

How might we optimize the in-person student experience in Fondren Library?

Atifa, Darius, Kaitlyn, McKenna



Get to know
the team!

Overview

- Initial Research
- Context Building
- Understanding our Audience
- Design and Prototyping
- Results
- Impact and Recommendations

Initial Assumptions

- Libraries are a **quiet study space**.
- Libraries are meant for **individual productivity**.
- Libraries are **unwelcoming**.
- Libraries are **outdated**.
- Libraries are mainly used for **advanced study**.

Initial Research

- Library as a third home or space
 - *The Rise of Third Place and Open Access Amidst the Pandemic.*
- Library as a communal hub of social infrastructure
 - *The Library as a Hub: Connecting People and Ideas*

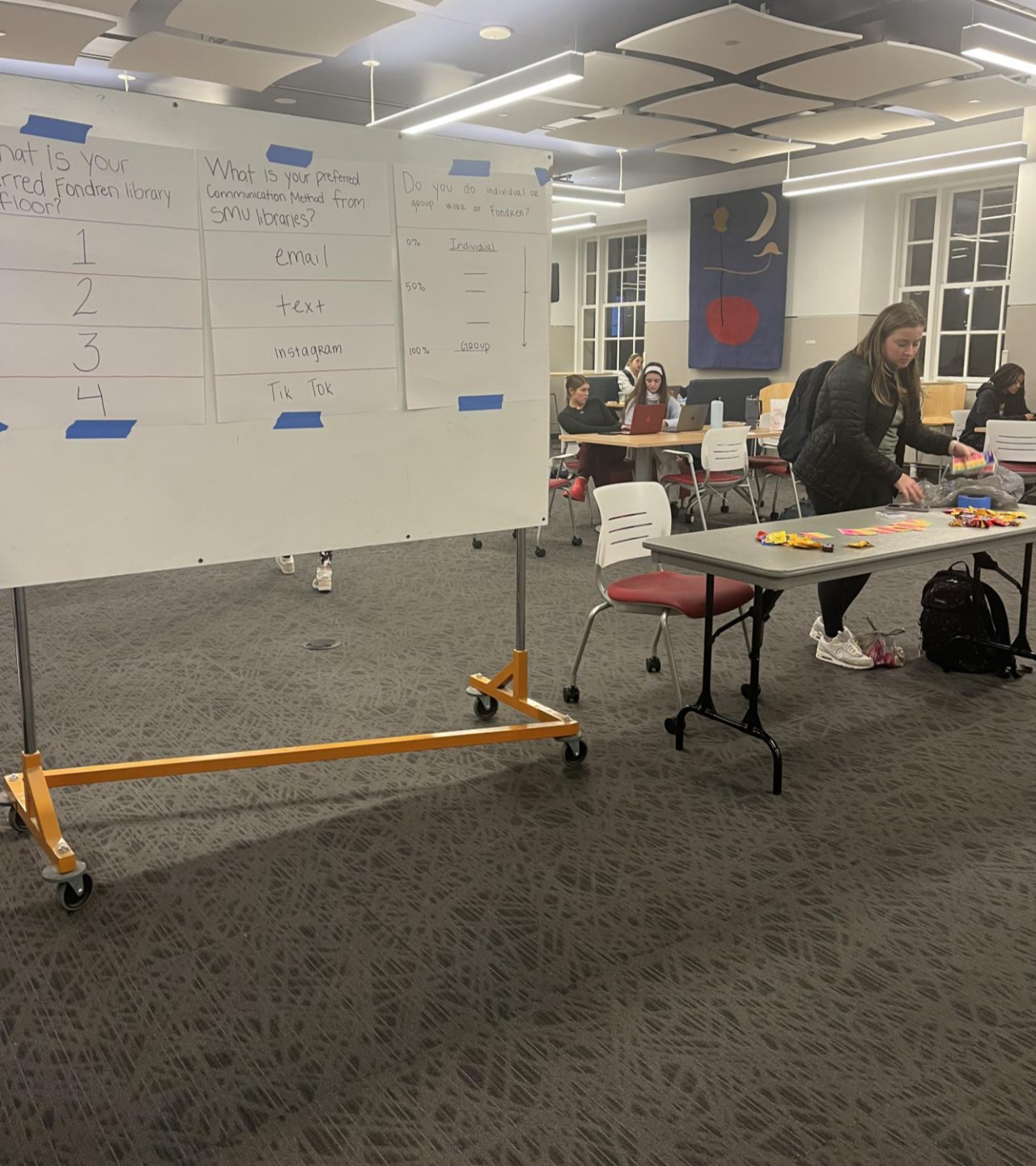


Context Building: Initial Briefing Summary

- Factors of Student Success
 - Community
 - Sense of belonging
 - Social culture outside of academics

Context Building: Defining Key Terms

- Optimize
- Students
- Experience
- Library



Context Building: Finding Our Audience

Student Tabling- October 30th,
6-8pm

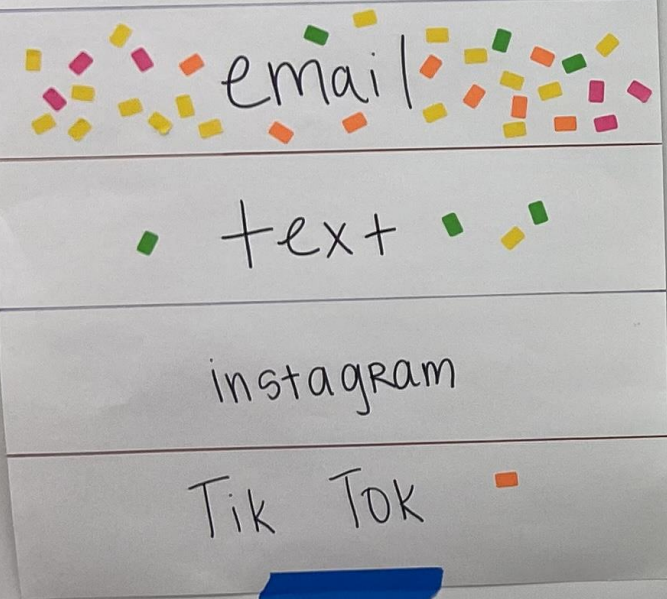
- This activity was designed for us to find our audience and learn how they use the library.
 - Engaged with **majority sophomores and freshmen**

TABLE EXERCISE 1

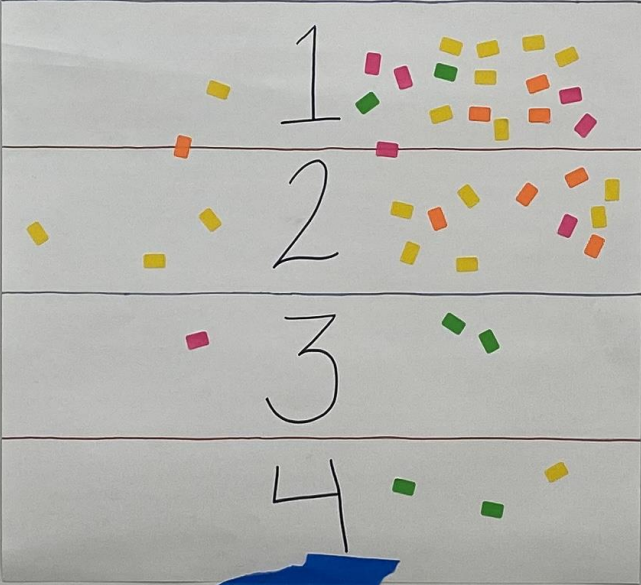
10/30 7-8 PM

HOW MIGHT WE OPTIMIZE THE IN-PERSON LIBRARY EXPERIENCE FOR STUDENTS

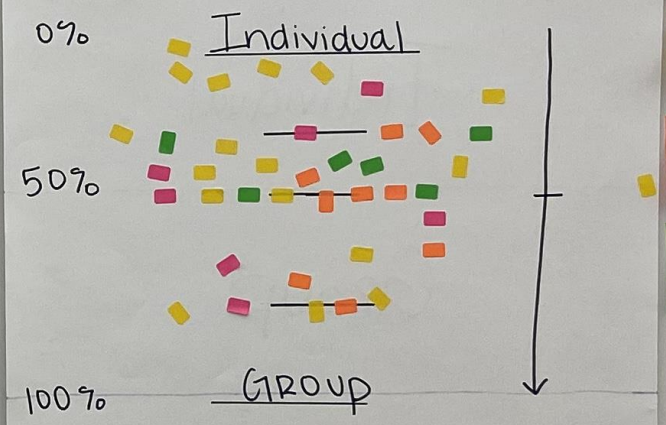
What is your preferred Communication Method from SMU libraries?



What is your Preferred Fondren library floor?



Do you do individual or group work at Fondren?



FRESH MAN
SOPHOMORE
JUNIOR
SENIOR

Please don't unt...

→ WHY?

Team Name:
User-centric Avengers

"Spooky"

FIRST FLOOR Warriors

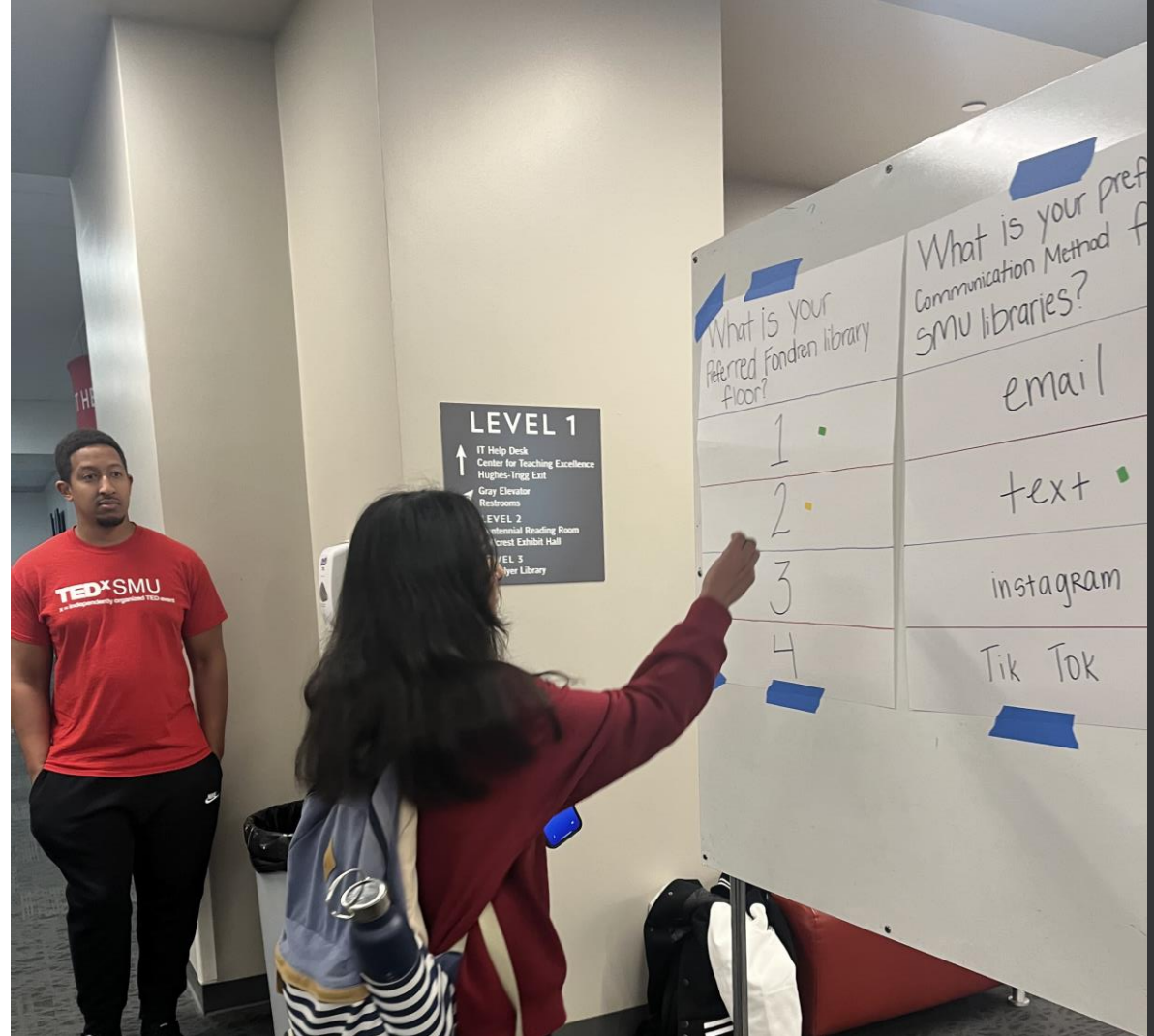
THE BUZZ.

= individual work in groups... flexible experience.

↓ created entry level student experience

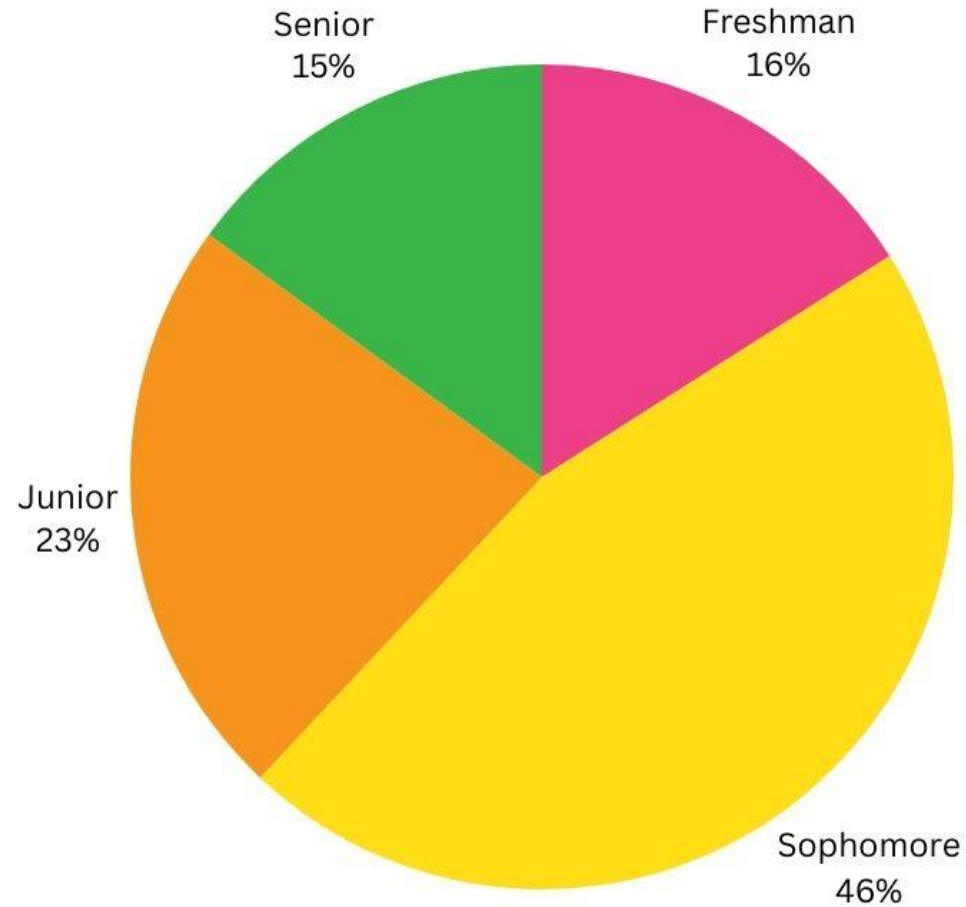
COMMUNITY

(MAJOR UNDERC...
- FRESH...
- SOPHOMORE

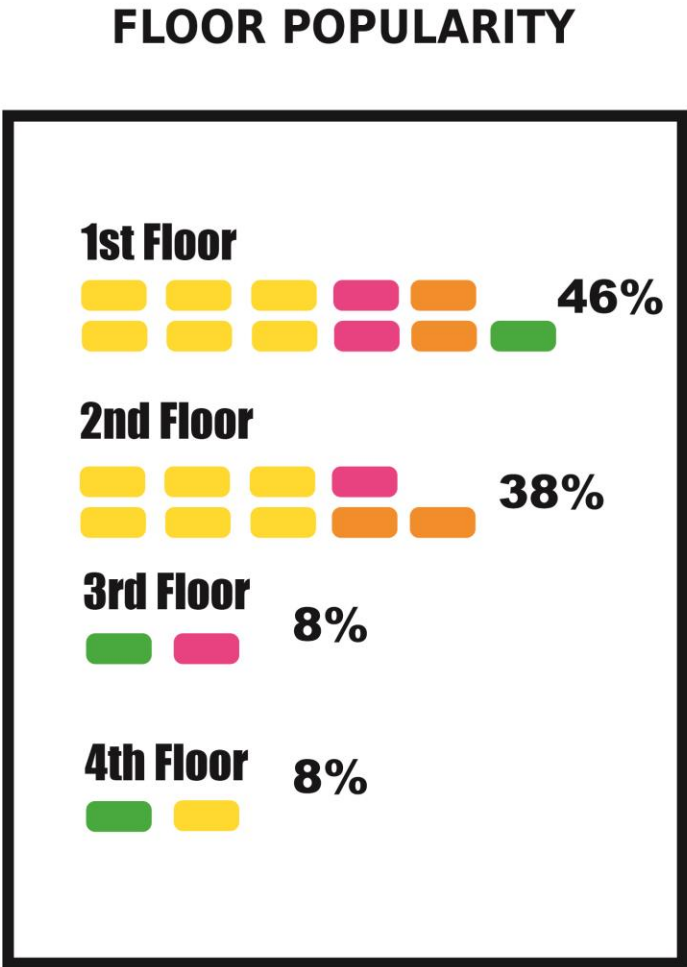




Results: Student Grade Levels

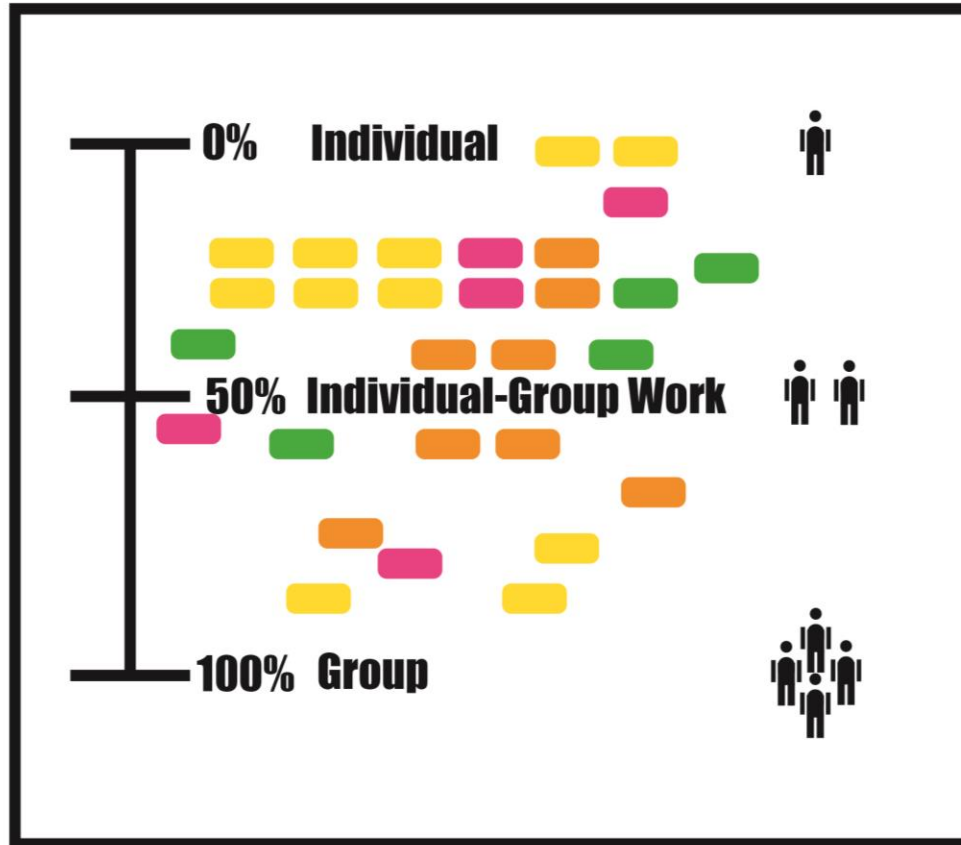


Results: Preferred Floor Level



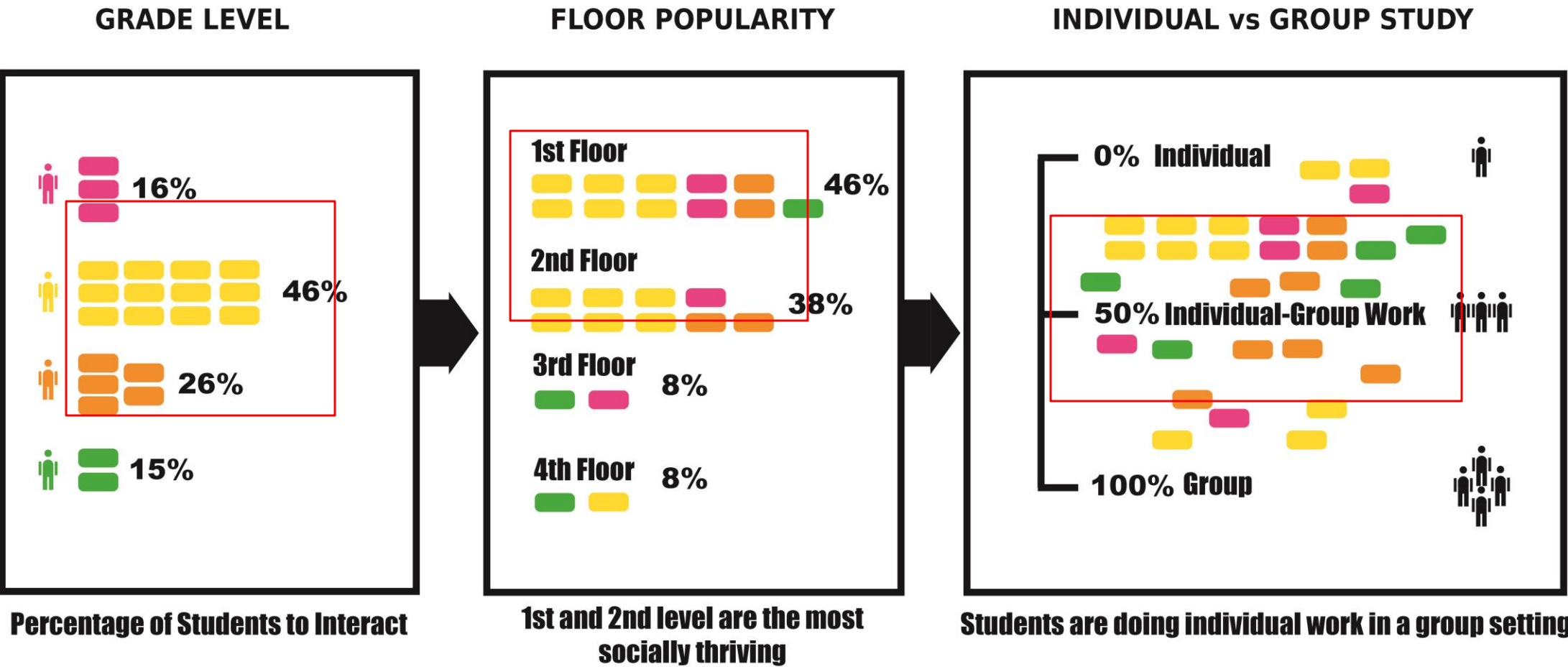
1st and 2nd level are the most socially thriving

Results: Individual vs. Group Study



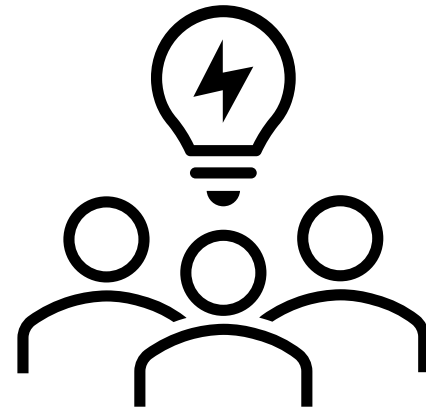
Students are doing individual work in a group setting

FRESHMEN
SOPHOMORE
JUNIOR
SENIOR



Context Building: Key Takeaways from Finding Our Audience

- First floor = Fondren's major community hub for underclassmen
- Students complete **individual work** in a **group setting**
 - Overall, this creates a "**buzz**"
 - We believe the "buzz" is important to maintain as it contributes to student's sense of **belonging** and **community**



We became
CURIOUS

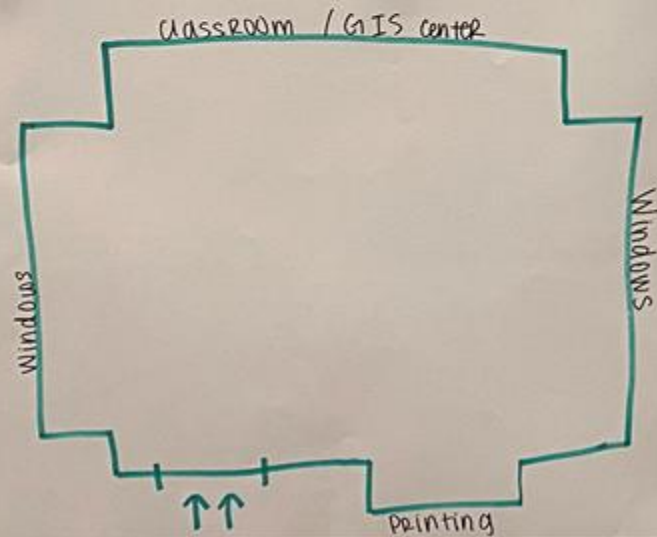
Understanding our Audience: Co-Designing the Learning Commons

Student Tabling- November 6th, 6-8pm

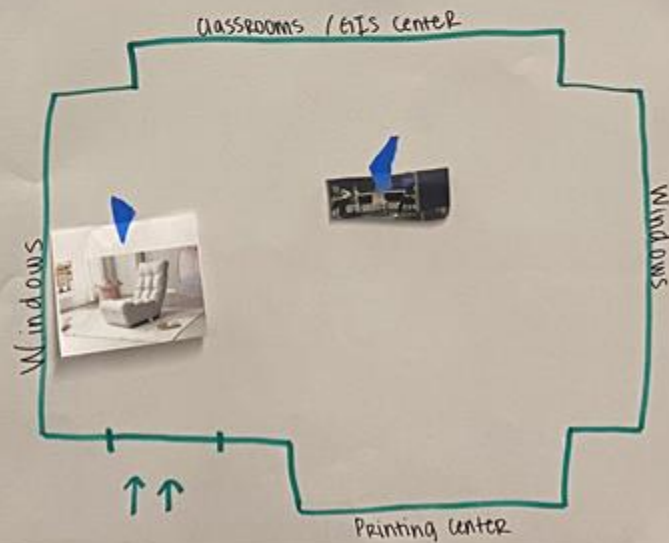
- This activity was designed for us to understand our audience by asking students to co-design the learning commons with existing resources and new resources

HOW MIGHT WE OPTIMIZE THE IN-PERSON STUDENT EXPERIENCE? AT THE LIBRARY?

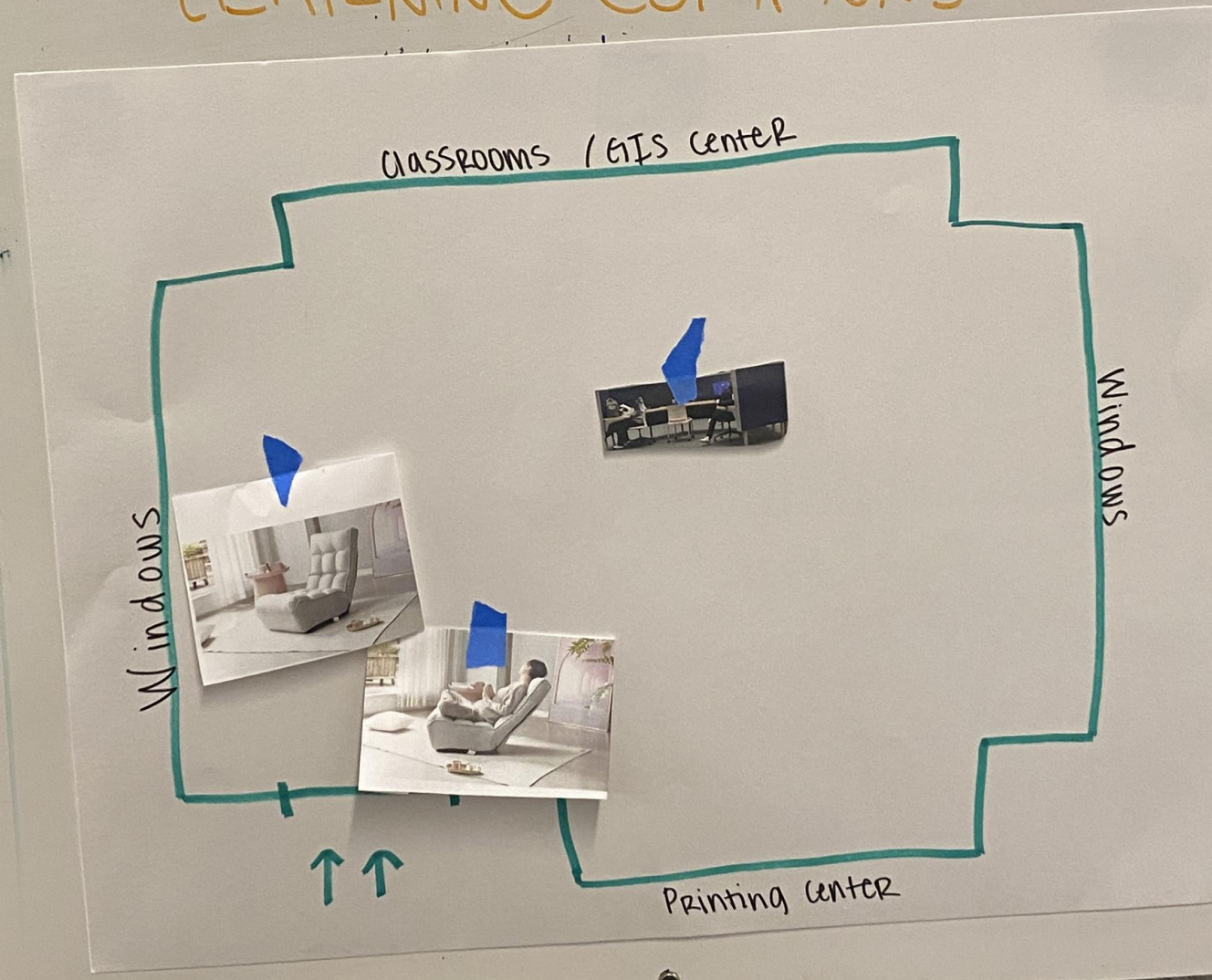
DESIGN YOUR LEARNING COMMONS

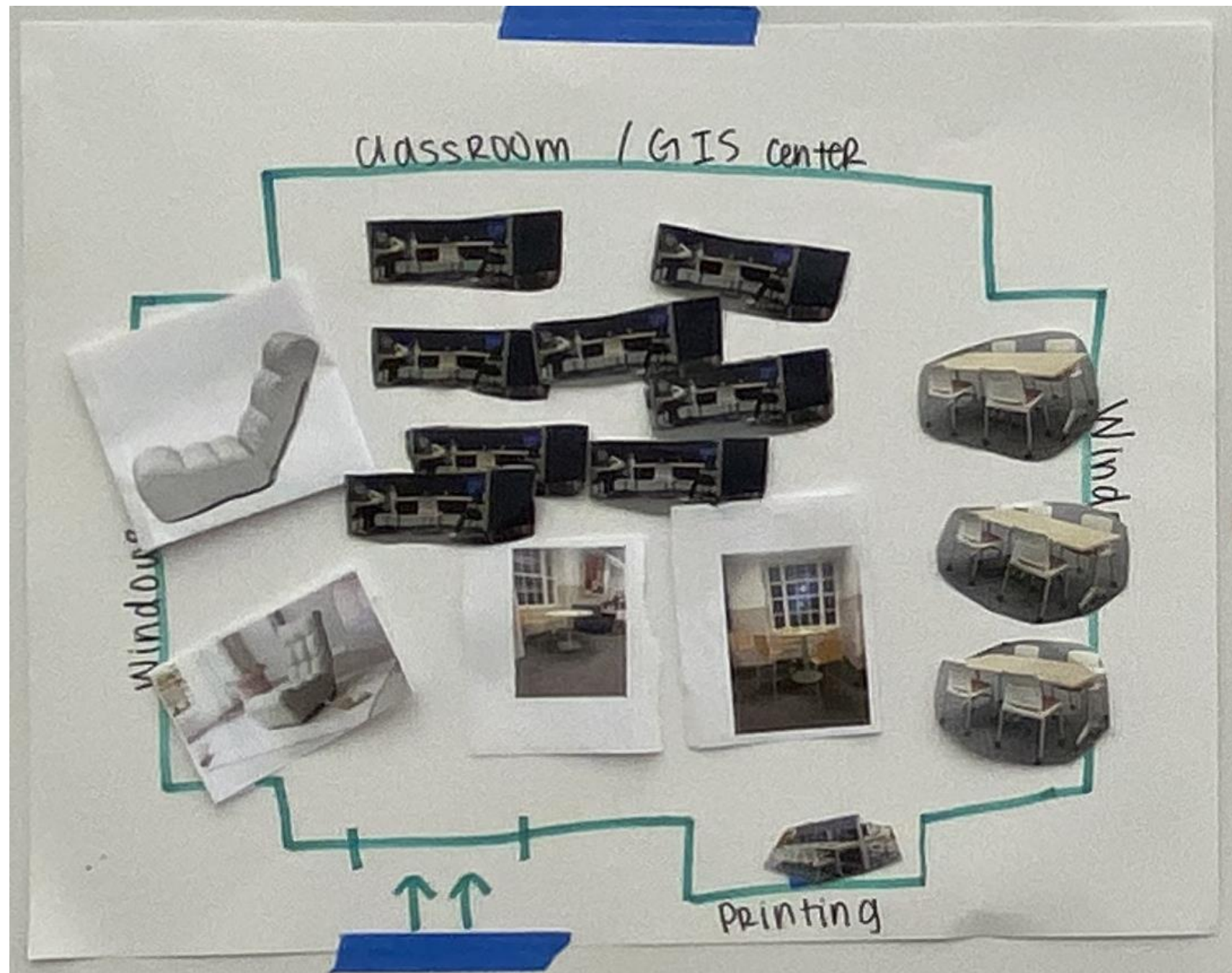


DESIGN YOUR LEARNING COMMONS



DESIGN YOUR LEARNING COMMONS

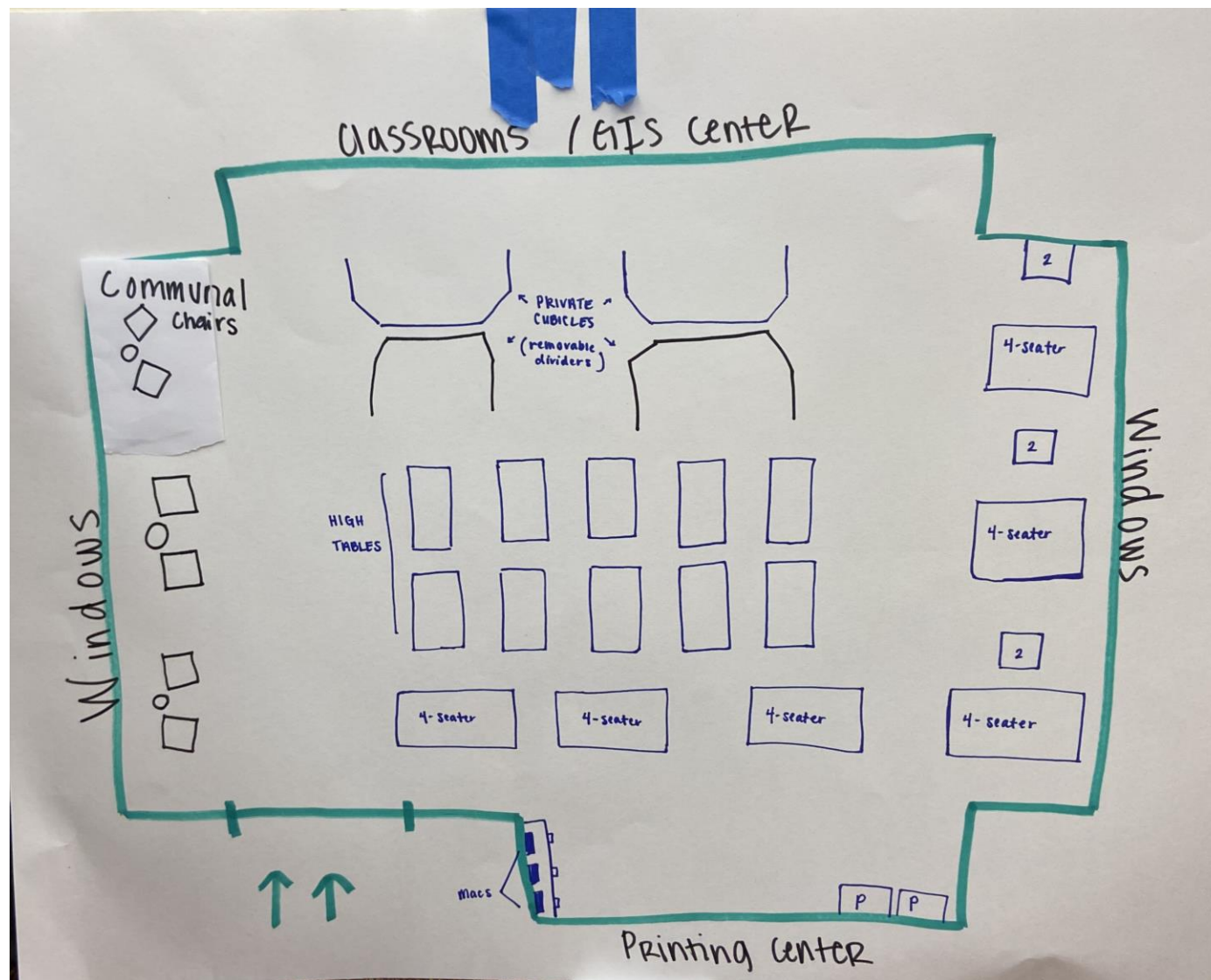




Mid- Point Check in

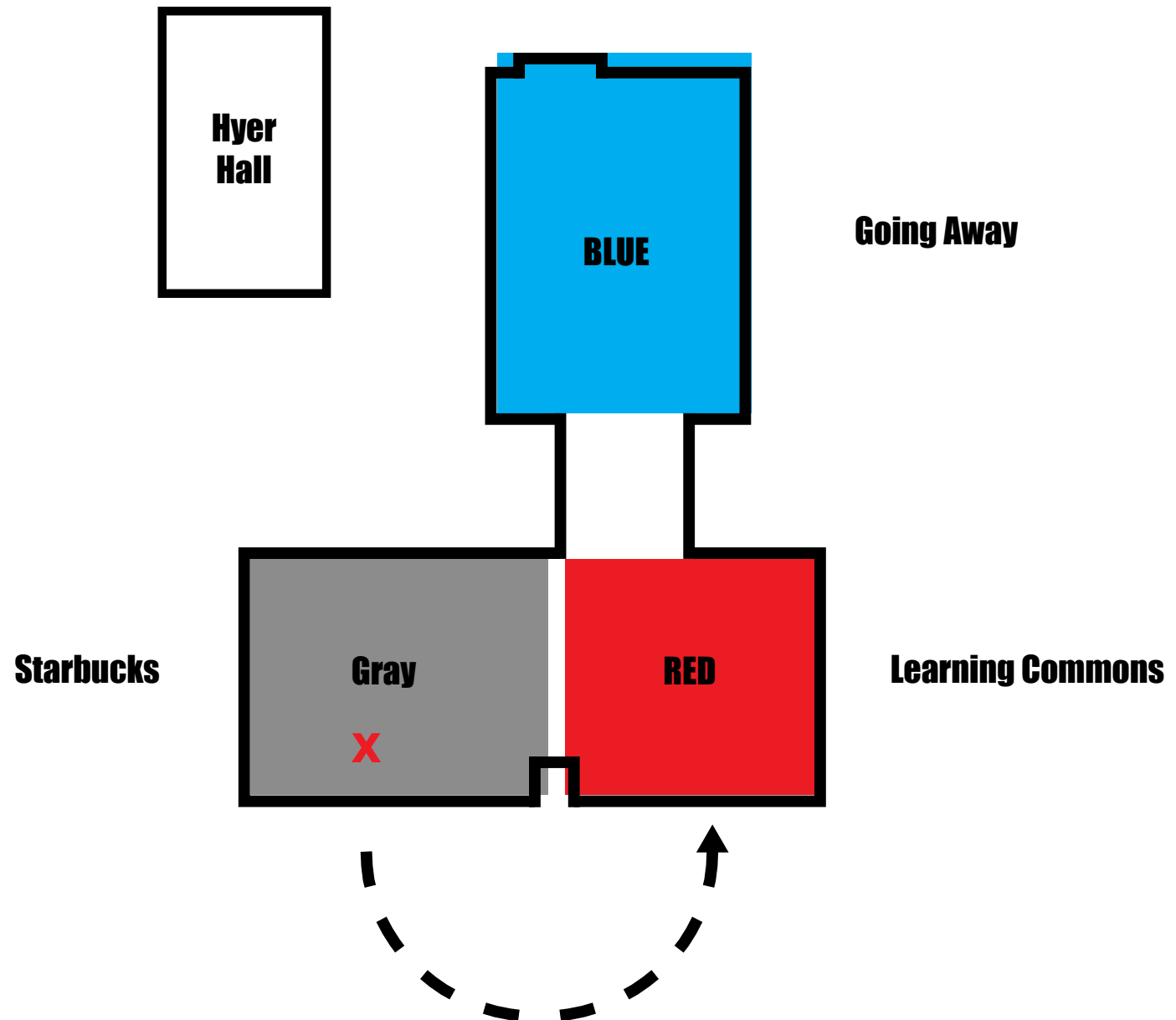
- The learning commons has underutilized space that we are able to optimize.
- Tactical Takeaways:
 - Additional comfortable chairs were located on the fourth floor us to use in our prototype.
 - PC's can be displaced around the library.



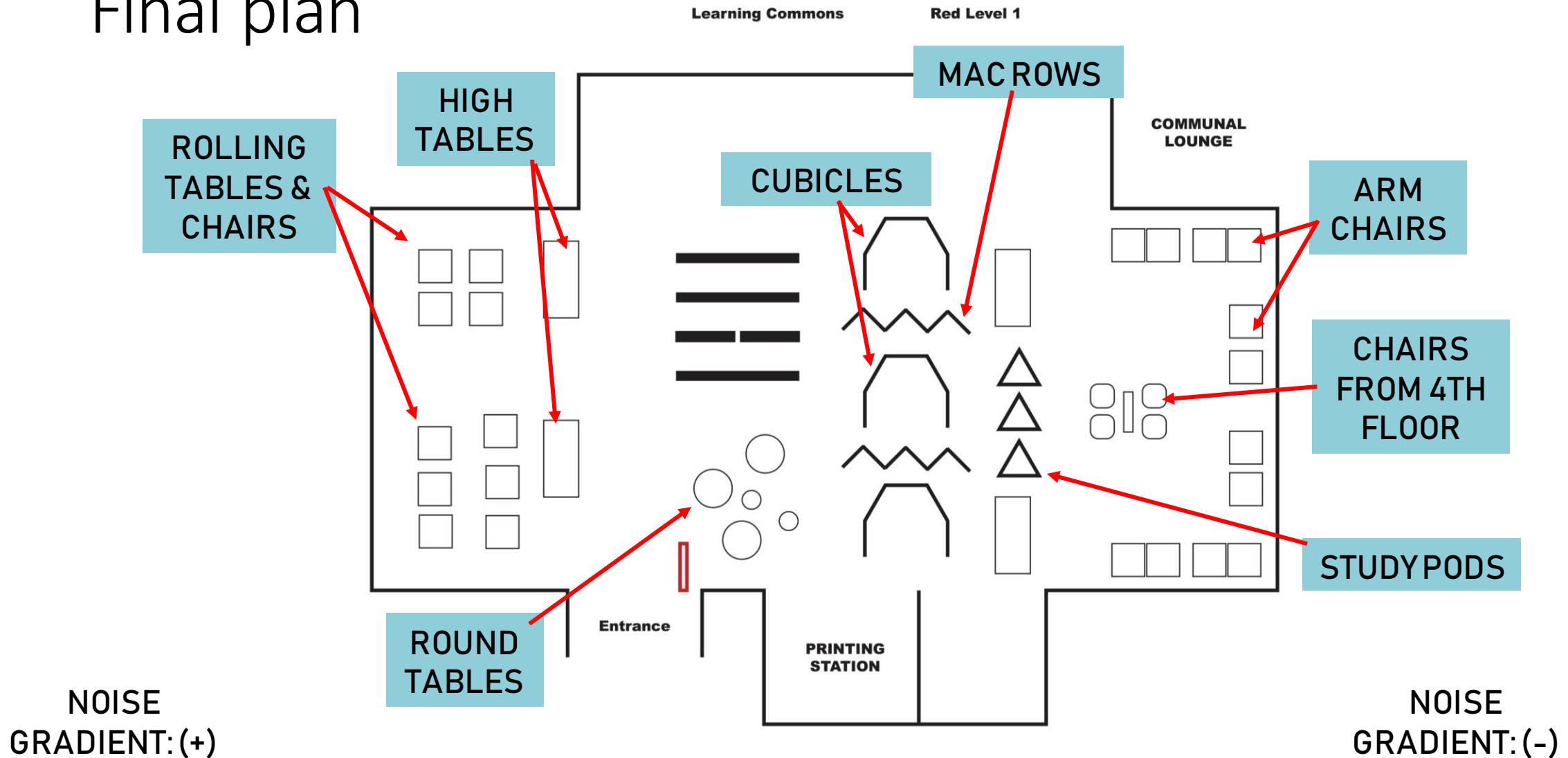


Design & Prototyping: Original Layout

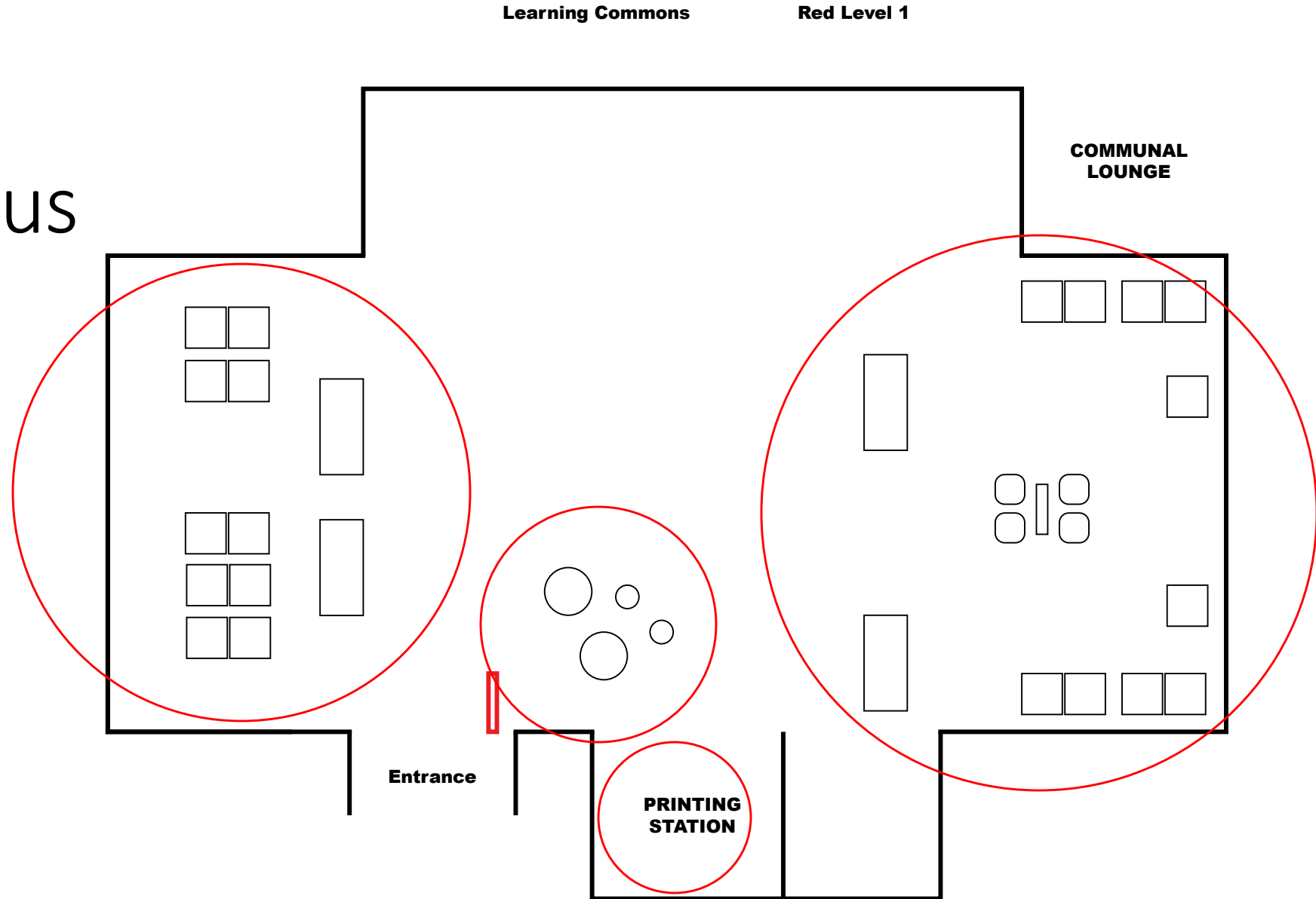
Design & Prototyping: Plan of Action



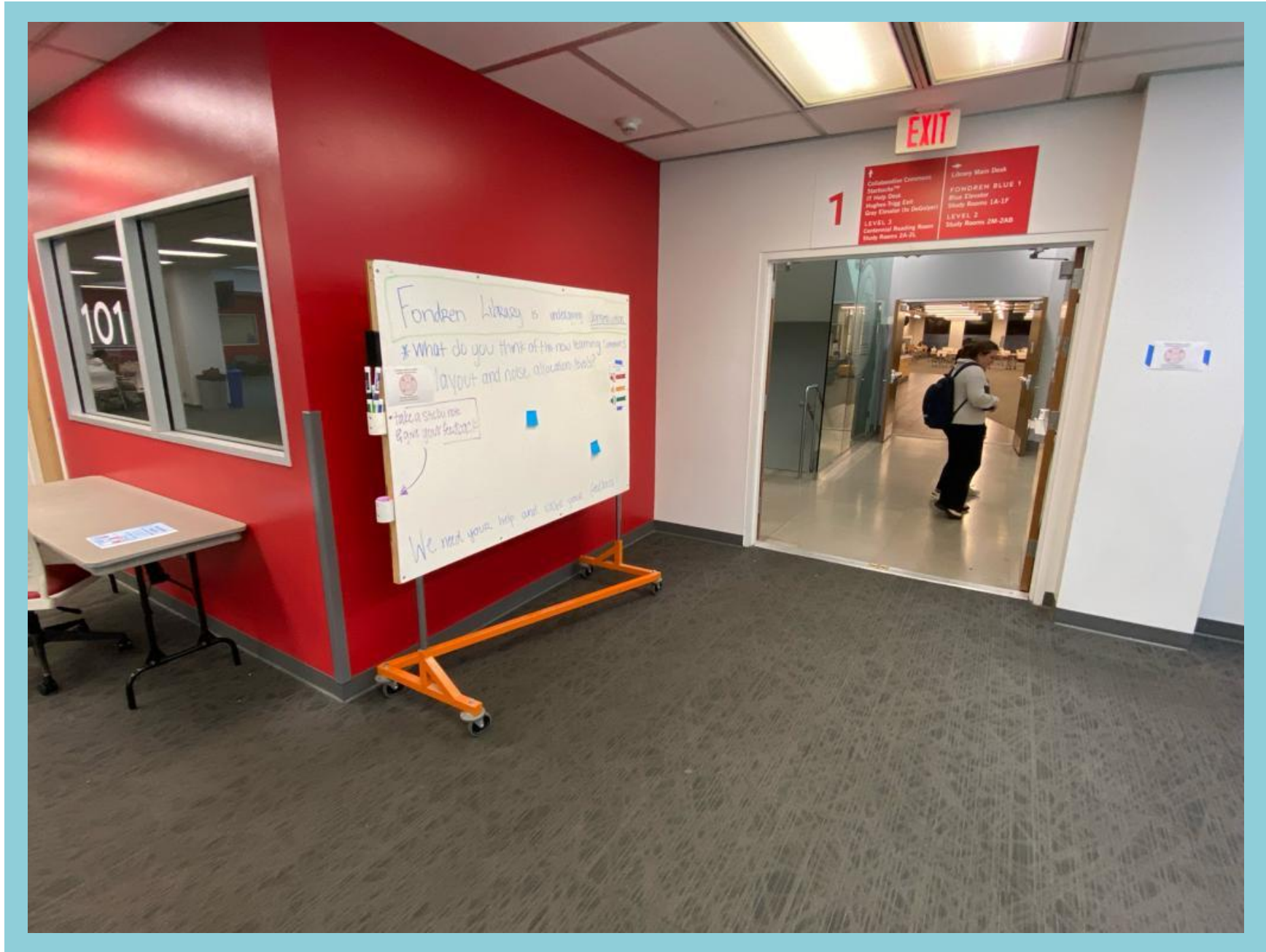
Design & Prototyping: Final plan



Design & Iteration: Space Focus



Entryway



North side: before





North side: after

North side





South side: before



South side: after

Middle entry: before

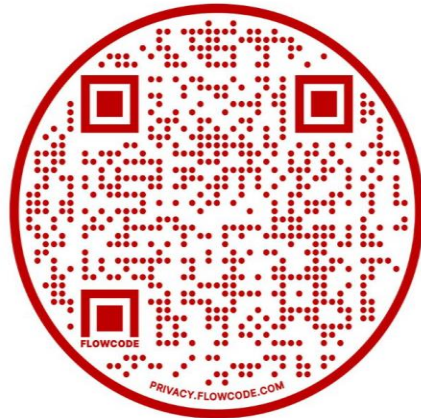




Middle entry: after

Design & Prototyping: Signage

**FONDREN LIBRARY IS GOING
UNDER CONSTRUCTION!**



**WE NEED YOUR HELP &
VALUE YOUR FEEDBACK**

Find the Space Right
for You!

Sound expectations for the library



Quiet Study



Respectful
Study



Group Study

Rubric for Observation

1. What is the overall noise level?
2. Did any furniture move? If so, what?
3. Record sticky note responses
4. Did students notice signage?
5. Describe the buzz you see happening.

Fondren Library is undergoing Construction

*What do you think of the new learning Commons layout and noise allocation levels?

take a sticky note & give your feedback

More outside

get rid of massive computer area - replace w/ tables!!

NO led computer.

PUT microwaves

Don't

put the night tops back by stairwells!

put the night tops back by stairwells!

1st floor: loud

2/3 floors: small talk

4th floor: silent study

We need your help and value your feedback!!



Sticky notes with feedback:

- give us a 24 hr snack/market area
- more seating
- SMU coming to NY6
- Don't conform to loud
- See NO 40
- Put microwaves
- Put the night tops back by stairwells!
- 1st floor: loud
- 2/3 floors: small talk
- 4th floor: silent study
- Don't
- put the night tops back by stairwells!
- 1st floor: loud
- 2/3 floors: small talk
- 4th floor: silent study

you think of the new level
and noise allocation level
give us a
24 hr Snack
Area

SAY NO TO
GROUPED
NOISE ZONES.
SAY YES TO
NOISE LEVELS
SEPARATED
BY FLOORS.

more
whispering

SMU
GOING
TO
NY6

No! Don't
like!

fix loose
outlets
please

seriously
more loud
areas. I don't
want noise.
silence makes
it hard for me

It's
Aight.

better

put the
night tops back
by starbucks!

Dont.
pls do.

help and value your

the
night tops back
by starbucks!

Dont.
pls do.

I love Fondren
library. Your
team already
perfect! Thank you

give us
24 hr Snack
Area

Grouped sound levels
BY FLOOR
Sound waves cannot read
signs. The most prob-
able way to keep quiet
areas quiet is by floor

This exactly.
Grouped noise
levels is
the way to
keep quiet
areas quiet

the new seating
is nice, but the
different noise
levels by floor
is better.

floor noise levels
make most
sense. Grouped
floors is not gonna
work in practice

I like grouping by
floors better! It
really helps. Hushed
is also hard. Total
silence is too busy
separated.

I like it
the way it
looks. It's
better for a
study area

Please
The
be
For

It's
Aight.

better

seriously
more loud
areas. I need
noise. noise.
silence makes
it hard for me

put the
night tops back
by starbucks!

Dont.
pls do.

38

24 hr

A

the new seating
is nice, but the
different noise
levels by floor
is better.

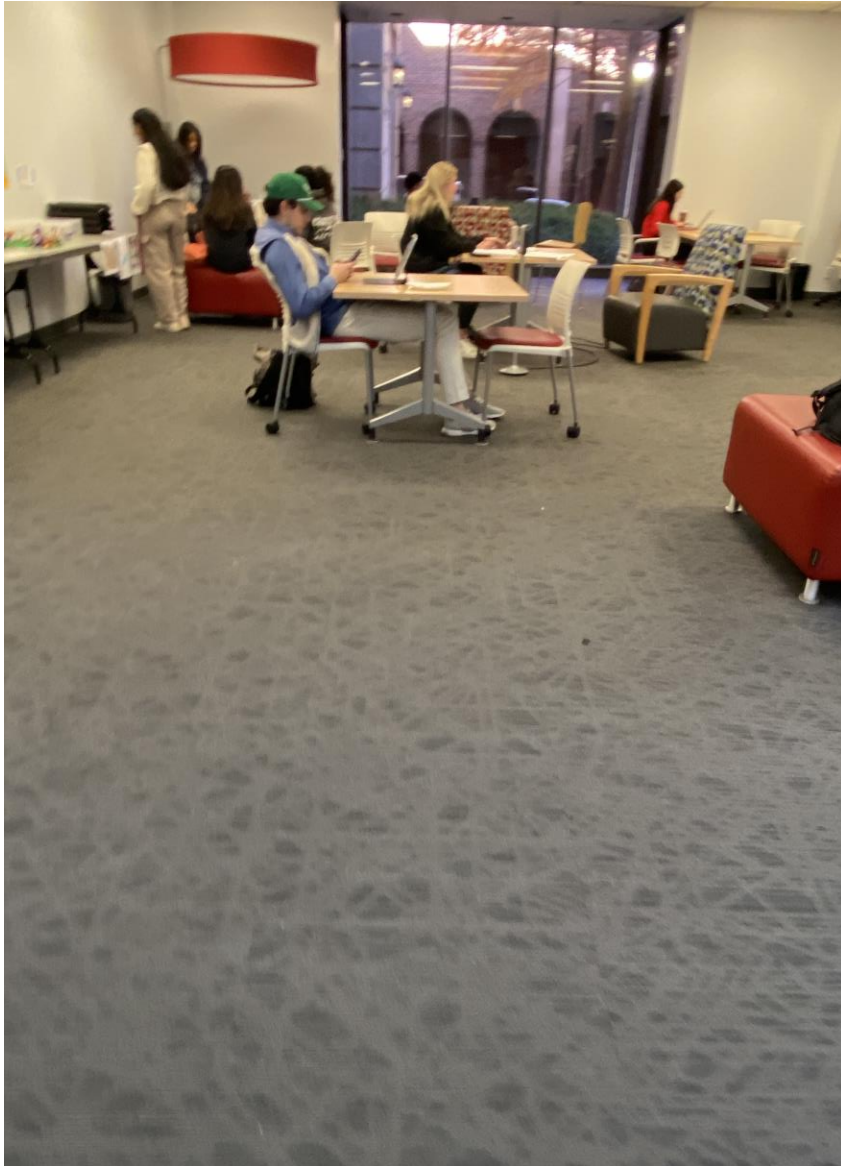
New seating is great, but
there is still too much
demand to categorize the
room by sound level.
If people can't get seats
now, they definitely
won't be able to find seats
in the correct sound environment.

I like it
the way it!
Love the

Please
The
be



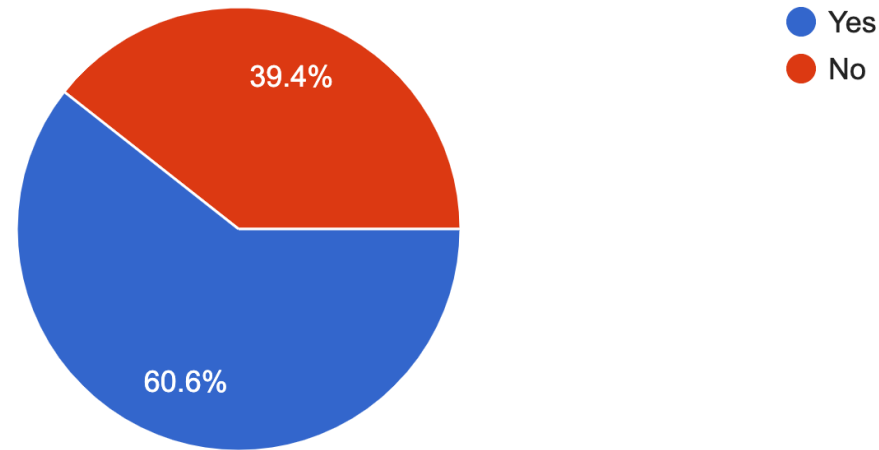




Results: Student Feedback & Observations

Did you notice that the layout of the Learning Commons changed?

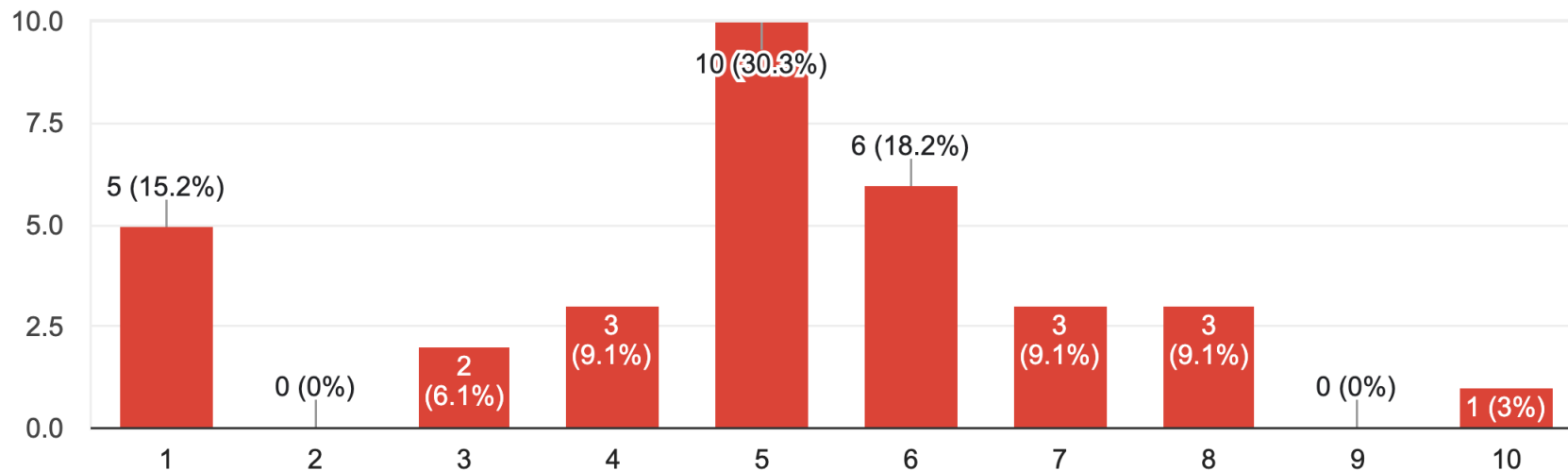
33 responses



Results: Student Feedback & Observations

On a scale of 1-10, how much do you like the new layout of the Learning Commons?

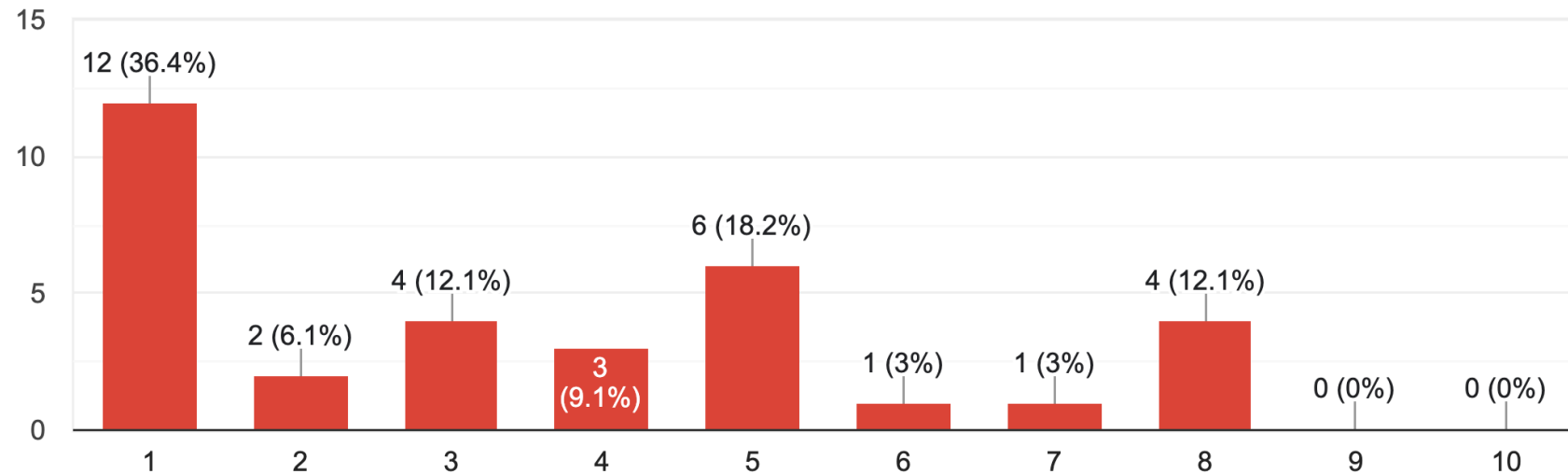
33 responses



Results: Student Feedback & Observations

On a scale of 1-10, how much of an impact has the noise-level signage made on the noise level in the different areas of the space?

33 responses



Results Summary

- We were able to **reproduce the "buzz"** from the Starbucks side in the Learning Commons
- Students liked the new layout due to more **group seating** options that allowed "individual work in **a group setting**"
- Students **disliked** having **multiple noise sections** in a single space

Impact: Consideration for Future Construction

- Students are **adaptable** to change occurring in Fondren Library
- There is an **opportunity to optimize** other spaces in Fondren Library
- **Signage is effective** when multiple copies are visible
- **Communal seating** options are **invaluable** for collaboration, thus impacting student belonging and overall success
- Fondren is **home** to students' individual work in a group setting and the "**buzz**" which has a direct impact on the **in-person experience**

How Might We Optimize
the In-Person Student
Experience in the Library?

Recommendations

- Maintain the **social buzz** by extending **communal space**.
- Keep **space clean**, neat and tidy to give opportunity for use by student.
- **Provide more seating** to account for influx of displaced students who want to be surrounded by community.
- Provide **more outlets and whiteboards**.



Thank you for
your time.

Questions?

References

- *The Library as a Hub: Connecting People and Ideas*
- *The Rise of Third Place and Open Access Amidst the Pandemic*
- *Libraries are Vital Communal Spaces*
- *History of Fondren Library*
- *Public Libraries as Critical Spaces for Convening*