



La Trobe University Library  
Heyward Library Bendigo

## SEATING SURVEY SEMESTER 1 2005

### **Objective**

The objective of the survey was to determine

1. How heavily each type of library seating is used.
2. Peak occupancy periods.
3. If changes made to seating arrangements and installation of additional computer workstations met demand.

The results of the survey will be utilised in order to improve the facilities of the library.

### **Survey dates and times**

Week 1: 30<sup>th</sup> May – 3<sup>rd</sup> June; 10.30; 12.30; 2.30; 4.30

Week 2: 6<sup>th</sup> June – 10<sup>th</sup> June; 9.30; 11.30; 1.30; 3.30

### **N.B.**

All 2<sup>nd</sup> and 3<sup>rd</sup> year clinical students were out on rounds during these times. Additionally, Week 2 was a study week for all students, there were no classes held during that week.

### **Number and distribution of seating types**

The overall number of seating spaces available is 217. The breakdown (all levels) is as follows;

	<b>2005</b>	<b>2004</b>
Single study carrels and tables	55	89
Group study seating	77	76
Casual seating	22	24
Computer workstations (seated,)	43	29
Computer workstations (standing)	<u>12</u>	<u>11</u>
<b>TOTAL</b>	<b>217</b>	<b>229</b>

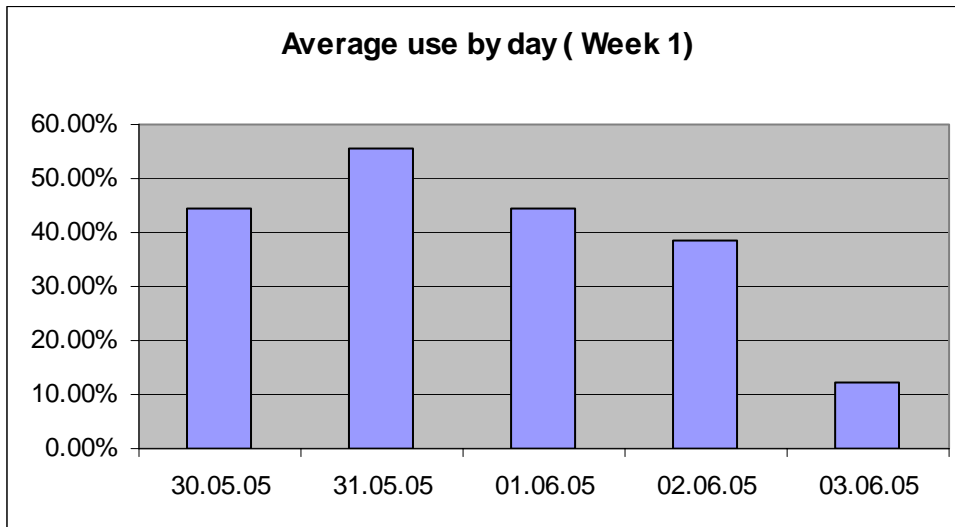
## Summary of the Results

- Average use is highest on Tuesdays.
- Average use is highest at 12.30pm.
- Computer workstations (seated) have the highest average use

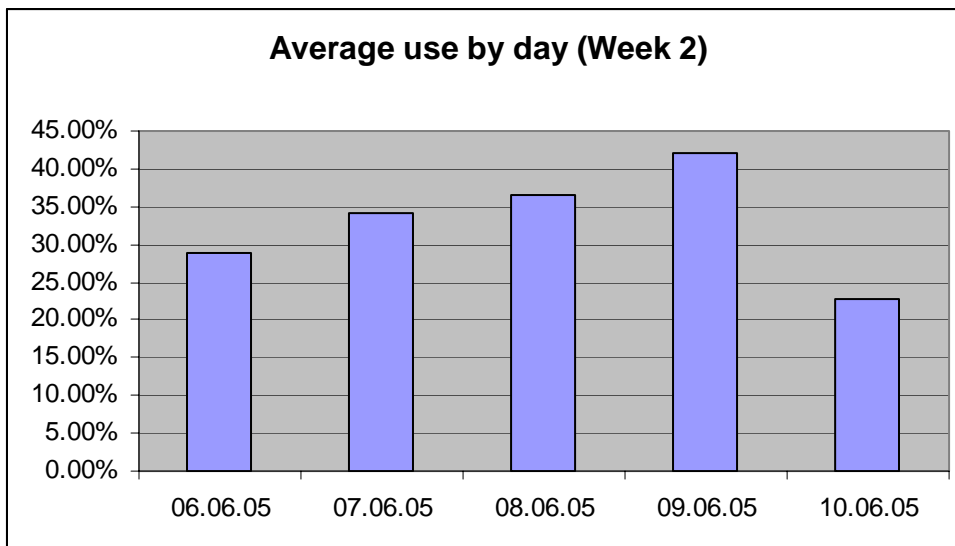
Single	26%	1% ↑ 2004
Group	36%	12% ↑
Casual	17%	5% ↑
<b>Computers (seats)</b>	<b>64%</b>	<b>10% ↓</b>
Computers (standing)	26%	20% ↓

- The highest average use for each type of seating during the survey

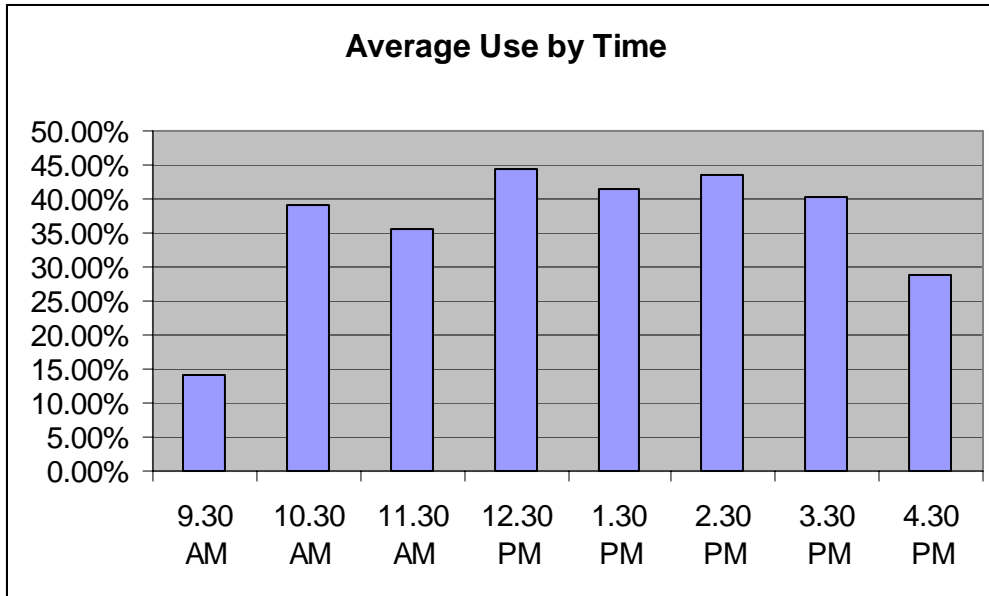
Single	43%	Thurs 6/6
Group	71%	Wed 1/6
Casual	31%	Mon 6/6
<b>Computers (seated)</b>	<b>97%</b>	<b>Tues 31/5</b>
Computers (standing)	63%	Tues 31/5



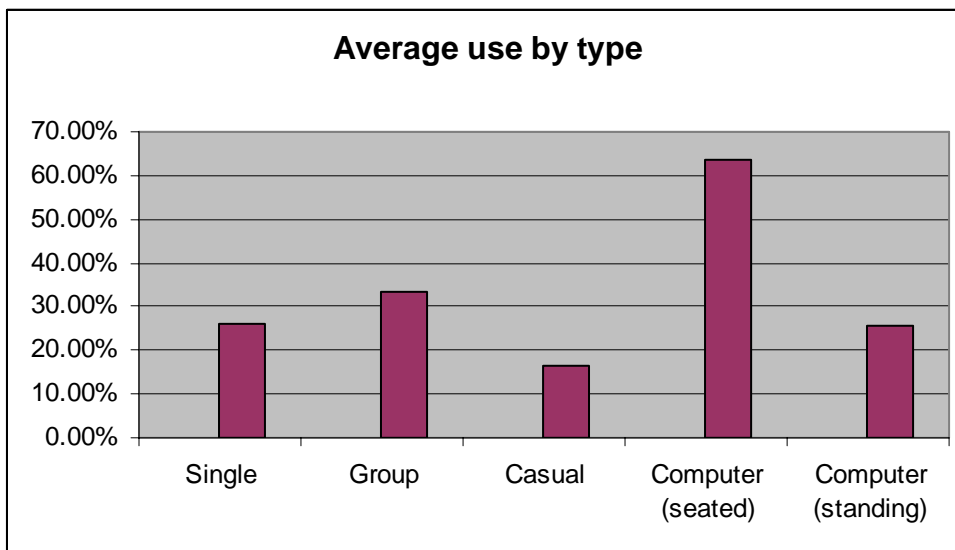
This graph illustrates that Tuesday is our busiest day. It also highlights that there has been a decline in numbers on Fridays with the average use being 12.1%. This is a trend which has continued since 2004 where the use was only 14%.



The average use by day was different in Week 2 with Thursday being the busiest day. Again, there was a decline in numbers on Friday. It should be noted that the library is utilised differently in Week 1 than Week 2 as it was study week with no classes being conducted.



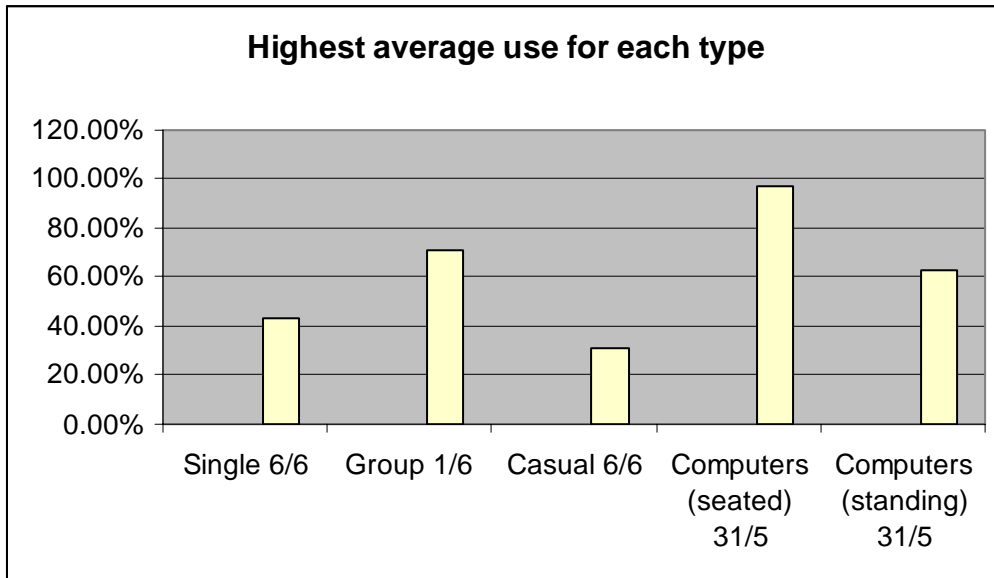
This graph illustrates that between 10.30 am and 3.30pm are our peak times. There is a steady decline from 3.30pm onwards. Additionally, it is prevalent in both weeks, especially Week 2 being study week, that the early morning is not popular.



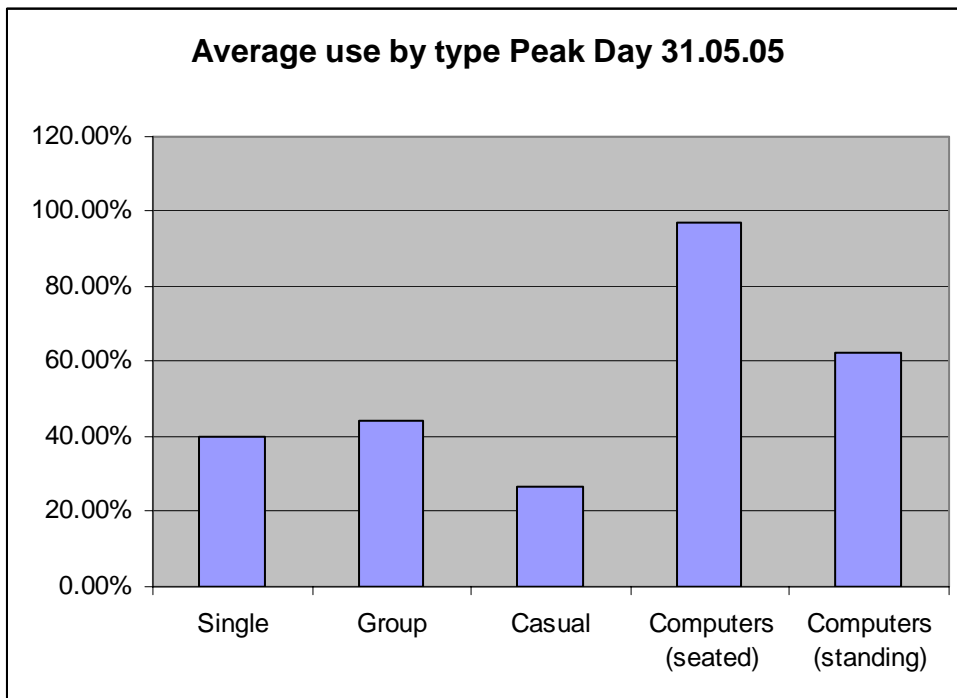
This graph illustrates that the computers are highly used. They often recorded a 100% use rate. Group seating is also popular, however, group study tables statistics are not necessarily correct as often people have books spread out, thus consuming the entire table. Interestingly, Group seating usage is up by 12% from 2004.

Conversely, casual seating is utilised but does not have a high use rate with the average being 16.35%.

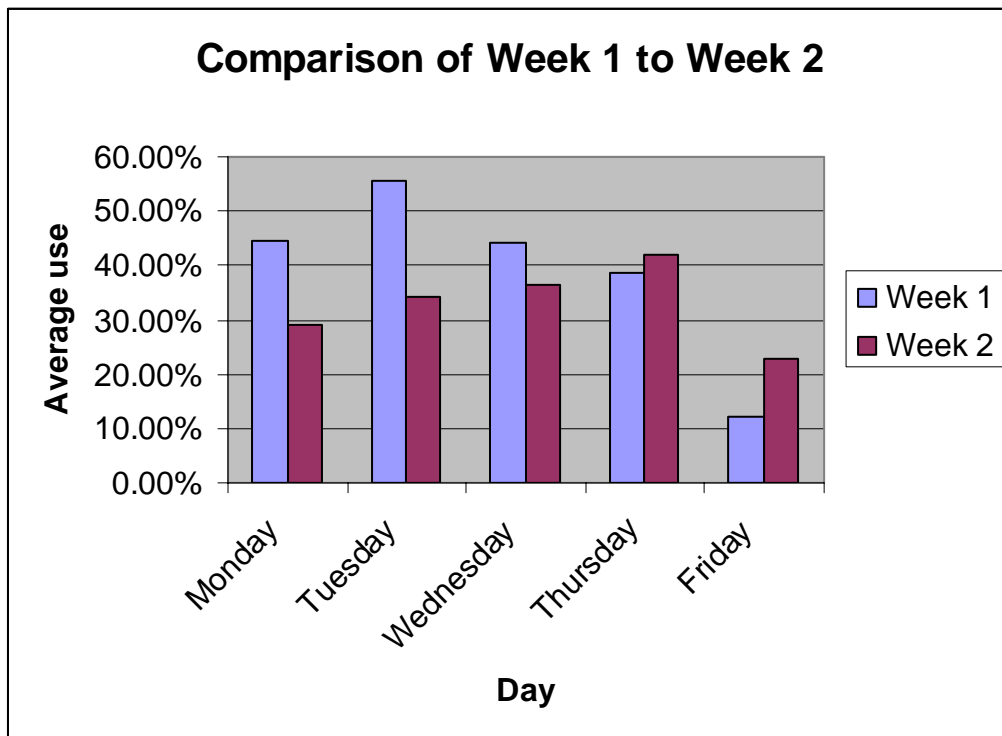
The average use of stand up Opacs was 25.75% as compared to 63.77% for seated.



This graph reiterates that computers are well utilized, in particular seated. This average is for an entire day, so it does not depict that the computers, both seated and standing, often had a 100% usage rate.

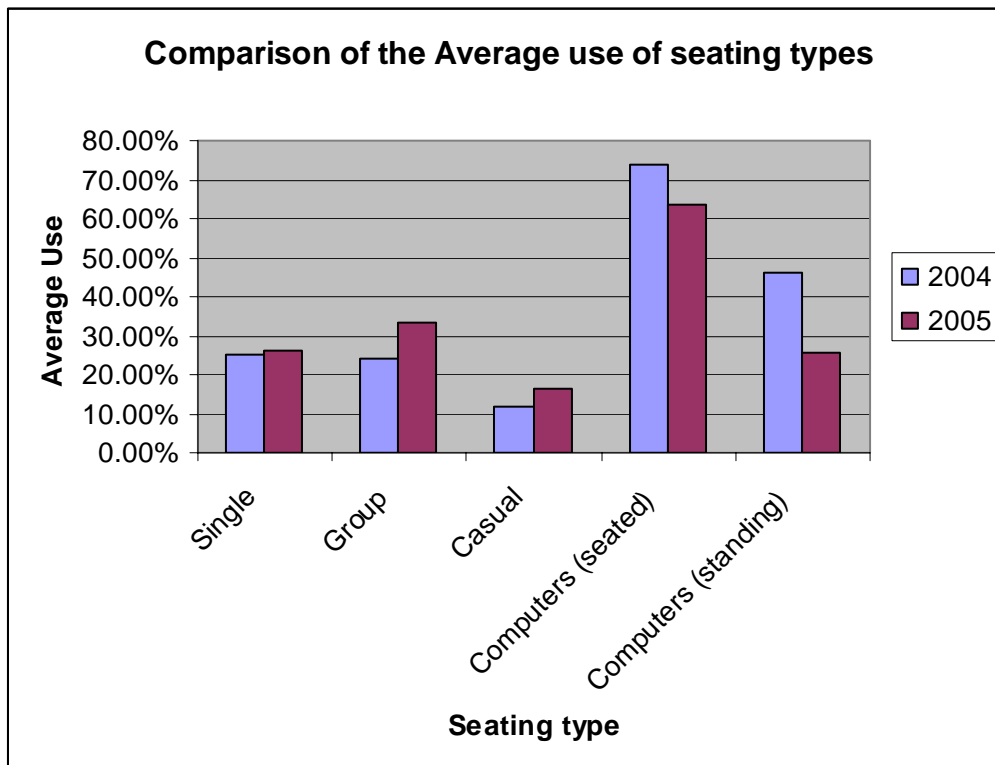


This graph depicts how our seating is utilized during the busiest periods. Once again, computers remain the most popular type of seating.



This graph illustrates the differences in usage between Week 1 and Week 2. Again, it must be reiterated that the variances for each week may be accounted to the fact that the clinical rounds and study week occurred during the survey period.

Overall, Week 1 was busier than Week 2.

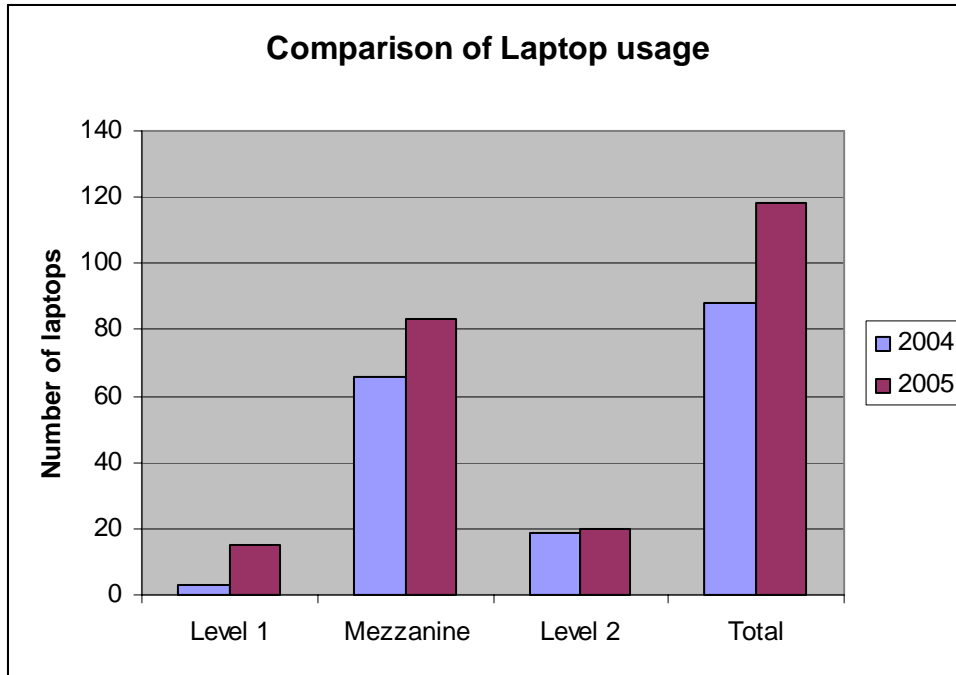


Computers, both seated and standing have decreased in average usage. However, this can be attributed to the fact that there are an additional 14 computers.

There are significantly less single carrels in 2005, with a reduction of 34 seats. This has proven to be effective as there has only been an increase of 1% in the average use for this type.

Group seating has remained constant, with an increase of only 1 seat in 2005 and a slight increase in average use of 10%. As stated previously, group study table statistics may not necessarily be correct.

There are 4 fewer casual seats in 2005, with the removal of them from the mezzanine to accommodate the seated computers. This has proven to be successful, with only a 4% increase in average use. Casual seating has the lowest average use of all seating types which is a trend that has continued on from 2004.



This graph illustrates the increase in the use of laptops within the library. The overall total is 88 in 2004 compared to 118 in 2005. This is a significant increase as the survey was only conducted over 2 weeks. The increase may be attributed to the introduction of the wireless network cards which can be used on the mezzanine floor. Presently, the library has 3 cards which are available for loan. However, these statistics could highlight the increasing demand thus demonstrating the need for the purchase of more.

### **CONCLUSION:**

In conclusion, Tuesday is the busiest day in the library. It has been found that computer workstations are fully utilised. There has been a continuing trend of an increase in the use of group study areas. It has also been proven that the changes made from last year have been successful. This includes the introduction of the wireless network enabling use of laptops in the library.

### **RECOMMENDATIONS:**

As a result of the survey it can be recommended that the library purchase additional wireless network cards. The casual seating and the stand-up Opacs do not need to be increased. Finally, it is recommended that the group study tables are closely observed as they are reaching capacity.

**Jeanette Dazkiw**  
**Wendy Ratcliffe**  
**Beth Sutton**  
**28<sup>th</sup> July 2005**