, 2004

- **All occupied seats** – The busiest time of day remains around lunchtime with a small increase in percentage occupancy independent of available seats.

Table 9

All occupied seats, total– daily average per hour for busiest time of day plus peak time and day

	Busiest average time of day	Daily % average occupancy	Peak occupancy Day and time	Peak occupancy rate %
2008 (seat = 1290)	1.30pm	56.4%	Tuesday 16 th at 1:30pm	72.1%
2006 (seat = 1116)	12.30pm	50.2%	Tuesday 12 th at 12.30pm	64.3%
2004 (seat = 1135)	1.30pm	49.2%	Monday 13 th at 12.30pm	63%

3.1.4 Data sorted by Level and Time of Day – comparison 2008, 2006, 2004

- **All occupied seats, Level One**

Table 10

Level One – All occupied seats, total – daily average per hour for busiest time of day plus peak time and day

	Busiest average time day	Daily % average occupancy (of level)	Peak occupancy Day and time	Peak occupancy rate % (of level)
2008 (seat = 219)	12.30pm	74.5%	Thursday 11 th at 12:30pm,	99.5%
2006 (seat = 213)	1.30pm	63.9%	Wednesday 13 th at 12:30pm	72.3%
2004 (seat = 207)	1.30pm	41.2%	Monday 13 th at 1:30pm	62%

- **All occupied seats, Level Two**

Table 11

Level Two – All occupied seats, total – daily average per hour for busiest time of day plus peak time and day

	Busiest average time of day	Daily % average occupancy (of level)	Peak occupancy Day and time	Peak occupancy rate % (of level)
2008 (seat = 470)	1.30pm	65.7%	Tuesday 9 th at 2:30pm	78.7%
2006 (seat = 306)	12.30pm	71.37%	Wednesday 20 th at 12:30pm and Thursday 21 st at 1:30pm	85.3%
2004 (seat = 309)	12.30pm	78.1%	Monday 13 th at 11:30am	90.4%

- **All occupied seats, Level Three**

Table 12

Level Three – All occupied seats, total – daily average per hour for busiest time of day plus peak time and day

	Busiest average time of day	Daily % average occupancy (of level)	Peak occupancy Day and time	Peak occupancy rate % (of level)
2008 (seat = 601)	1.30pm	43.5%	Tuesday 16 th at 1:30pm	60.7%
2006 (seat = 597)	1.30pm	34.49%	Monday 11 th at 12:30pm	47.7%
2004 (seat = 619)	1.30pm	38.1%	Wednesday 15 th at 1:30pm	51.9%

3.1.5 General Trends

- The total computer use has increased by about 20% each year of the survey and the number in use has risen accordingly so that the percent in use remains in the 90 percentile range
- The average single seating use over a week reflects the general pattern obtained by the total seat data, namely a relatively high percentage use at the start of the week tapering off rapidly at the end of the week.
- The pattern of occupancy for all levels by time of day appears to be a relatively slow take-up of available spaces from the start of the day, peaking at the 2 to 3 hours around noon, followed by a relatively slow tapering off towards the end of the day. Trends for occupancy at computers by time of day show the same trend of a relatively low occupancy start with a peak around noon and tapering off towards the end of the day.
- The number of laptop computers in use in the library has virtually doubled every 2 years when surveys are carried out.
- Although the percentage rates for group seating have dropped consistently from 2004 to 2008, the actual numbers on group seats have risen each survey.

3.2 Number and Distribution of Bundoora Seating Types

Table 13 shows the overall number of seating spaces is **1,290 in 2008**

Differences shown are relative to preceding surveys.

		2004	2006	2008	2006/08 Difference	
Level 1	Single study seating	192	105	101	4	↓
	*Lounge area		8	20	12	↑
	*stairwell		18	18	-	-
	Carrels	2	2	2	-	-
	Computer workstations	9	54	62	8	↑
	Microform	4	2	4	2	↑
	Group study total					
	**Group tables		24	12	12	↓
	Total	207	213	219	6	↑
Level 2	***Single seating	-	-	38	38	↑
	Group study seating	128	118	211	93	↑
	****Computer workstations	108	105	136	31	↑
	*****Training room 2B		13	13	-	-
	AV computer workstations	28	27	31	4	↑
	*****AV scanners/PC		2	4	2	↑
	AV viewing booth	38	30	30	-	-
Microform	7	11	7	4	↓	
	Total	309	306	470	164	
Level 3	Single study seating	551	531	535	4	↑
	Carrels	37	37	37	-	-
	Computer workstations	31	29	29	-	-
	Total	619	597	601	4	
All Levels	Single study seating	743	662	712	50	↑
	Group study seating	128	142	223	81	↑
	Carrels	39	39	39	-	-
	Computer workstations	148	188	227	39	↑
	Training Room 2B		13	13	-	-
	AV computer Workstations	28	27	31	4	↑
	AV scanner/PC		2	4	2	↑
	TV viewing booth	38	30	30	-	-
Microform	11	13	11	2	↓	
	Total	1135	1116	1290	174	

*Lounge area (8) and stairwell (18) were not included in 2004 data (level 1), they were included in 2006 single seating.

*12 lounge were included in single study in 2008 data

**Group tables (24) were not included in 2004 data (level 1)

**Group tables (12) were included in lounge area – single seating in 2008

***Single seating on level two was not included in 2004 and 2006 survey – 2008 includes Reserve and single study seats behind Research Help desk.

****Computer workstations – 2008 data includes PCs in Reserve

*****Training room 2B (13) was not included in 2004 data (level 2)

***** AV scanners/Pc (2) were not included in 2004 data (level 2)

- The change in overall seating in 2008 was due in part to the following:
- An increase of 50 single study seating
 - An increase of 81 Group Study Places
 - An increase of 39 computer workstations
- All the seating changes following the 2006 survey are detailed in Table 13

3.3 Bundoora Seating Ratio Of Seats To Student EFTSU

Table 2 illustrates the changes in the ratio of seats to student EFTSU. It is interesting to note that the ratio has been maintained since the 2004 survey – 1 seat per 12 students.

Table 14 Ratio of seats to EFTSU

	2004	2006	2008
Available Seating	1135	1116	1290
Student EFTSUs	13880	13895	14845
Ratio of seats to students	1:12	1:12	1:12

3.4 Analytical Method

Statistics were collected on a daily basis on weekdays over two consecutive weeks. Seven sets of data were taken on each day at hourly intervals starting at 9:30am and finishing at 3.30pm:

Week 1 (8-12 September) 09:30, 10:30; 11:30, 12.30; 13:30, 14:30, 15:30
 Week 2 (15 –19 September) 09:30, 10:30; 11:30, 12.30; 13:30, 14:30, 15:30

The data taken was a count of occupied single study seats, people sitting on the floor, group study seats, AV computer workstations, TV viewing booths, carrels, computer workstations, people waiting to use computers [queues], training room 2B and numbers of laptop computers (laptops used on both floor and seating). The data for group study rooms, AV viewing rooms and disability room were defined only as U=used or NU = not used for each available room. In 2008 the system was changed such that 0, 1, 2, 3 represented 0, 1, 2 or 3 rooms used respectively. It is important to note that this represents room use only and not the number of people in the room. The figures were used to obtain averages and percent usage of these rooms. The latter figures were based on the number of rooms available by the number of counts per day [7] by the numbers of days counted [2].

From this data and the number of each seating type available [excepting laptops] the rate and percentage use were calculated for each seating type for each level for each time slot on each day.

There has been some rearrangement of seating and facilities since the last survey and some additional data recorded from the set used in 2004 and 2006.

To obtain daily averages, the hourly usages were summed and the average taken to obtain the average use per hour for each day for each seating type and each level. The average total occupancy for each day was also calculated. Following this, the average of the two Mondays was calculated for each seating type *per* level and so on for the following successive days of the week. This gave an average use of each seating type, for each level and total library occupancy for each day. This made it possible to compare the relative usage between days over a week. This showed that Monday and Tuesday, in

general, were the busiest days and usage dropped for the rest of the week with lowest average being on Friday

For example:

Monday, Level 1, computer seating

time slot	available seats	seats in use	usage rate	% usage
9:30	50	30	0.6	60
10:30	50	25	0.5	50
11:30	50	21	0.42	42
Average use for day		25.3	0.5	50.7

The trends over the period of a day were determined by comparing 10 day averages for each time slot. This illustrated that for most seating types there was a sharp rise in usage culminating in a maximum around the middle of the day followed by a slight tapering off towards the end of the day.

For example:

Monday, Level 1, computer seating occupancy

time slot	Mon	Tues	Wed	available seats	average use	usage rate	% usage
9:30	30	20	19	50	23.0	0.5	46.0
10:30	25	32	35	50	30.7	0.6	61.3
11:30	21	48	43	50	37.3	0.7	74.7

This example, when repeated for each time slot, indicates the relative usage by hour, level 1, computer seating

To obtain daily averages for group study rooms, AV viewing rooms and disability room, the following calculations were applied. Each Use (U) or Non-Use (NU) was counted as one occupancy for each time slot, day and level for both weeks. The daily totals were added and divided by the number of time slot (7) to give daily averages, This calculation gave the relative percentage use by day for these rooms.

For laptop use, laptop on floor use and seating on floor, the sum of the usages for all time slots in one day was divided by the number of time slots (7) to calculate the average use per hour for each day. The result for the average weekday was calculated by adding the average use per hour from the same day of each week and dividing by two. Similarly, the counts for time slot were summed and divided by the number of days (10) to obtain the average use in each time slot

3.5 Survey Results and Discussion

3.5.1 Data by weekday – daily average for 2008, 2006, 2004

3.5.1.1 All occupied seats, total – percent average occupancy per hour

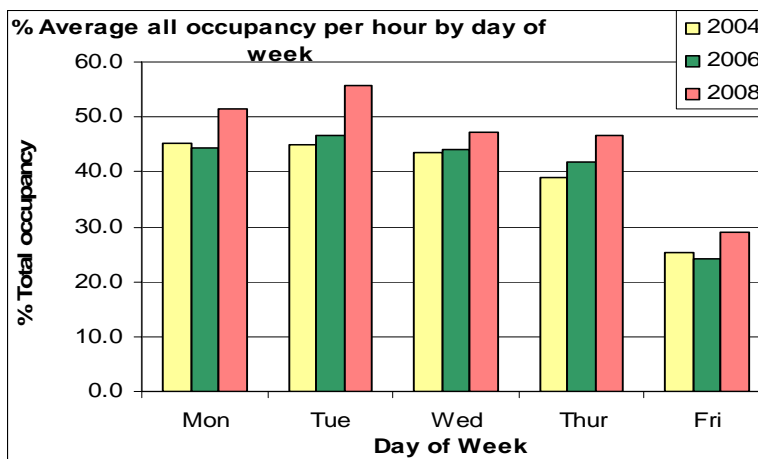
The busiest day of the week is Tuesday with a daily average occupancy per hour of 55.7% followed by, in order, Monday, Wednesday, and Thursday with Friday finishing at 28.9%. This is consistent with the data from 2006 and 2004, with Friday usually being the quietest weekday in the library.

A comparison of 2008, 2006 and 2004 daily totals/average occupancy per hour figures are shown in Table 15 and Graph 1.

Table 15
All Occupied seats, total – daily average *per hour*

	Mon	Tues	Wed	Thu	Fri
2008					
Available seats = 1290	665	719	608	601	373
2008 % average	51.6%	55.7%	47.1%	46.6%	28.9%
2006					
Available seats = 1116	496	522	493	466	269
2006 % average	44.4%	46.8%	44.2%	41.8%	24.1%
2004					
Available seats = 1135	505	502	485	436	282
2004 % average	44.5%	44.2%	42.8%	38.4%	24.8%

Graph 1 Daily totals – percent average all occupancy per hour



Peak Period

For 2008 the peak occupancy rate of 72.1% was on Tuesday 16th at 1.30pm

For 2006 the peak occupancy rate of 64.34% was on Tuesday, 12th at 12:30 pm.

For 2004 The peak occupancy rate of 63.1% was on a Monday 13th at 12:30.

3.5.1.2 Computer usage, total - daily average occupancy per hour

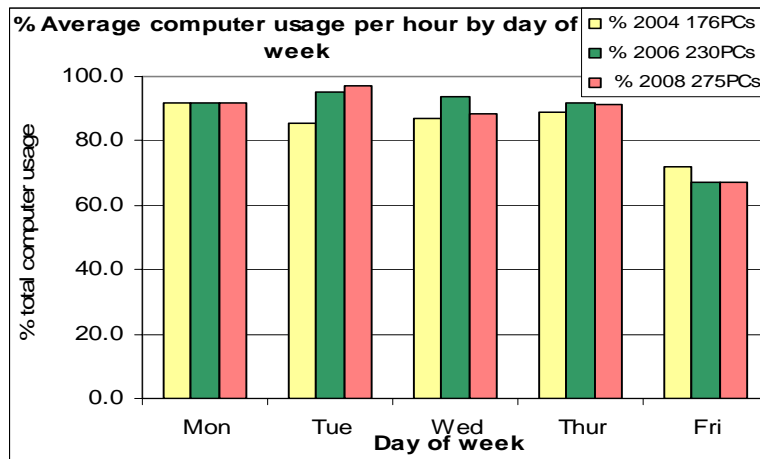
A comparison of 2008, 2006 and 2004 average daily percent computer usage per hour is shown in Table 16 Graph 2. Note: Queues were not included in the 2006 and 2008 figures.

Although the number of computers has increased approximately 20% from the previous year, the percent usage rate remains in the high 90s.

Table 16
Daily totals – percent average computer usage per hour

	Monday	Tuesday	Wednesday	Thursday	Friday
2004	91.6%	85.5%	87.2%	85.8%	72.2%
2006	91.9%	95.3%	93.8%	91.6%	67.1%
2008	91.6%	97.1%	88.3%	91.1%	67%

Graph 2 Daily totals – percent average computer usage per hour



Peak Period

For 2008 the peak computer occupancy rate 112.4% at 11.30pm on Tuesday 16th and Thursday 18th at 12.30pm [this value is due to there having been more than 1 person at some computers].

For 2006 the peak computer occupancy rate 110% at 11:30am on Tuesday 19th [this value is due to there having been more than 1 person at some computers].

For 2004 the peak computer occupancy rate was 155.6% at 1:30pm on Monday 13th. Note: this figure included queues

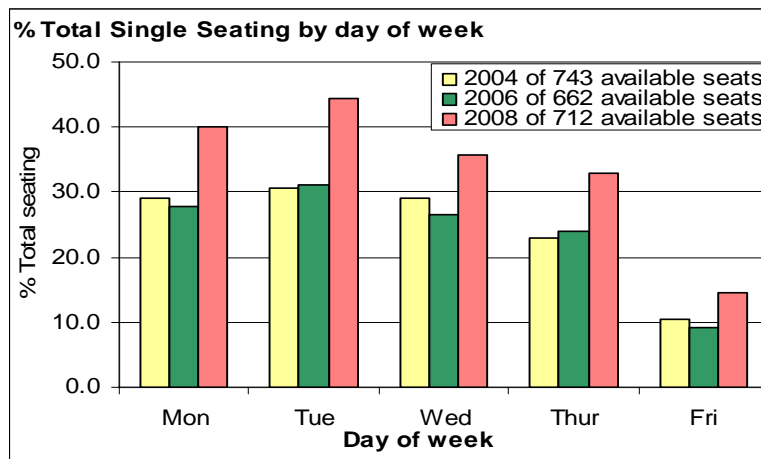
3.5.1.3 Single seating, total – daily average occupancy per hour

A comparison of 2008, 2006 and 2004 average daily percent single seating usage is shown in Table 17 Graph 3. It can be seen that although there was an increase in the number of available single seats of about 10% over 2006, there has been a marked increase in total average usage per hour of about 10% for all days.

Table 17
Daily totals – percent average single seating per hour

	Monday	Tuesday	Wednesday	Thursday	Friday
2004	29.1%	30.6%	29%	23.1%	10.4%
2006	27.8%	31%	26.6%	23.9%	9.3%
2008	40%	44.4%	35.6%	32.8%	14.6%

Graph 3 Daily totals – percent average occupancy single seating per hour



Peak Period

For 2008 the peak single seating occupancy rate of 63% at 1.30pm was on Tuesday 16th

For 2006 the peak single seating occupancy rate of 54% at 12:30pm was on Tuesday 12th

For 2004 the peak single seating occupancy rate of 61% at 1:30pm was on Tuesday 14th

3.5.1.4 Group seating, total –daily average occupancy per hour

Note that although the percentage rates for group seating have dropped consistently from 2004 to 2008, the actual numbers on group seats have risen e.g taking Wednesday figures, the following example illustrates both the decreasing percentages and the increasing actual numbers on group seats:

Example

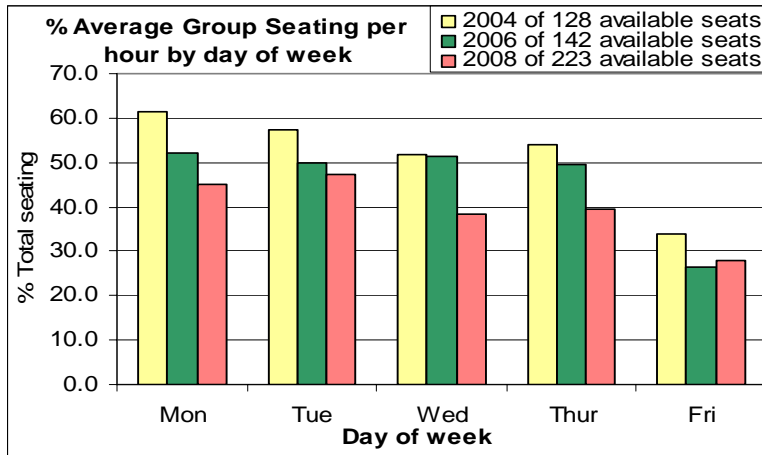
	No. seat available	Wed % use	No. seated
2004	128	51.9%	66
2006	142	51.4%	73
2008	223	38.2%	85

A comparison of 2008, 2006 and 2004 average daily percent group seating usage is shown in Table 18 Graph 4

Table 18
Daily totals – percent average occupancy group seating per hour

	Monday	Tuesday	Wednesday	Thursday	Friday
2004	61.4%	57.2%	51.9%	53.9%	33.9%
2006	52.2%	49.9%	51.4%	49.4%	26.3%
2008	45.2%	47.4%	38.2%	39.4%	27.9%

Graph 4 Daily totals – percent average occupancy group seating per hour



Peak Period

For 2008 the peak Group seating occupancy rate of 67% at 3.30pm was on Monday 8th

For 2006 the peak Group seating occupancy rate of 76% at 11.30am was on Thursday 14th

For 2004 the peak Group seating occupancy rate of 93.8% at 12.30am was on Monday 13th

3.5.1.5 Laptops, total – daily average

The following table shows that the average laptop usage is doubling approximately every 2 years.

Table 19 Laptop average usage

	Busiest average day of the week	Peak use Day and time
2008	Tuesday, 690 or 99 per hour	Tuesday 16 th 1.30pm - 151
2006	Wednesday, 320 or 45 per hour	Monday 18 th 1:30pm - 73
2004	Tuesday, 180 or 26 per hour	Tuesday 14 th 11:30am - 79

3.5.1.6 Group study room(s) usage – daily average occupancy per hour

A comparison between the 2008, 2006 and 2004 group study room use is shown in Tables 20, 21 and 22

The system used was that 0, 1, 2, 3 represented 0, 1, 2 or 3 rooms used respectively. It is important to note that this represents room use only and not the number of people in the room. The figures were used to obtain averages and percent usage of these rooms. The latter figures were based on the number of rooms available by the number of counts per day [7] by the numbers of days counted [2].

On average, the usage of these rooms has risen by 75% from 2006 to 2008.

Table 20 Group Study Rooms average occupancy 2008

	M	T	W	Th	F	
week 1	11	11	11	11	10	
week 2	10	8	11	9	6	
Total	21	19	22	20	16	
Average	10.5	9.5	10.5	10	8	overall average
% average use	75%	68%	79%	71%	57%	70%

maximum number of counting periods=7

Table 21 Group Study Rooms average occupancy 2006

	M	T	W	Th	F	
week 1	6	6	6	6	6	
week 2	6	6	5	5	4	
Total	12	12	11	11	10	
Average	6	6	5.5	5.5	5	overall average
% average use	42.9%	42.9%	39.3%	39.3%	35.7%	40.0%

maximum number of counting periods = 7

Table 22 Group Study Rooms average occupancy 2004

	M	T	W	Th	F	
week 1	6	5	5	6	6	
week 2	2	6	5	7	3	
Total	8	11	10	13	9	
Average	4	5.5	5	6.5	4.5	overall average
% average use	28.6%	39.3%	35.7%	46.4%	32.1%	36.4%

maximum number of counting periods = 7

2008 Daily average usage rate = 70%

2006 Daily average usage rate = 40%

2004 Daily average usage rate = 36%

3.5.1.7 Queues for computers – daily average

The trend in 2008 follows the general trend of occupancy in the Library where the start level on a Monday rises to a peak on Tuesday followed by a tapering off to Friday, The general queue numbers have jumped in 2008 despite a substantial increase in the number of computers available *viz* 188 in 2006 to 227 in 2008. The distribution of the new computers was 8 to Level 1 and 33 to Level 2.

Significantly, although there was a slight downward trend from 2004 to 2006, there was a sharp increase of over 70% for people waiting in PC queues in 2008, as shown in Table 23.

Table 23 Number waiting in PC queues

	Mon	Tues	Wed	Thurs	Fri	Total
2008	77	102	66	62	5	312
2006	47	28	59	48	2	183
2005	62	63	26	37	9	197
2004	60	48	55	42	20	223

3.5.2 Data by Weekday and Level – daily average for 2008, 2006, 2004

3.5.2.1 All occupied seats, total by level – daily average occupancy per hour

Table 24 and Graph 5 show that Monday and Tuesday are the busiest days for each level with a steady drop off in numbers from Wednesday to Friday.

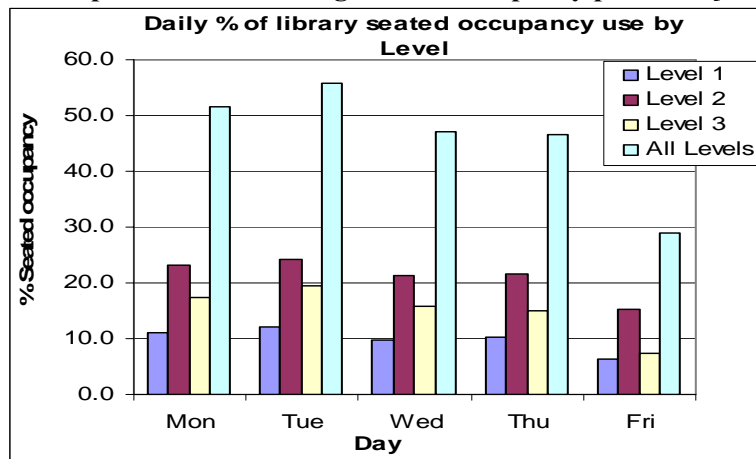
A comparison between 2008, 2006 and 2004 daily totals/average occupancy rates for all levels are shown in Table 24

Table 24
All occupied seats, total by level - Daily average occupancy per hour

		Monday Usage	Tuesday Usage	Wednesday Usage	Thursday Usage	Friday Usage
LEVEL 1						
2008	Available seats = 219	141	156	127	132	81
%	Library = Level =	10.9% (64.4%)	12.1% (71.2%)	9.8% (58%)	10.2% (60.27%)	6.3% (36.9%)
2006	Available seats = 213	114	124	115	105	61
%	Library = Level =	10.2% (53.52%)	11.1% (58.22%)	10.3% (54%)	9.4% (49.30%)	5.5% (28.6%)
2004	Available seats = 207	67	69	66	61	24
	Library = Level =	5.9% (32%)	6% (32.3%)	5.8% (31.9%)	5.4% (29.45%)	2.1% (11.60%)
LEVEL 2						
2008	Available seats = 470	300	311	277	277	197
%	Library = Level =	23.3% (63.9%)	24.1% (66.2%)	21.4% (59%)	21.5% (59%)	15.2% (42%)
2006	Available seats = 306	201	204	209	201	134
%	Library = Level =	18.0% (65.7%)	18.3% (66.7%)	18.8% (68.3%)	18.0% (65.7%)	12.0% (43.8%)
2004	Available seats = 309	217	202	200	203	153
%	Library = Level =	19.1% (70.22%)	17.8% (65.37%)	17.6% (64.72%)	17.9% (65.7%)	13.5% (49.51%)
LEVEL 3						
2008	Available seats = 601	225	252	205	194	96
%	Library = Level =	17.5% (37.4%)	19.6% (42%)	15.9% (34.1%)	15.0% (32.3%)	7.4% (16%)
2006	Available seats = 597	181	194	169	161	74
%	Library = Level =	16.3% (30.31%)	17.4% (32.5%)	15.1% (28.3%)	14.4% (27%)	6.6% (12.4%)
2004	Available seats = 619	221	231	219	172	104
%	Library = Level =	19.4% (35.8%)	20.4% (37.3%)	19.3% (35.4%)	15.2% (27.8%)	9.2% (16.9%)

ALL LEVELS combined						
2008	Available seats = 1290	665	719	608	601	373
%		51.6%	55.7%	47.1%	46.6%	28.9%
2006	Available seats = 1116	496	522	493	466	269
%		44.4%	46.8%	44.2%	41.8%	24.1%
2004	Available seats = 1135	505	502	485	436	282
%		44.5%	44.2%	42.8%	38.4%	24.8%

Graph 5 Percent average seated occupancy per hour [2008]



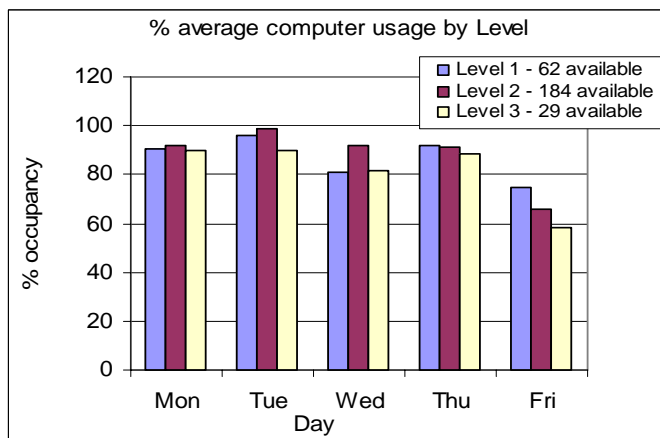
3.5.2.2 Computer usage, total - percent average occupancy per hour

In spite of the substantial increase in the number of computers, the percent usage of computers remains high. It should be noted, however, that the 2004 figures included the number of patrons in queues for computers whereas 2006 and 2008 did not.

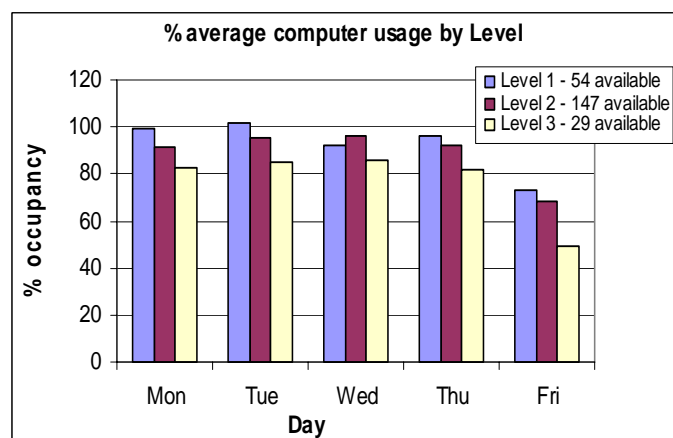
The 2006 and 2008 figures include Training room 2B and the AV computers.

A comparison between 2008, 2006 and 2004 computer use is shown in Graphs 6, 7 and 8.

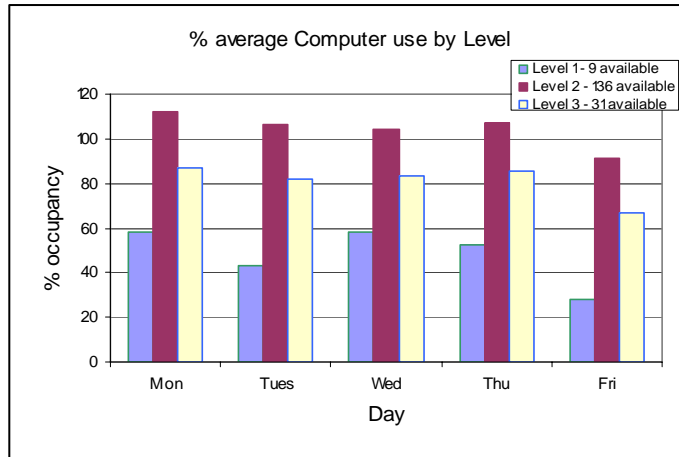
Graph 6 %average computer use [2008]



Graph 7 % average computer use [2006]



Graph 8 % average computer use [2004]

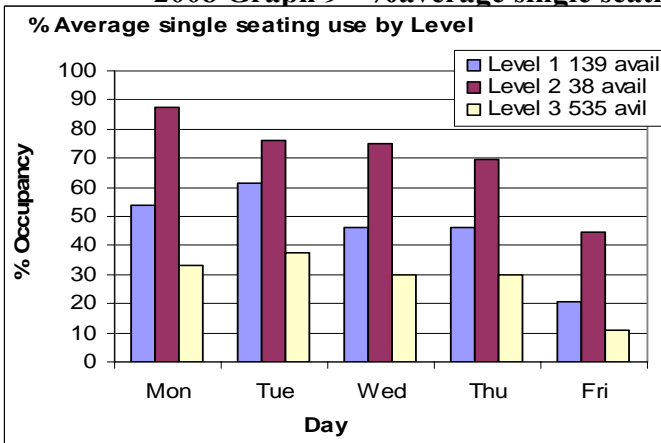


3.5.2.3 Single seating, total by level – daily average occupancy

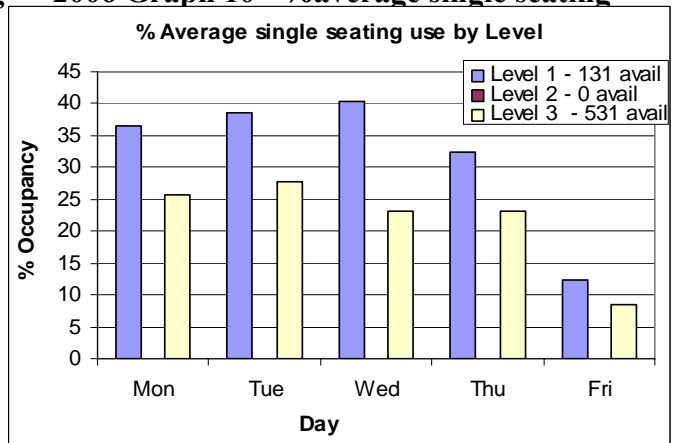
The average single seating use shown in Graph 9 reflects the general pattern obtained by the total seat data, namely a relatively high percentage use at the start of the week tapering off rapidly by the end of the week.

A comparison between 2008, 2006 and 2004 single seating occupancy is shown in Graphs 9, 10 and 11.

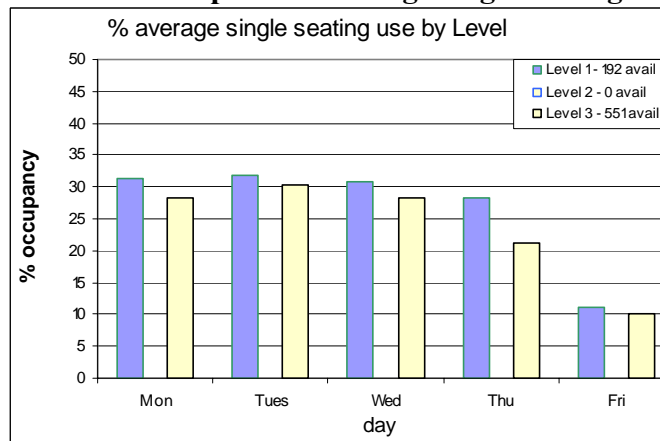
2008 Graph 9 - %average single seating



2006 Graph 10 - %average single seating



2004 Graph 11 %average single seating



3.5.2.4 Group seating, total by level – daily average occupancy

Group seating increased on level 2 from 118 to 211 in 2008.

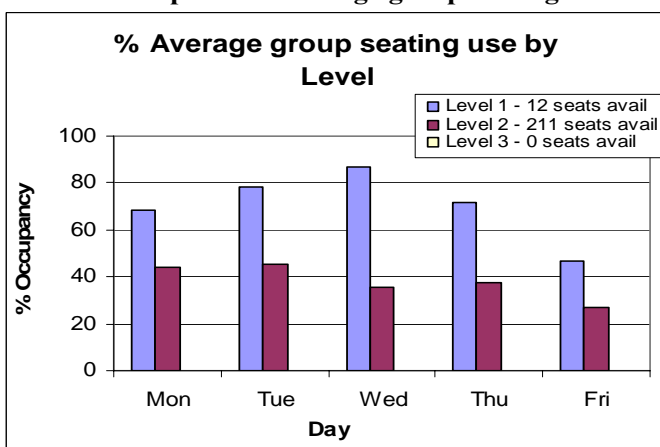
Group seating decreased on level 1 from 24 to 12 in 2008.

Possibly because of the decrease in group seating on Level One, there was a marked increase in the percent usage. A possible trend for 2008 with a mid-week maximum was apparent.

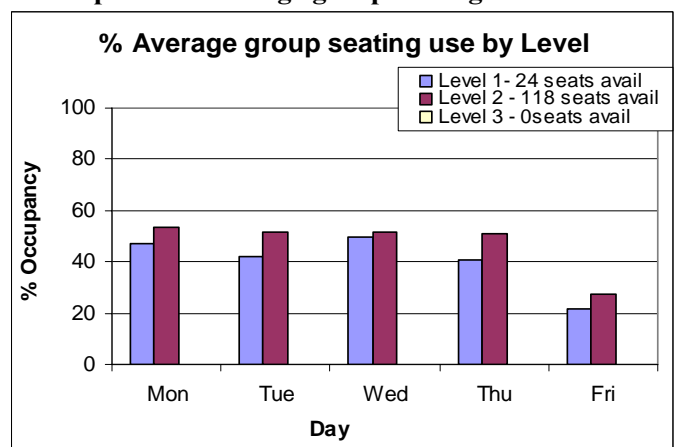
By 2008 there was an approximately 80% increase in the number of group seating availability on Level Two. The percent usage, however, has dropped by about 10% which means there was a substantial increase in the absolute numbers using group seating.

A comparison between 2008, 2006 and 2004 group seating occupancy is shown in Graphs 12, 13 and 14

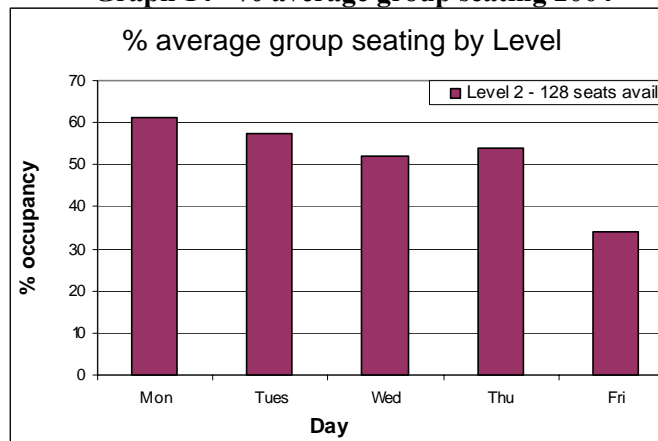
Graph 12 %average group seating 2008



Graph 13 %average group seating 2006



Graph 14 % average group seating 2004

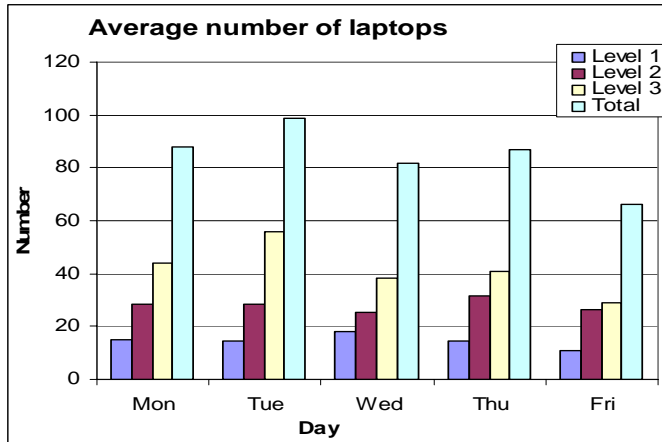


3.5.2.5 Laptops , total by level – daily average usage

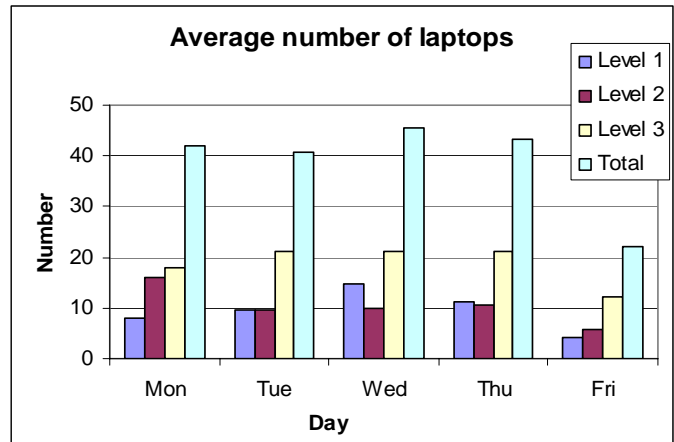
Since the laptop computers brought into the library are the personal possessions of the patrons (with the exception of 20 library laptops available for loan in 2008), there is no absolute reference point for the number of laptops possible. The number of laptops illustrated in Graphs 15, 16 and 17 was derived by calculating the average number of laptops in use for any given hour on that day. This was done to facilitate the forecasting of potential needs by laptop users.

A comparison between the 2008, 2006 and 2004 laptop use is shown in Graphs 15, 16 and 17. The number of laptops has markedly increased in 2008, close to double the number of 2006. The trend so far appears to be an approximate doubling of laptop use every 2 years. Level Two has had a proportionately higher increase in 2008 so that laptop usage is lowest on Level One and highest on Level Three.

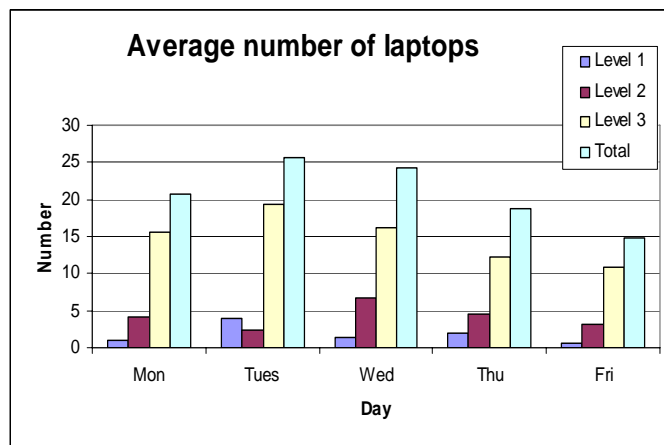
Graph 15
Average No. of laptops for 2008



Graph 16
Average No. of laptops for 2006



Graph 17
Average No. of laptops for 2004



3.5.3 Data by Time Of Day – daily average for 2008, 2006, 2004

3.5.3.1 All Occupied seats, total by time of day – daily average occupancy per hour

A comparison between 2008, 2006 and 2004 shows that the busiest time of day is

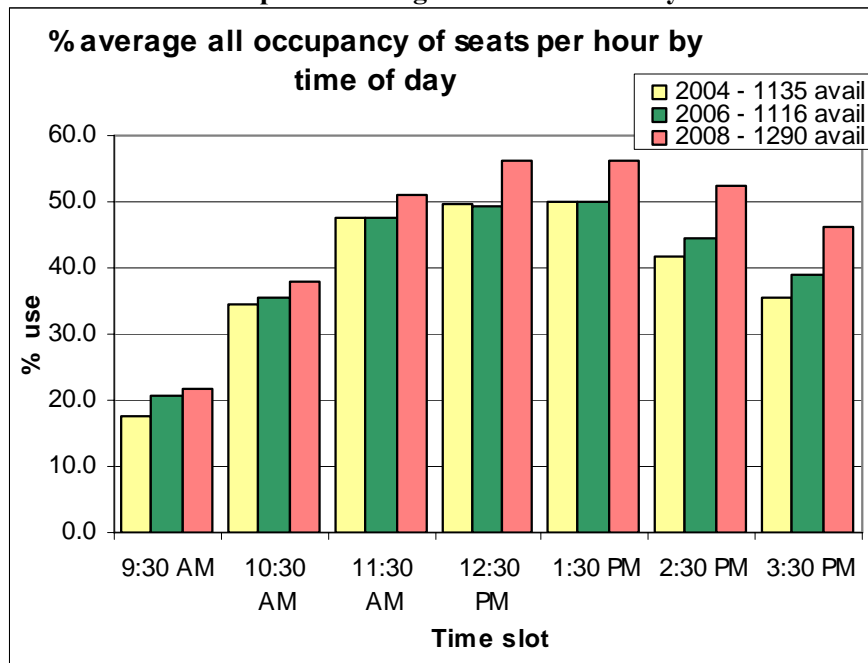
12:30 and 1:30pm with 56% seated occupancy. These are times common to the previous 2 surveys

The average use for time of day is shown in Table 25 and Graph 18.

Table 25 Average use for time of day

Time of counts	9:30	10:30	11:30	12:30	13:30	14:30	15:30
2008 Average use	282	488	657	725	727	676	598
2008 % average use	22%	38%	51%	56%	56%	52%	46%
2006 Average use	230	395	532	560	557	498	436
2006 % average use	20.6%	35.4%	47.6%	50.2%	49.9%	44.6%	39.1%
2004 Average use	196.5	385.4	534.2	553.9	558.5	468.1	397.7
2004 % average use	17.31%	33.96%	47.07%	48.80%	49.21%	41.24%	35.04%

Graph 18 Average use for time of day



3.5.4 Data sorted by time of day and level – for 2008, 2006, 2004

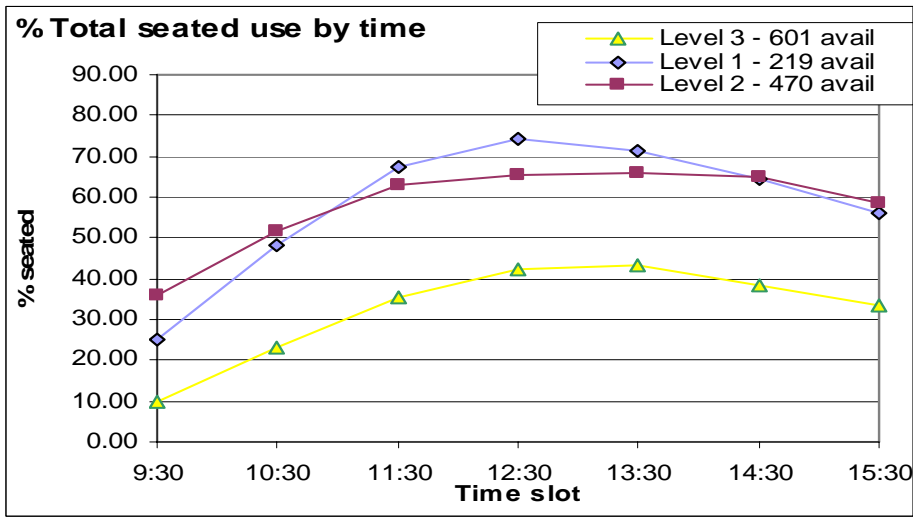
3.5.4.1 All occupied seats, total by time of day and level – daily average occupancy

A comparison between 2008, 2006 and 2004 in Graphs 19, 20 and 21 shows that there is a similar pattern of occupancy for all levels in that there appears to be a relatively slow take-up of available spaces from the start of the day, peaking at the 2 to 3 hours around noon, followed by a relatively slow tapering off towards the end of the day.

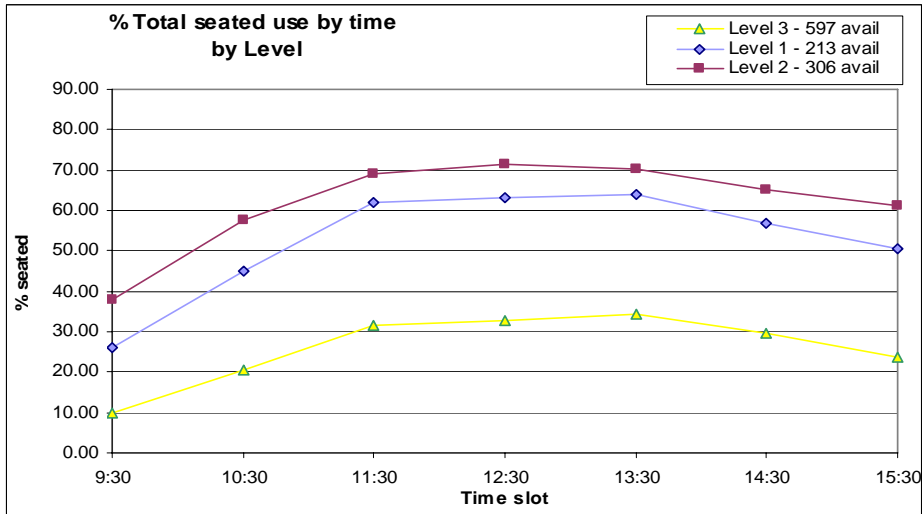
The increase in occupancy on Level 1 continues to rise in 2008.

Data for individual occupancy types will be shown on the following pages.

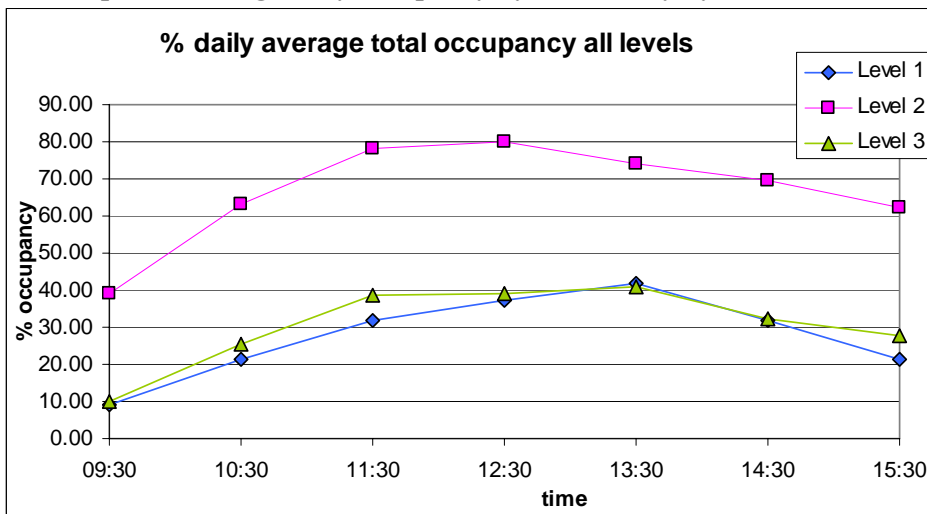
Graph 19 average daily occupancy by time of day by level for 2008



Graph 20 Average daily occupancy by time of day by level for 2006



Graph 21 Average daily occupancy by time of day by level for 2004



Available seats for 2004: Level 1 = 207, Level 2 = 309, Level 3 = 619

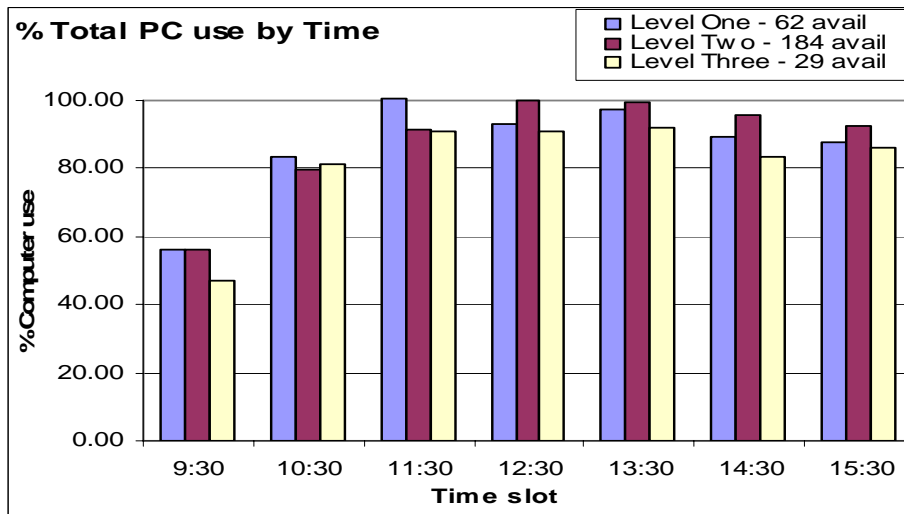
3.5.4.2 Computer usage, total by time of day and level- daily average

The trends for occupancy at computers illustrated in Graph 22 shows the same trend observed in the 2004 and 2006 results i.e. a relatively medium occupancy start leading to a peak around noon and tapering off towards the end of the day, continue in 2008.

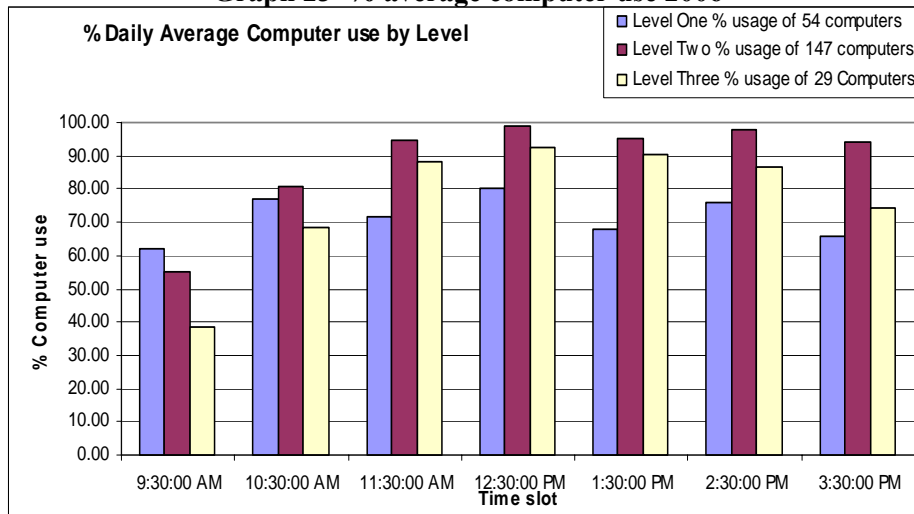
Although the number of computers has risen by about 20% by 2008 the percentage peak usage remains in the high 90s. Level One percent usage is consistent now with the other levels.

A comparison between computer occupancy is shown for 2008, 2006 and 2004 in Graphs 22, 23 and 24

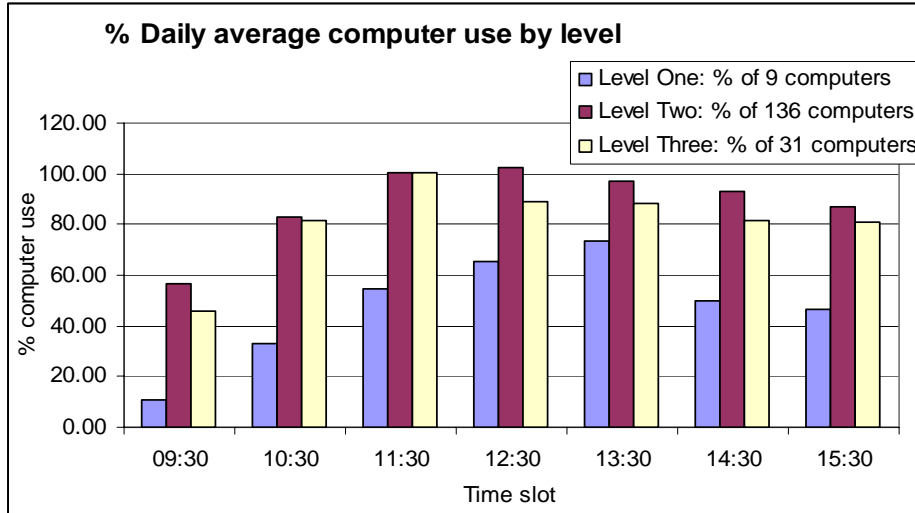
Graph 22 - % average computer use 2008



Graph 23 % average computer use 2006



Graph 24 % average computer use 2004

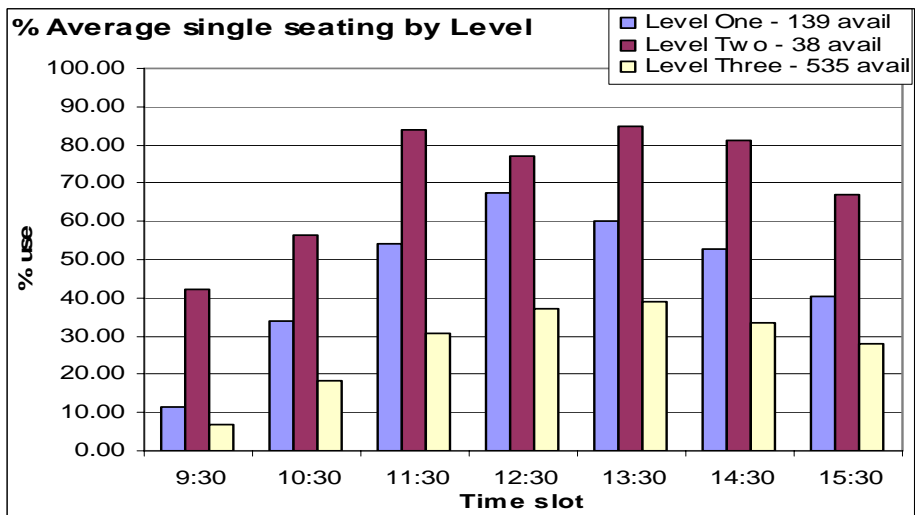


3.5.4.3 Single seating, total by time of day and level – daily average occupancy

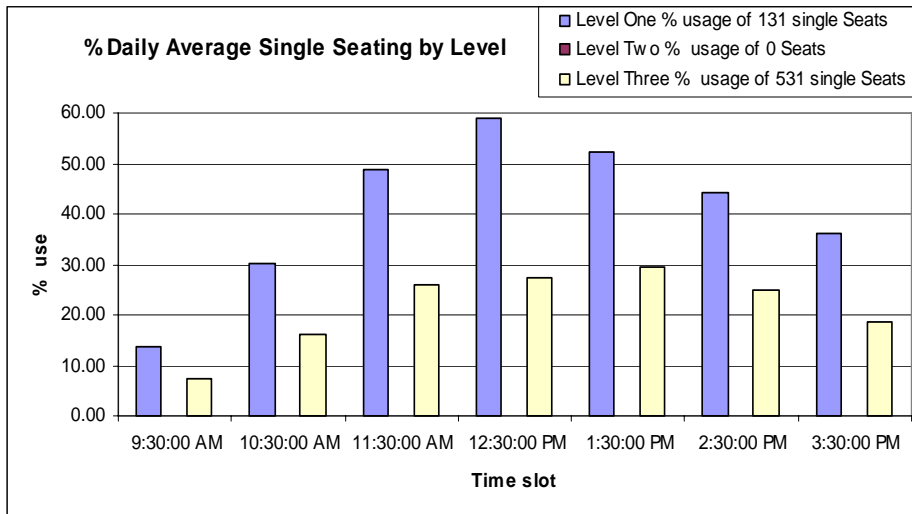
The introduction of 38 single seats on Level Two by 2008 proved to be immediately popular as shown by the highest percent usage of all levels while the single seat usage of the other two levels have also risen, particularly Level Three [about 10%}. The pattern of usage for the time day remains consistent with the pattern shown by other results, viz rising to a peak usage about midday with a tapering to the end of the day.

A comparison between single seating occupancy is shown for 2008, 2006 and 2004 in Graphs 25, 26 and 27

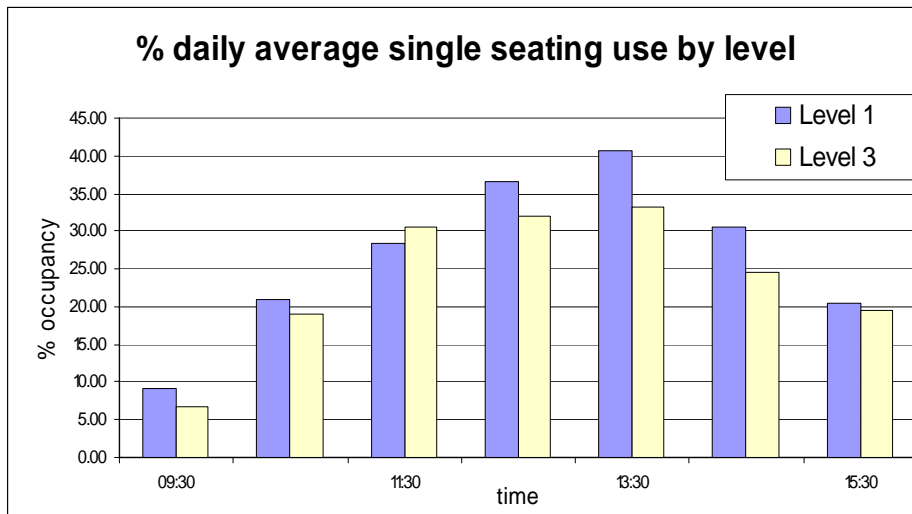
Graph 25 % average single seating use 2008



Graph 26 % average single seating use 2006



Graph 27 % average single seating use 2004



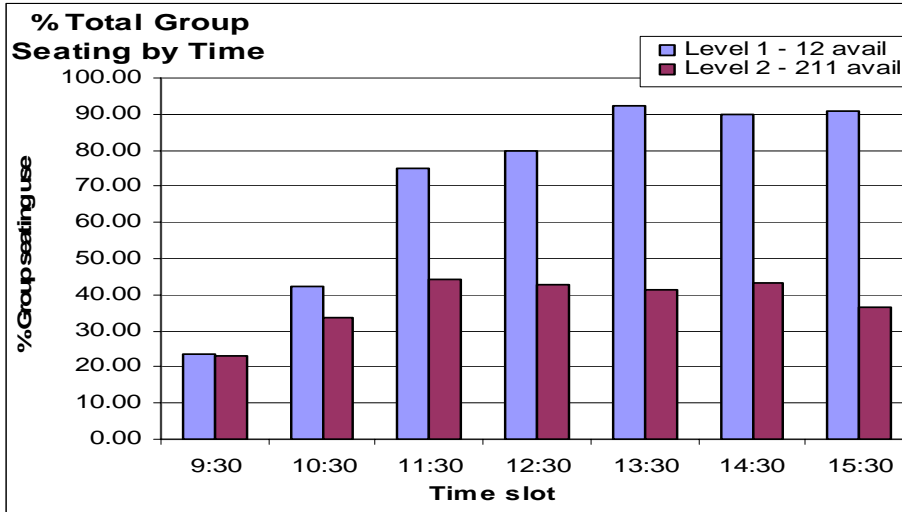
Available seats Level 1 = 192, Level 2 = 0, Level 3 = 551

3.5.4.4 Group seating, total by time of day and level – daily average occupancy

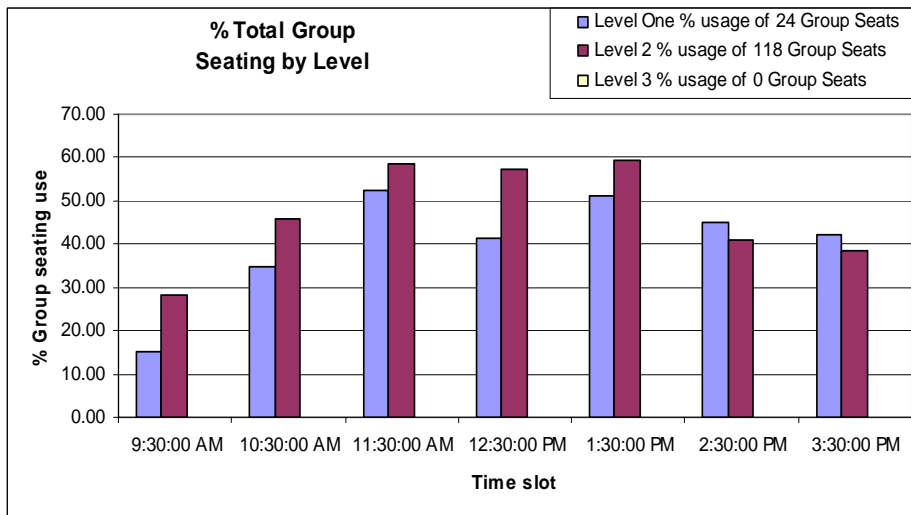
The 2008 survey results show that there is a small increase in the total number of patrons using group seating, however, there is a marked change in the pattern of usage in that the number of people using group seating now builds up to a maximum around midday as before but stays around this peak for the rest of the day.

A comparison between group seating occupancy is shown for 2008, 2006 and 2004 in Graphs 28, 29 and 30

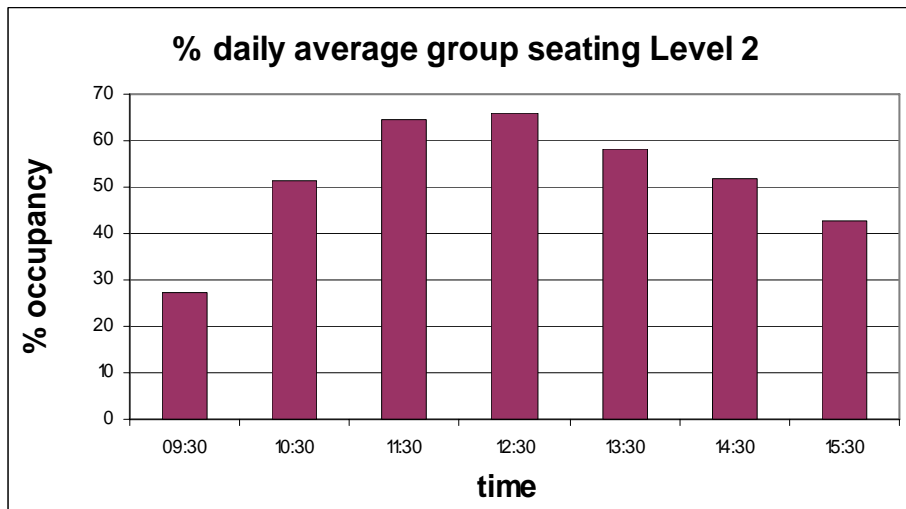
Graph 28 % average group seating use for 2008



Graph 29 % average group seating use for 2006



Graph 30 % average group seating use for 2004



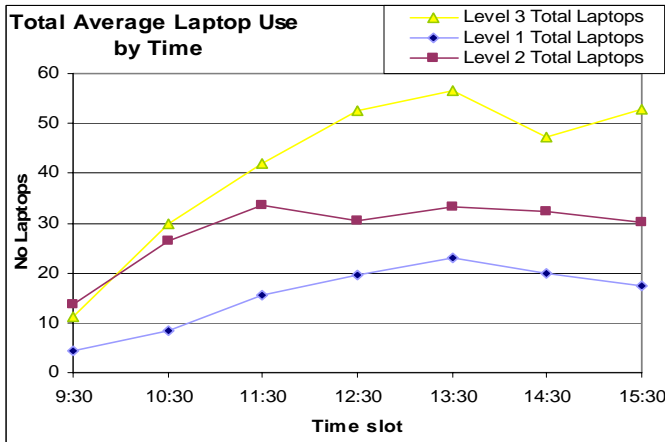
Available seats Level 1 = 0, Level 2 = 128, Level 3 = 0

3.5.4.5 Laptops, total by time of day and level – daily average usage

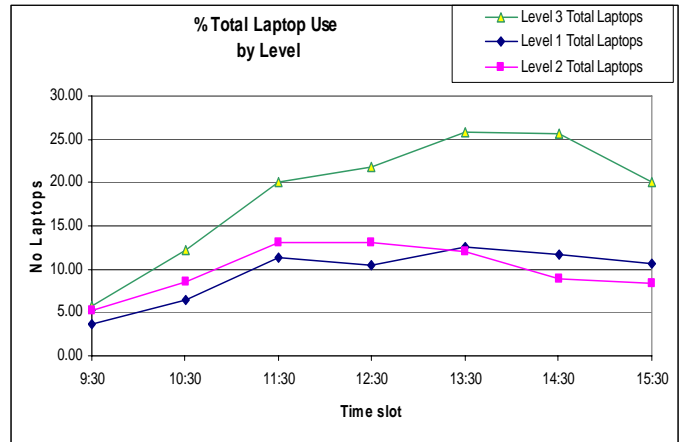
The number of people on seats who are using laptop computers by level is shown for 2008, 2006 and 2004 in Graphs 31, 32 and 33 respectively.

The number of laptop computers in use in the Library appears to double about every 2 years.

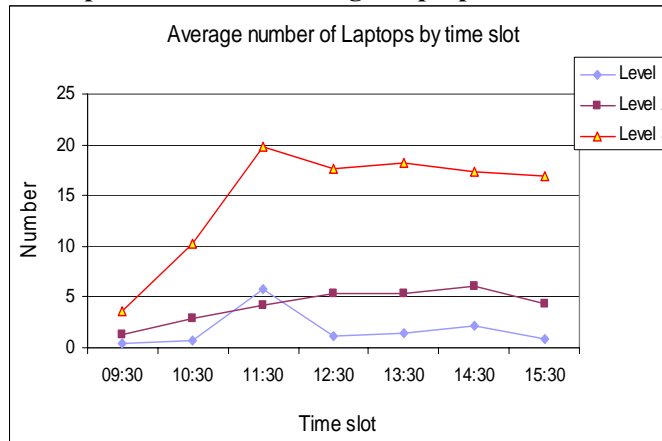
Graph 31 2008 % average Laptop use



Graph 32 2006 % average Laptop use



Graph 33 2004 % average Laptop use

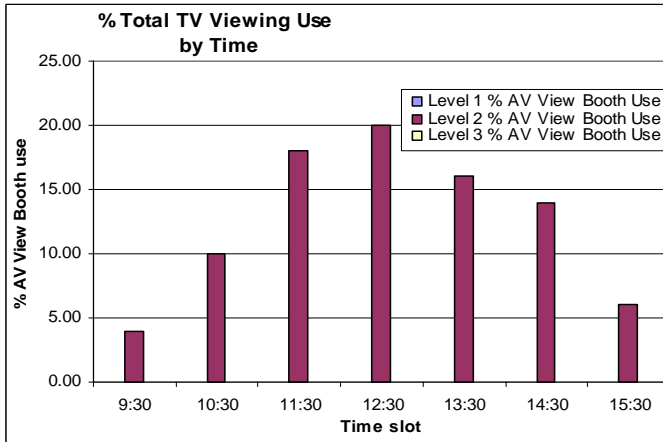


3.5.4.6 TV viewing booths, by time of day and level –daily average

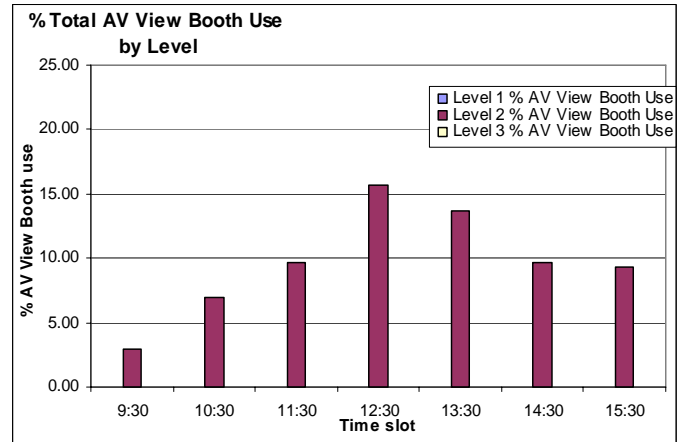
Usage appears to have increased 2 – 5% in 2008 .with the exception of the last time slot recorded which decreased by about 3%

A comparison between TV viewing booths occupancy is shown for 2008, 2006 and 2004 in Graphs 34, 35, 36

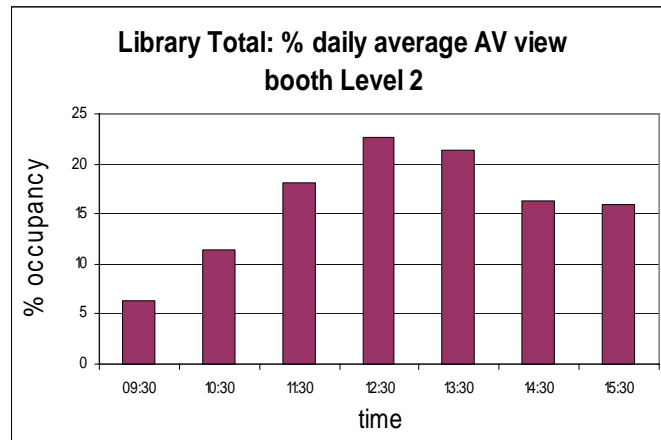
Graph 34 2008 % average TV booth use



Graph 35 2006 % average TV booth use



Graph 36 2004 % average TV booth use

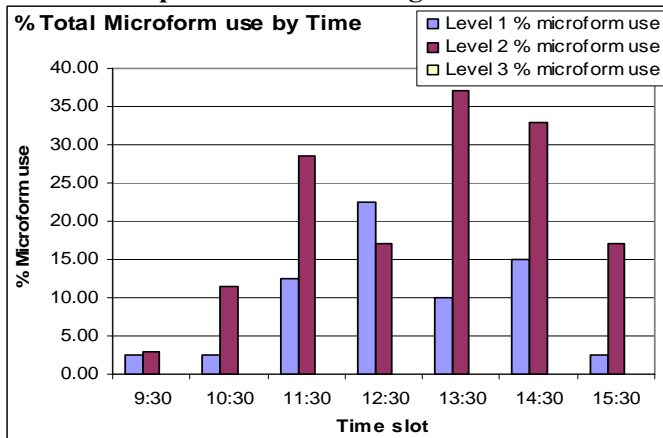


3.5.4.7 Microform, total by time of day and level – daily average

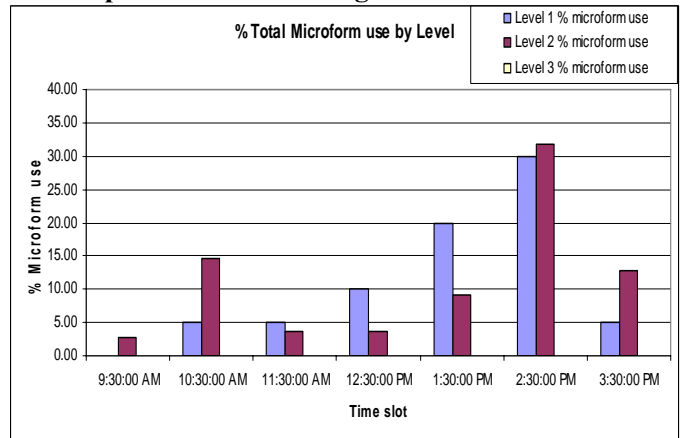
No obvious trends are apparent other than afternoon use is higher than morning use in general. Level 1 microform were generally less popular in 2008, the opposite of 2006.

A comparison between microform occupancy is shown for 2008, 2006 and 2004 in Graphs 37, 38 and 39

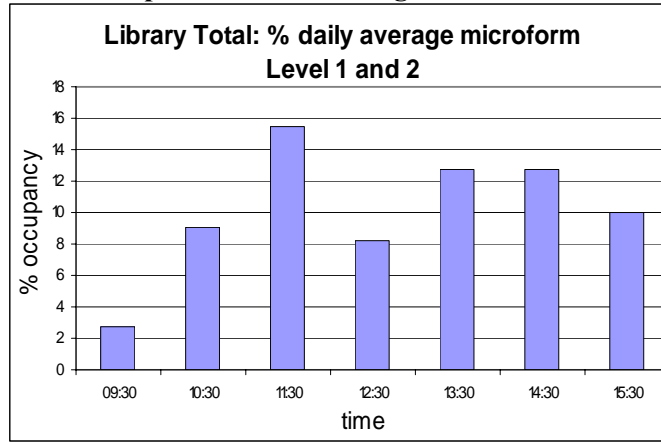
Graph 37 2008 % average microform use



Graph 38 2006 % average microform use



Graph 39 2004 % average microform use

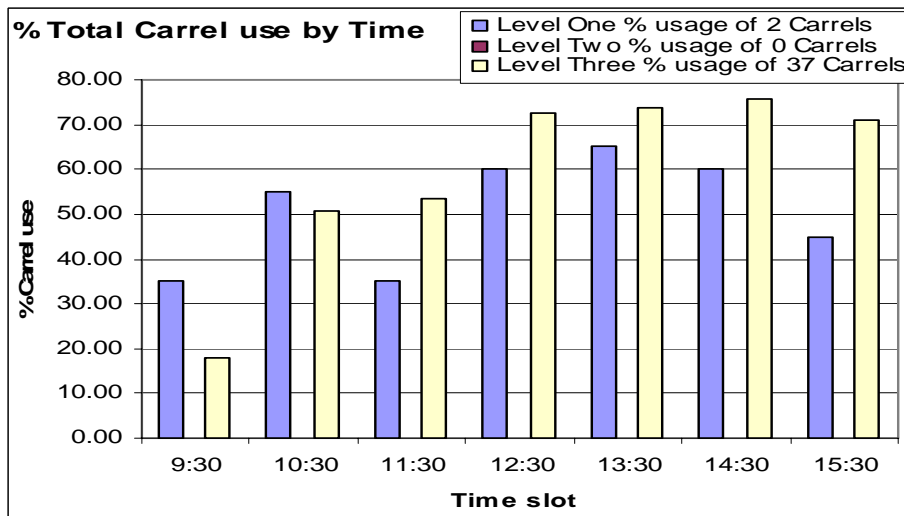


3.5.4.8 Carrels, total by time of day and level – daily average

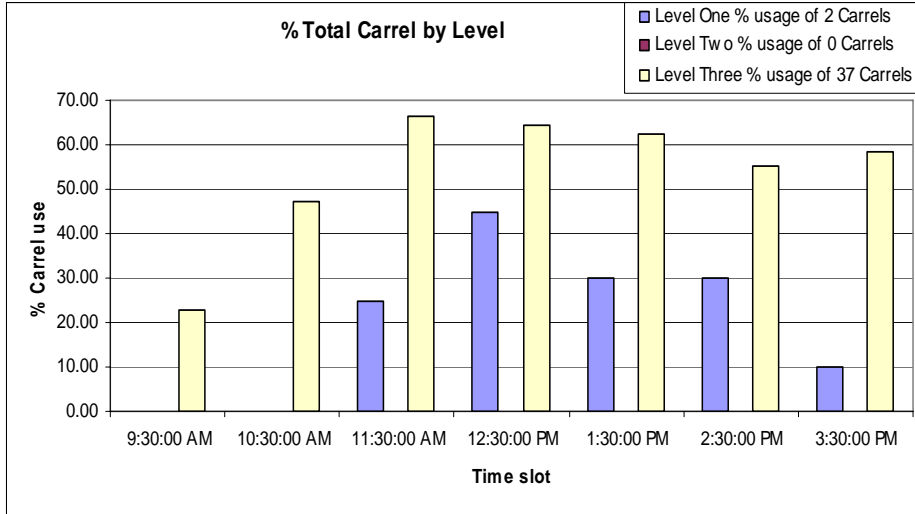
Use of carrels has gone up markedly especially those on Level 1.

A comparison between carrel occupancy is shown for 2008, 2006 and 2004 in Graphs 40, 41 and 42.

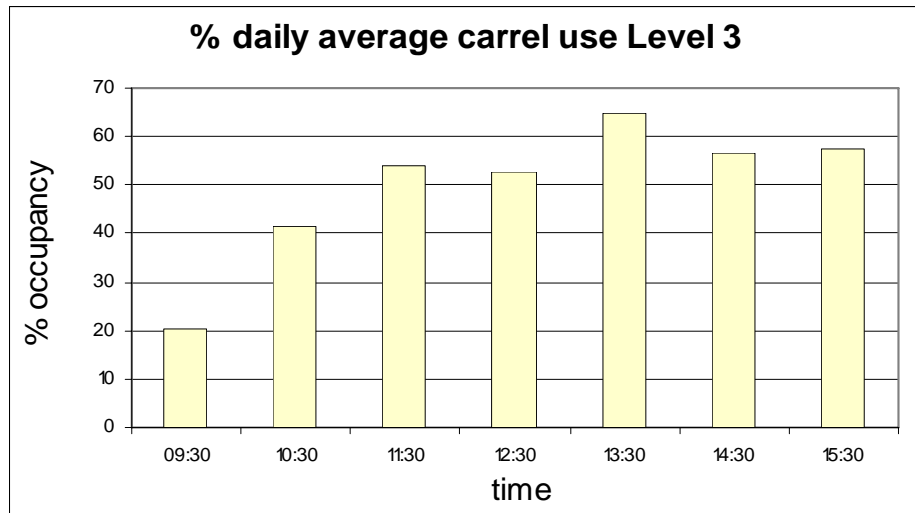
Graph 40 % average carrel use for 2008



Graph 41 % average carrel use for 2006



Graph 42 % average carrel use for 2004



3.5.5 Occupancy for single and group seating by zones and by level

A comparison between zoned areas for all levels for 2004, 2006 and 2008 is shown in Table 26. Not all zones have been included in the following table, only those zones single seating and group seating areas (NB floor plans indicating all zones are available on request)

Table 26

Year	Level	Zones	Available seats	Peak %
2008	One	One	44	64.9%
2006			44	61.4%
2004			89	47.1%
2008	One	Two	30	61.4%
2006			30	51.7%
2004			NA	NA
2008	One	Three	35	68.2%
2006			32	109%
2004	-	-	-NA	NA-
2008	One	Four	24	88.1%
2006			32	118.8%
2004	-	-	-NA	-NA
2008	Two	Three	242	67.5%
2006			118	76.3%
2004			128	93.8%
2008	Three	One	204	35.5%
2006			200	41.5%
2004			202	44%
2008	Three	Two	36	64.7%
2006			36	86.1%
2004			36	92%
2008	Three	Four	38	51.1%
2006			38	76.3
2004			NA	NA
2008	Three	Five	130	35.8%
2006			130	37.7%
2004			130	38%
2008	Three	Six	81	41.3%
2006			81	42%
2004			97	47%
2008	Three	Seven	46	48.4%
2006			46	58.7%
2004			48	73%

3.5.6 Data recorded only for 2008 - sorted by weekday

3.5.6.1 Patrons sitting on floor, total – daily average

Table 27 Patrons sitting on floor by day and time

	9:30	10:30	11:30	12:30	13:30	14:30	15:30	av/hr
Mon	0	2	8.5	6	20	4.5	6.5	6.8
Tue	0	5.5	11.5	10	30	7.5	2.5	9.6
Wed	0	20	0.5	4	9.5	18	9.5	8.8
Thur	1	1.5	1	8.5	10	14	8	6.3
Fri	0	1	0	1.5	2	0	2	0.9
Overall	0.2	6	4.3	6	14.3	8.8	5.7	6.5

3.5.6.2 Patrons using laptops on floor, total – daily average

Table 28 Patrons sitting on floor using laptops by day and time

	9:30	10:30	11:30	12:30	13:30	14:30	15:30	av/hr
Mon	0.5	1	4	4	3.5	1	0.5	2.1
Tue	0	2	0.5	1.5	4.5	1.5	1.5	1.6
Wed	0	9.5	0	0	4	3.5	1.5	2.6
Thur	0.5	0	0.5	3	1.5	2.5	1	1.3
Fri	0	0	0	0	1	0	0	0.1
Overall	0.2	2.5	1	1.7	2.9	1.7	0.9	1.6

3.6 Bundoora - Conclusion

- The busiest day of the week is Tuesday with a daily average occupancy per hour of 55.7% followed by, in order, Monday, Wednesday, and Thursday with Friday finishing at 28.9%. This is consistent with the data from 2006 and 2004, with Friday usually being the quietest weekday in the library.
A comparison between 2008, 2006 and 2004 shows that the busiest time of day is 12:30 and 1:30pm with 56% seated occupancy. These are times common to the previous 2 surveys
- Although the number of computers has increased approximately 20% from the previous survey, the percent usage rate remains in the high 90s.
There is a relatively medium occupancy rate at the start of the day leading to a peak around noon and tapering off towards the end of the day..
- There was an increase in the number of available single seats of about 10% over 2006, and a marked increase in total average usage per hour of about 10% for all days.
- Although the percentage rates for group seating have dropped consistently from 2004 to 2008, the actual numbers on group seats have risen. By 2008 there was an approximately 80% increase in the number of group seats available on Level Two. The percent usage, however, has dropped by about 10% at the same time as there was a substantial increase in the absolute numbers using group seating.
- The number of laptops has markedly increased in 2008, close to double the number of 2006. The trend so far appears to be an approximate doubling of laptop use every 2 years. Level Two has had a proportionately higher increase in 2008 so that laptop usage is lowest on Level One and highest on Level Three
- On average, the usage of Group Study Rooms has risen by 75% from 2006 to 2008.
- Significantly, although there was a slight downward trend from 2004 to 2006, there was a sharp increase of over 70% for people waiting in PC queues in 2008.
- There is a similar pattern of occupancy for all levels in that there appears to be a relatively slow take-up of available spaces from the start of the day, peaking at the 2 to 3 hours around noon, followed by a relatively slow tapering off towards the end of the day.
- The increase in occupancy on Level 1 continues to rise in 2008

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Lea Beranek
Resource Delivery Services Librarian and
Audiovisual Collection Development Librarian.

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