

Evolving Spaces for Evolving User Needs in Academic Libraries

Results from a 2016 ProQuest Space Reclamation Survey



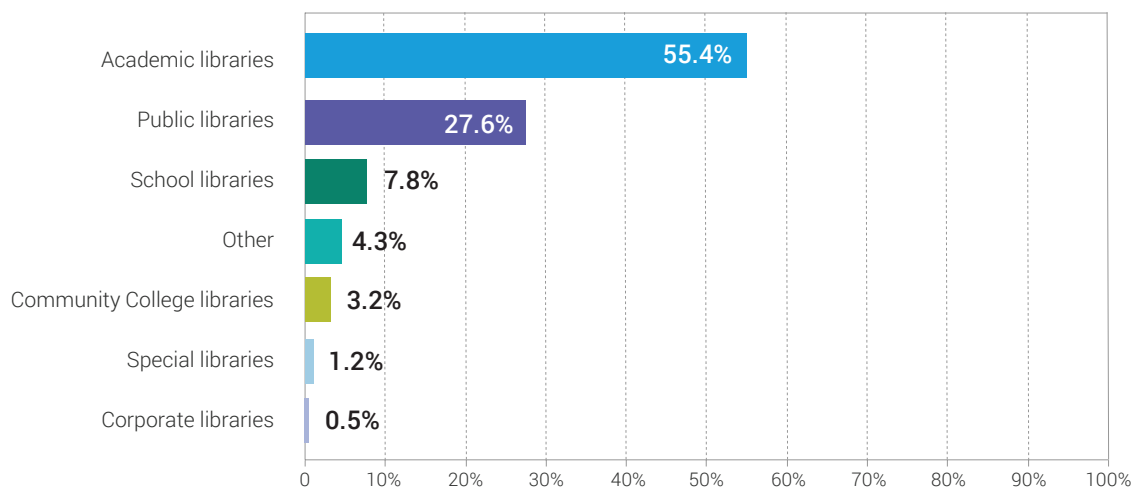
Introduction

“Balancing space is important,” shared a librarian from a community college in Dallas, Texas when asked in a recent survey if space reclamation, or the repurposing of space to offer services in addition to print titles to users, is a priority for their library. This survey, coordinated by ProQuest June-September 2016, gave librarians a chance to share more information about how their libraries are evolving to support users’ ever-changing needs. This paper will explore the many aspects of this trending initiative in academic libraries, specifically:

- How libraries are approaching space reclamation projects
- What libraries intend to do with reclaimed space

Of the 608 librarians who participated in the survey, 58.6% represented 4-year or 2-year college libraries (with 55.4% identifying as “Academic” and 3.2% specifically labeling themselves as “Community College”), 27.6% represented public libraries, 7.8% represented schools, 1.2% represented special libraries, 0.5% represented corporate with 4.3% classifying their libraries as “other” (hospital, government, joint public and college libraries, among others). The vast majority (93.4%) of these participants live and work in the United States.

Survey Participation Overview



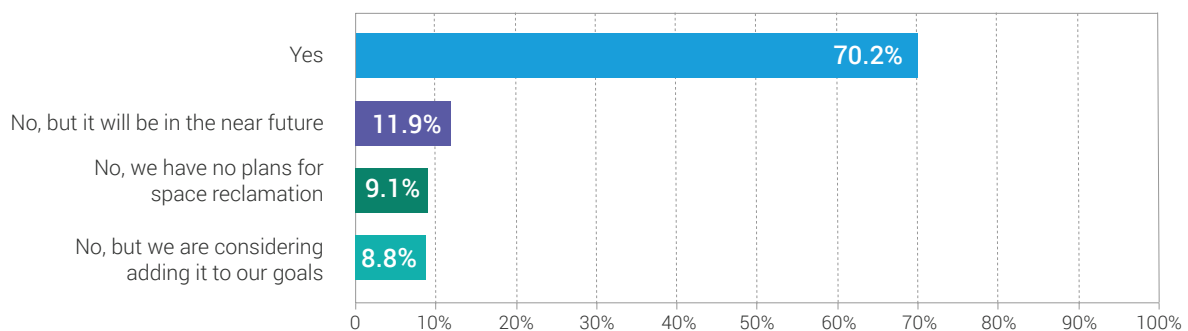
“We have repeatedly redesigned library space to make room for more users.”

– a librarian from a college in Massachusetts

The Results are In: Space is Being Reallocated

Of the academic libraries surveyed, a mere 9.1% reported having no plans for space reclamation. *"We have already repurposed some space and our current low budget situation leaves us with no funding to build something new if we did free up space,"* shared one librarian.

Is space reclamation a priority for your library?



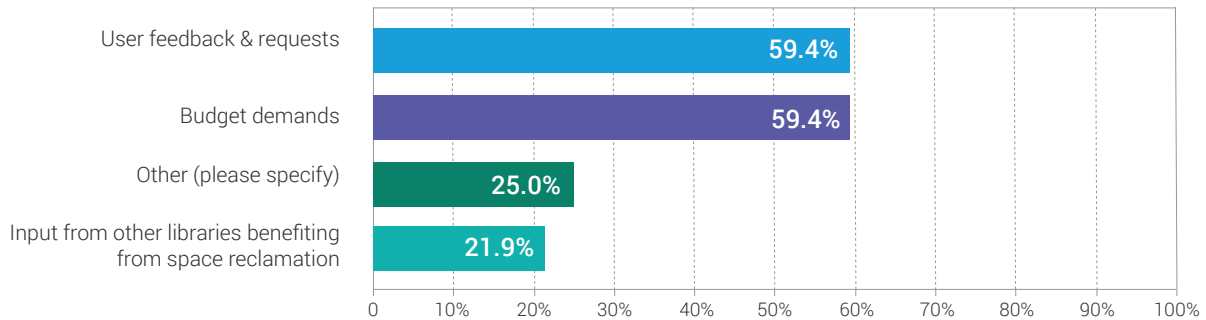
"We have big ideas for what else might be done with space currently occupied with little used books."

– a librarian at a university in North Carolina

Although not a priority at the moment, 59.4% of these libraries said that user feedback or requests could convince them to take it into consideration. 21.9% reported that input from other libraries benefitting from space reclamation could be persuasive and 59.4% saw budget demands as making space reclamation a priority. 25.0% provided other various answers.

What would it take for you to consider space reclamation a priority? (select all that apply)

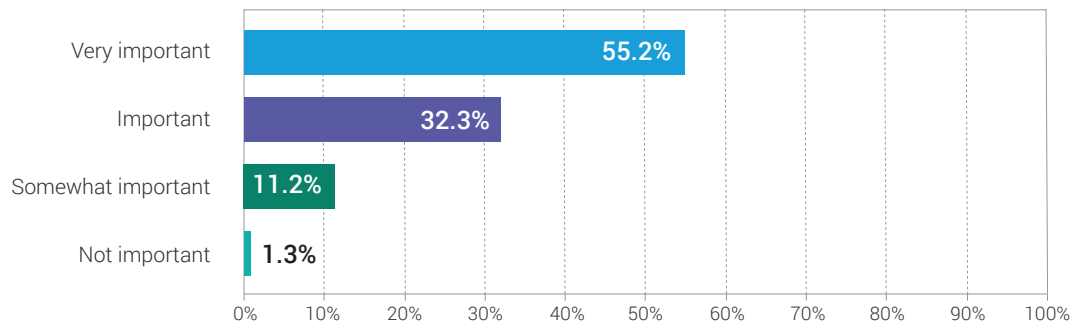
Responses from libraries who have no current plans for space reclamation



70.2% of the libraries surveyed do currently say space reclamation is a priority for their library. 11.9% don't currently see it as a priority but will in the near future and 8.8% are currently considering adding it to their goals. Of the libraries that currently claim it as a priority or will in the near future, 55.2% see it as very important and 32.3% see it as important. ***"We hope to rearrange and possibly rebuild much of the library to provide study and consultation room."***

How important is space reclamation to your library?

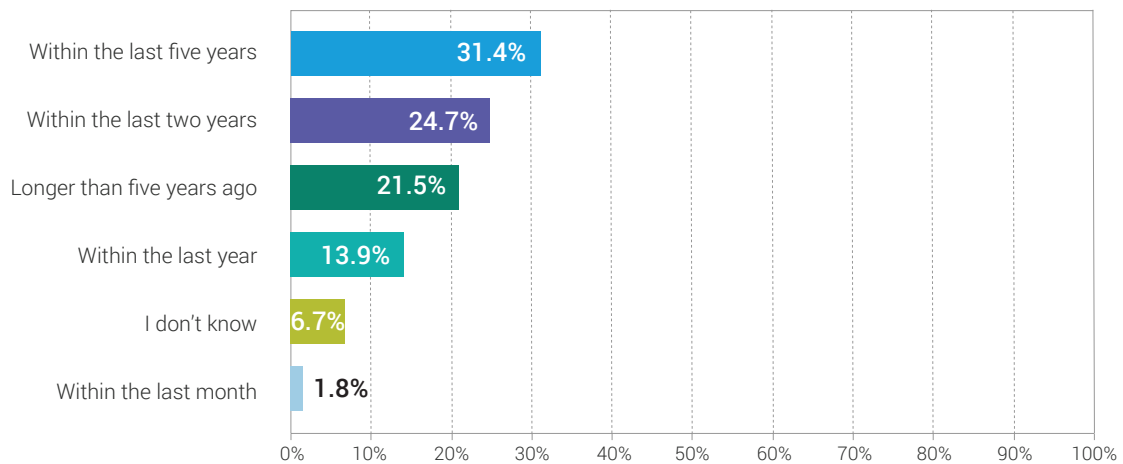
Responses from libraries that currently claim space reclamation as a priority or will in the near future



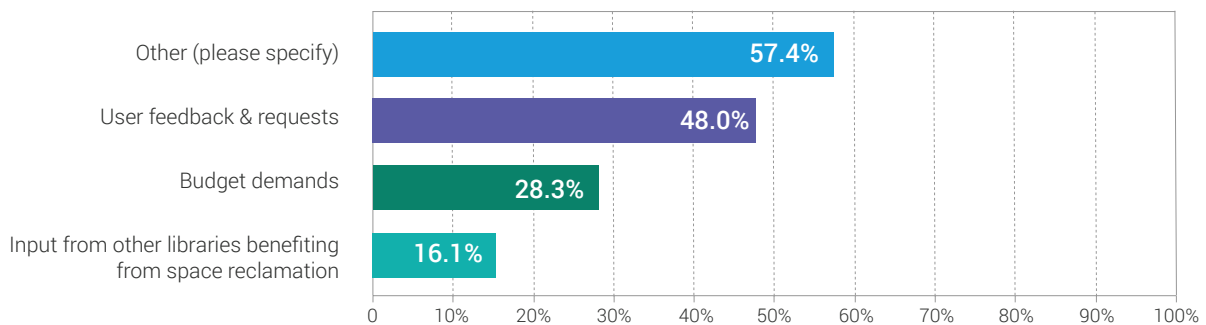
The timeline for space reclamation becoming important to these libraries varies, with 1.8% of these libraries prioritizing space reclamation within the last month; 13.9%, within the last year; 24.7%, within the last two years; 31.4%, within the last five years; and 21.5%, longer than five years ago. The most popular driving force for establishing space reclamation: direct user feedback and requests (48%), with input from other libraries benefiting from space reclamation (16.1%) and budget demands (28.3%) also contributing demand for space reclamation. 57.4% provided additional specific responses.

When did your library first begin considering space reclamation a priority?

Responses from libraries that currently claim space reclamation as a priority or will in the near future



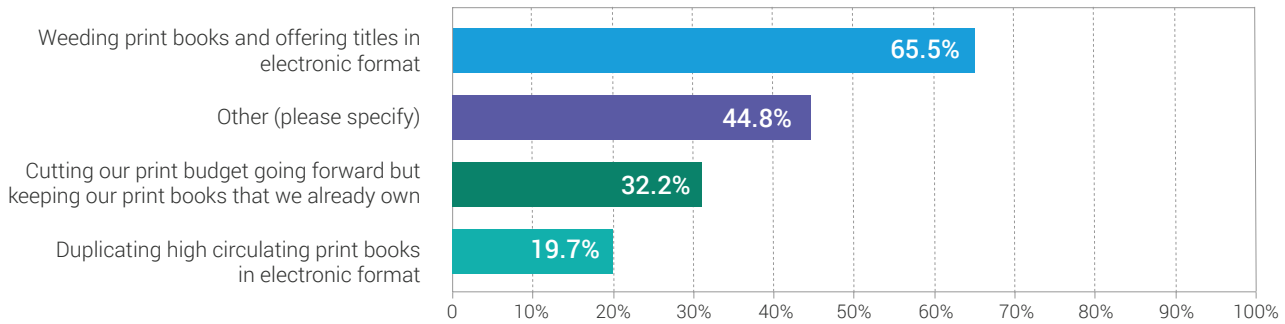
What inspired your library to establish space reclamation as a priority?



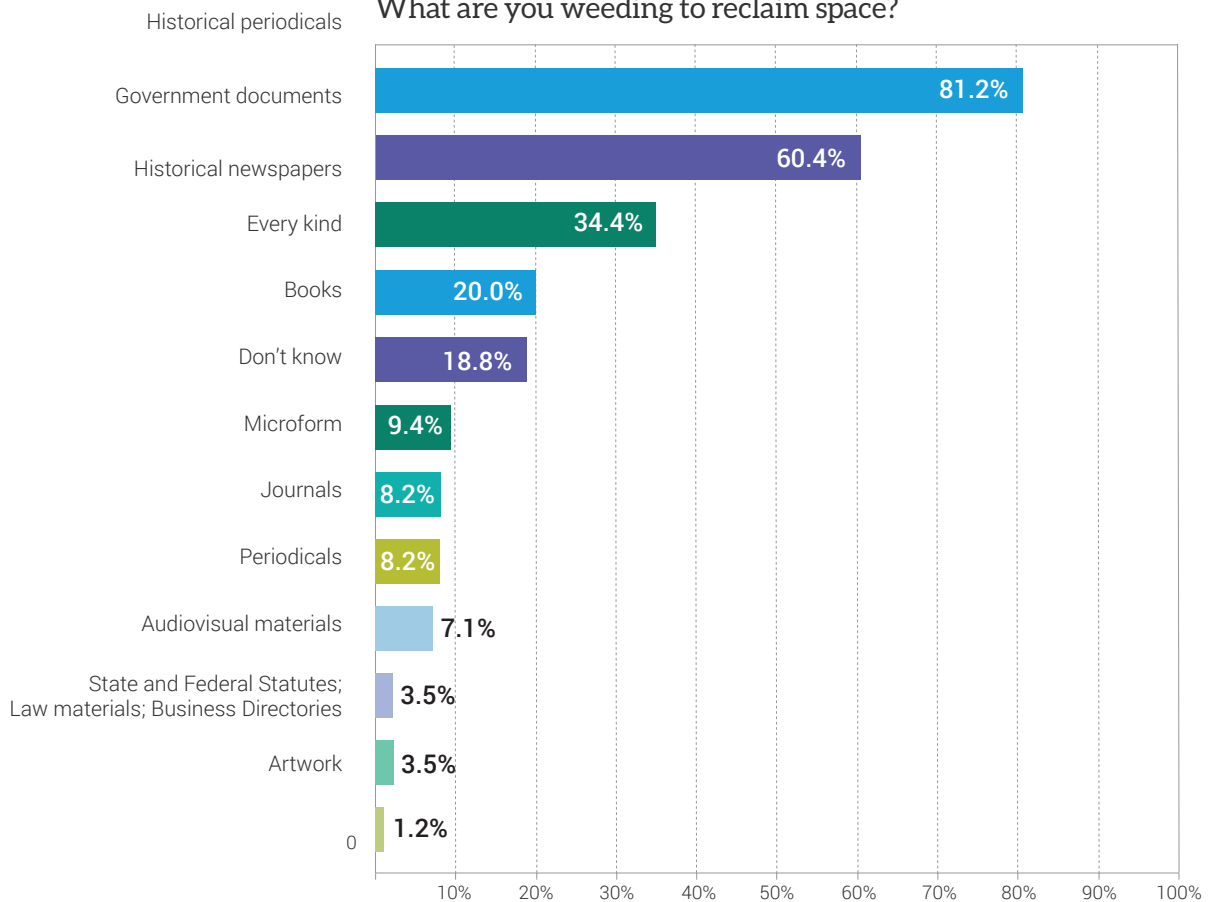
How Libraries Are Reclaiming Space

Weeding print titles to offer electronic format instead is the main approach that libraries are using to reclaim space. Types and formats of content weeded vary with many libraries weeding historical periodicals and some even weeding artwork. 32.2% of these libraries are cutting print budgets going forward but planning on keeping the print books that they already own.

How is your library reclaiming space?



What are you weeding to reclaim space?

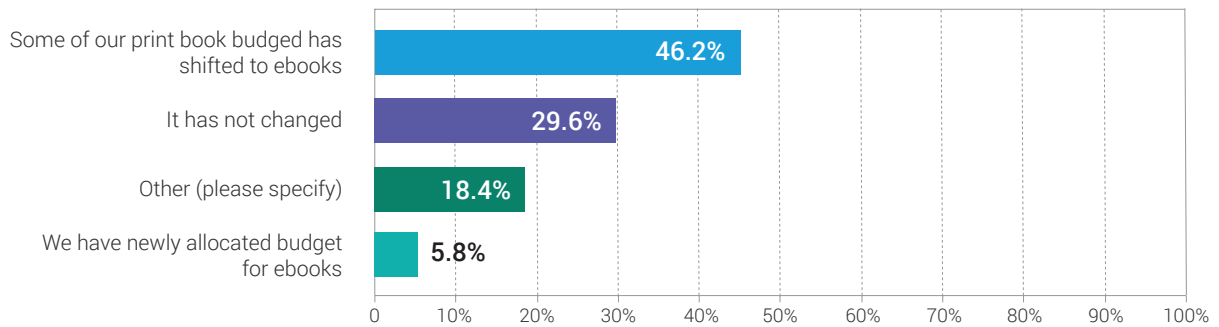


“It will be changing – we’re not certain how.”

– a librarian in Montgomery, Alabama

To support their active – or in the works – space reclamation program, 5.8% of libraries have newly allocated budget for ebooks. 46.2% of these have print book budgets shifting to ebooks and 32.6% are seeing no change. 18.4% provided other specific responses.

How has your budget changed as a result of your space reclamation program?



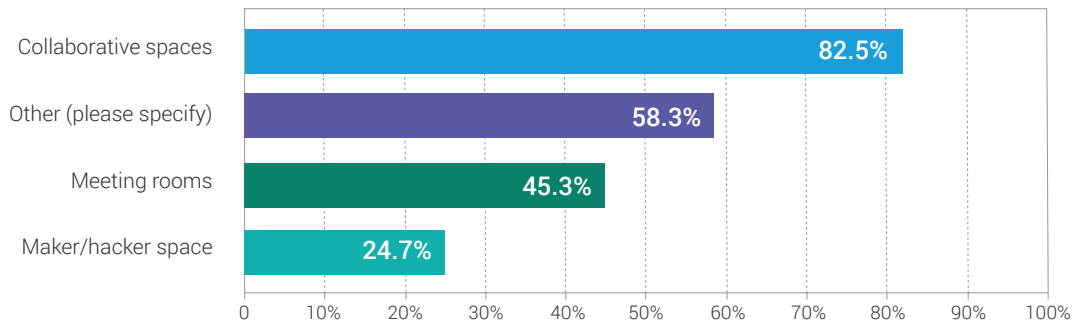
“While we are weeding our print collection, it should be noted that there is not a move to get rid of print assuming electronic is the better format. We are being very thoughtful in our process – print is not dead.”

– a librarian in Montgomery, Alabama

New Spaces, New Services; New Obstacles, New Solutions

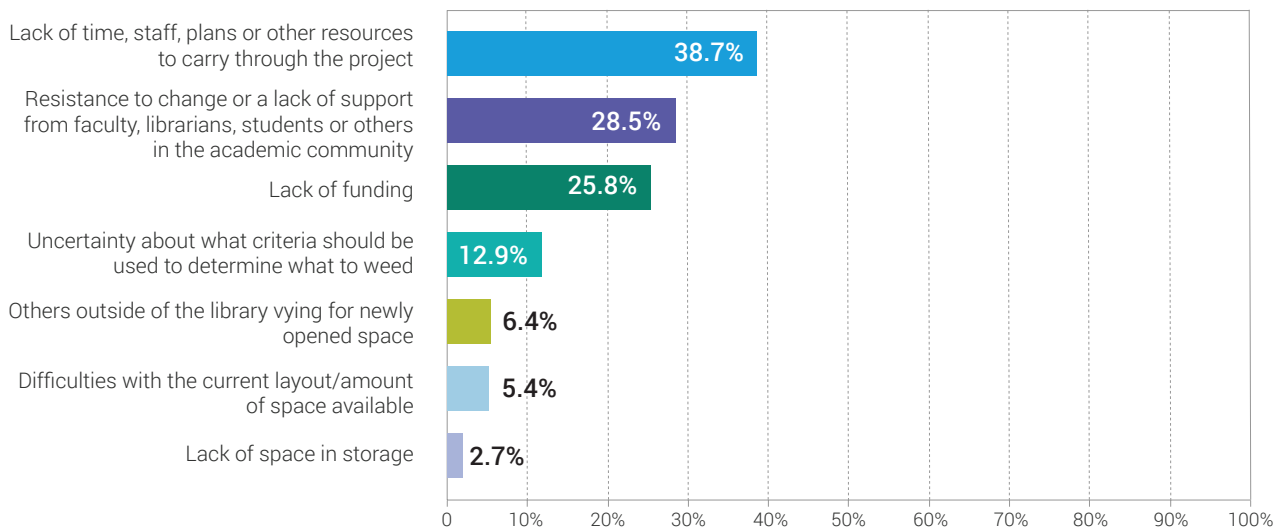
24.7% of libraries surveyed are planning to offer a maker/hacker space, 82.5% are focusing on collaborative spaces and 45.3% meeting rooms. 58.3% provided other additional responses.

What is your library planning to do with your reclaimed space?



Obstacles faced while reclaiming space range from losing ground when opening up space – *“Another department took over our AV space and their VP and Administrative Secretary had an office built within our space. We practically need to beat them off with a stick.”* – to *“None, really. Our faculty are being quite helpful and supportive, but I think it’s partly because we include them in the process and order new items at their request.”* Though there is a range of obstacles, the most commonly reported challenge faced is a lack of resources to carry out space reclamation projects. Libraries are having to tap already stretched budgets and funds to introduce these important initiatives.

What challenges are you facing as you reclaim space?

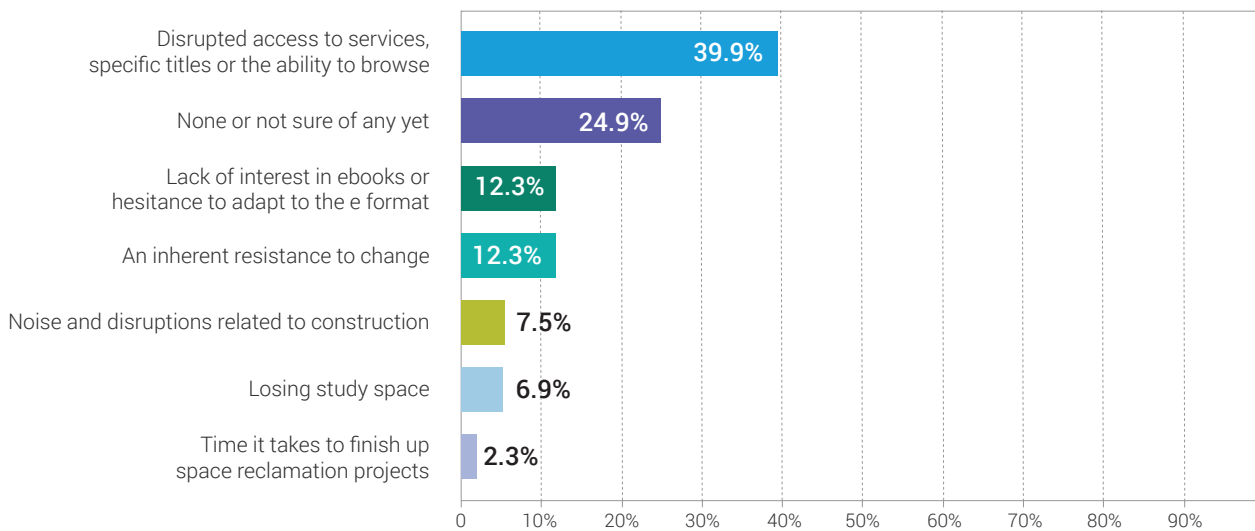


Success looks like “happy students.”

– a librarian in Florence, South Carolina

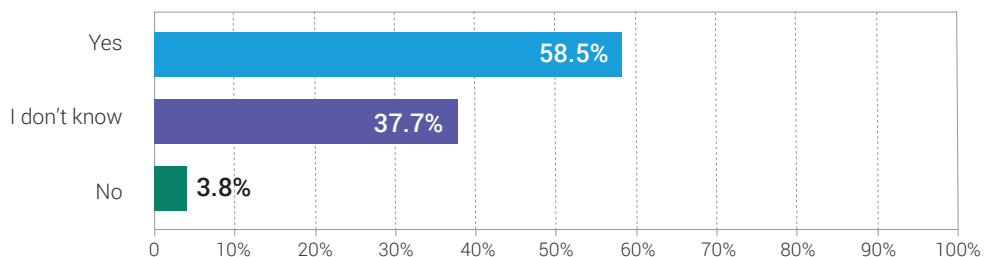
As far as patrons are concerned, there are some access disruptions that come with such a drastic change in services, but for the most part, librarians are seeing no specific challenges posed as these space reclamation initiatives are motivated by a need to evolve to meet users' needs. ***“Circulation and use are factored into weeding and space reclamation. The needs of our users are the main reasons for reclamation projects,”*** says one librarian. The noise and environment associated with construction is a main issue, but not specific to the library or its services: ***“Right now, just getting into the library is a major challenge. Combine that with constant jackhammering, dust, diesel fumes, and frequent lack of A/C in 98 degree weather, and I’m surprised we have as many people as we do. This will continue until Fall 17. At that point, we hope the only issue will be getting used to the new spaces and finding out where everything moved to.”***

What challenges do your space reclamation initiatives pose for users?



The general consensus is that the definition of “success” for space reclamation initiatives varies greatly from library to library, but most share an overarching goal to create happy users. The process by which and resources needed by libraries to carry out these projects also varies. When asked specifically about if it would be helpful to have a maker/hacker space collection that specifically supports this curriculum, 58.5% believe it would while 37.7% are uncertain if a collection will help. ***“Makerspaces vary quite a bit. Would a collection help?”*** asked one of the respondents. ***“We could use tutorial/self-instruction materials on programs like InDesign, GarageBand, etc.”*** said another.

If you are planning a maker/hacker space, would it be helpful to have an ebook collection that supports your curriculum and users’ needs?



Conclusion: Libraries are Committed to Change

The responses collected through this survey make it abundantly clear that libraries are committed to evolving to support their researchers' changing needs even as they lack the resources that would make it easy to introduce new services. The amount of physical space available in libraries may for the most part be constant and unchanging, but libraries don't let this keep them from responding to user requests for new, innovative services. In fact, user feedback and requests are the main driver that motivates libraries to change their services. The greatest obstacle to overcome: Space reclamation efforts require a delicate balance between maintaining the services and resources that users have come to expect while evolving to offer new collaborative spaces and makerspaces that support a move towards hands-on, DIY exploration of disciplines.

How ProQuest Helps Make Change Possible

At ProQuest, we understand this need to balance space and all of the challenges that come with it because we've long partnered with libraries in all stages of reclaiming and repurposing space. Along with offering the largest and most diverse selection of content – from journals to videos and newspapers to working papers – we constantly innovate our services to help these libraries combine print and electronic resources to make the best use of their physical spaces.

In print, our 2015 acquisition of Coutts Information Services added print capabilities and a strategic partnership with Ingram, the world's largest book wholesaler, to our portfolio. We now deliver a fulfillment rate of 98%—one of the highest in the industry—to give you access to the print titles that your researchers need you to keep in your library.

In "e," ProQuest is an undisputed leader with unique offerings that help libraries confidently replace physical materials with robust, comprehensive and often more complete digital collections than libraries owned in print including:

- More than 830,000 ebooks from over 650 publishers with flexible models that guarantee access for your users. Through ProQuest, ebook acquisition is both flexible and affordable. Ebook Central offers multiple models including Subscription, Perpetual Access, and Demand-driven Acquisition (including Access-to-Own (ATO) and Short-Term Loans), which can be tailored and used in combination to meet libraries' specific needs and budget requirements.
- ProQuest Historical Newspapers featuring 35+ million digitized pages of full-text and full-image articles for significant newspapers dating from the eighteenth century.
- Periodicals Archive Online (PAO) that covers 37 different topics in the Humanities.
- Rich government document collections that include ProQuest Congressional -- the most comprehensive collection of government documents available anywhere -- Executive Branch Documents and UK Parliamentary Papers (including both the House of Commons and the House of Lords).
- ProQuest Dissertations & Theses Database, which drives Digital Archiving and Access Programs that digitize scholarly work to make it visible at 3,000 universities across the globe.

Further, for those libraries curating new collections to support rising interest in makerspaces, we offer two new collections aligned with this unique curriculum:

The Safari Makerspace Collection includes approximately 50 titles from publishers such as Maker Media, Que and CRC Press. Larger packages of approximately 100 titles focused on business and technology are also available. Chosen to support research on these topics, titles include Wiley's *Key Performance Indicators: Developing, Implementing, and Using Winning KPIs*, 3rd Edition, Kogan Page's *Business Ethics*, Packt Publishing's *Machine Learning* and O'Reilly Media, Inc.'s *Learning Spark*.

ProQuest Makerspace SELECT features more than 100 titles from IGI, Maker Media, Inc., Packt Publishing, Apress, O'Reilly Media and others covering technical skills like 3D scanning and printing, machine design, programming and project management.

Perhaps even more important than offering industry-leading titles and flexible acquisition models, we offer services that give libraries a deeper understanding of their current collections, an understanding necessary as librarians make the hard decisions of what to weed, what to save and what to duplicate. Our complimentary Title Matching Fast service helps librarians accurately and quickly match print and electronic ISBNs to various collections within their ebrary and EBL products. This complete assessment service provides three key elements: data cleaning, data matching and a detailed reporting output, which recommends the most efficient and inexpensive options based on a library's own data.

As libraries' needs change, so will ProQuest's content, the platforms through which it's served to users and the support services we offer to libraries. In ProQuest, libraries can rest assured that they have a partner to help evolve spaces as user needs evolve.