

2018

# NPML Academic Unit Report 2018-2019: LibCal study room reservation system

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## **NPML Academic Unit Report 2018-2019: LibCal study room reservation system**

**Planned Assessment Year / Reporting Period: 2018 – 2019**

**Persons Responsible:** Kaya van Beynen

**Outcome:** Establish a benchmark of study room use under the new reservation system and to explore patterns of student usage.

**Means of Assessment:** Starting in the Spring 2019 semester, all library study rooms can now be reserved in advance using the LibCal reservation system. We will track the total Number of times the study rooms were: reserved, checked out, number of unique users, and occupancy rate overall, by month, day, and time.

**Criteria for Success:** Identify patterns of usage that can be used to improve outreach and use of this new service.

**Findings:** During the Spring 2019 semester, the study rooms were booked a total of 4, 712 times by 922 unique users, while this was a 12% decrease from Spring 2018, it is still higher than previous years with Spring 2018 being an anomaly; there is a .8% increase from 2017 and a 20% increase from 2016. On average the rooms were booked for 2 hours and 14 minutes. There was a 95% rate of patrons showing up and checking out the study room after booking online. The overall study room occupancy rate was 45% of the hours that the library was open. April was the busiest month (1,526 bookings confirmed, 53% occupancy rate) followed by February (1,265 confirmed bookings, 48% occupancy rate), March (960 confirmed bookings, 37% occupancy rate), January (858 confirmed bookings, 45% occupancy rate) and finally the start of May during exam week (105 confirmed bookings, 31% occupancy rate). Looking at breakdown by day of the week busiest day were Tuesdays (1,055 confirmed bookings, 55% occupancy rate), followed by Wednesdays (1,027 confirmed bookings, 51% occupancy rate). The busiest time of day to start a booking was 11am (461 confirmed bookings) followed by 2pm (448 confirmed bookings), there was only one booking all semester starting at Midnight and none from 1am to 2am. Wednesdays at 4pm were the busiest times with an occupancy rate of 78%.

**Conclusion:** The library only has 16 study rooms; during busy times students frequently find that all study rooms are booked and in use by their colleagues. Conversely, as this assessment documented, there are low times of the day and week where the study rooms are not in use. By marketing the low occupancy times, we may be able to increase student usage of this finite resource by steering students to the non-peak times.

**Use of Finding:** The new study room reservation system needs to be marketed to new and returning students at the start of the Fall 2019 semester. This marketing campaign will included that students can now 1) reserve study rooms in advance, 2) the process to do this, and 3) the low occupancy days and hours. Thus, this marketing campaign seeks to raise awareness of this new, convenient service for students, but also to inform them of busy times that they can better schedule their study time based on availability.