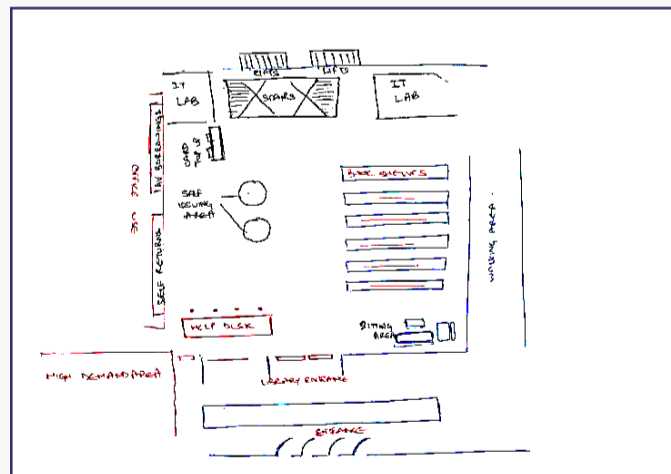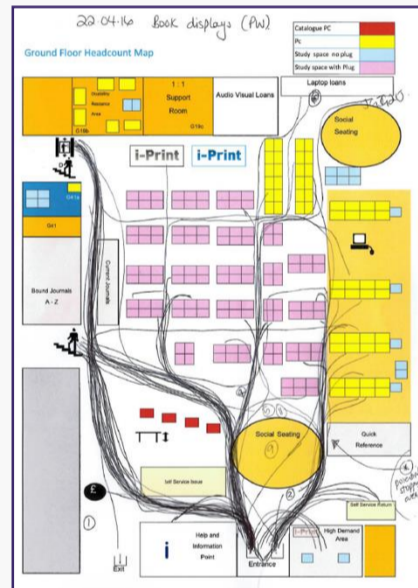# Why and how do students use our Library?

Jenny Morgan and Pippa Wood   Leeds Beckett University Library

We've used UX techniques to ask our students how they use our Library including:

- Observations
- Cognitive maps
- Behavioural mapping
- Heat maps
- Photo studies
- Interviews
- Touchstone tours

So, what have we found out?

Our students like to:

- Create their own territory
- Sit near the light / views
- Sit near services e.g. printers
- Have their favourite spaces
- Use the same PC
- Use their laptops & PCs at the same time
- Move the furniture (even the bits that aren't designed to move!)

They bring a lot with them, set up camp and stay

Saved spaces 80% of people return within 20 minutes

Our International students like the community 24/7,365 feel & support provided by the Library, but they feel it's too noisy

"Everyone is loud"

"Word that comes to mind when I think of the Library is crowded"

"There was a support element. It's more than a library to me"

Using these techniques has given us far more data than traditional techniques of surveys or exit polls & has given us the confidence to start to use UX across our service

How are we responding?

- Relocation of book displays
- Siting of key messages based on behavioural maps
- Buying more movable whiteboards
- Moving furniture to better locations
- Providing real-time responses via feedback boards
- Providing information about busy times / spaces to support students
- Feeding back results to managers, SLOs & the Students' Union
- Amended library tour information
- Sharing with students via social media, blog posts & graffiti boards