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THE QUESTIONNAIRE

CAPITAL SPENDING

1. Which phrase best describes what has happened to the library's capital budget in the past three years?
 - A. It has decreased
 - B. It has remained the same
 - C. It has increased somewhat
 - D. It has increased significantly
2. Over the next three years, what do you expect to happen to the library's capital budget?
 - A. Decrease
 - B. Remain the same
 - C. Increase somewhat
 - D. Increase significantly
3. Over the past three years, how has spending on _____ changed within the capital budget?
 - A. New library buildings
 - B. Extensions or significant renovations of existing library buildings
 - C. Repairs to library buildings
 - D. Maintenance of IT equipment stock
 - E. New IT equipment
4. If your library has undertaken a major library redesign within the past three years, or if it is currently planning a major resign or is in the midst of one, what is the total cumulative budget for the redesign project?
5. Please briefly describe this redesign project.

USE OF LIBRARY SPACE

6. Which phrase best describes how your library has used _____ over the past three years?
 - A. Collection space
 - B. Electronic workstation space
 - C. Multimedia workstations space
 - D. Viewing rooms and listening rooms
 - E. Space for special collections

- F. User seating space
 - G. Staff work space
 - H. Group work environments for patrons
 - I. Storage space
 - J. Auditorium or larger lecture space
 - K. Museum or exhibition space
 - L. Information commons
7. Which phrase best describes how your library plans to use _____ over the next three years?
- A. Multimedia collection space
 - B. Book collection space
 - C. Electronic workstation space
 - D. Group work space for patrons
 - E. User seating space
 - F. Staff work space
 - G. Library space rented to or otherwise dedicated to other college departments
 - H. Meeting spaces
 - I. Classrooms
 - J. Auditorium or larger lecture space
 - K. Special collections space
 - L. Information commons space

TECHNOLOGY EDUCATION CENTER

8. How much has the library spent over the past three years on developing new library instructional centers or to re-equipping/upgrading existing ones with new computers, workstations, and other technologies?
9. What changes has the library recently made, or plans to make, in its technology centers? Have you added (or plan to add) new workstations? Changed the way the spaces are arranged? Added centers? Explain your thinking.
10. How has the growing use of laptops, netbooks, table computers, and other micro computing devices affected your thinking about how to use the library's space? Is your library providing fewer fixed workstations? Catering more to tablet computer users?

USE OF CONTRACTORS

11. How do you view current prices on offer from construction contractors that you have hired or are considering hiring for many library renovation or expansion work?

12. The general malaise in the North American economy, particularly in construction due to the oversupply of housing, has tended to free up construction contractors for other kinds of work, such as renovating or building libraries. Has this been your experience? Have prices dropped? If so, how has this affected your plans? Have you moved up construction or been unable to take advantage due to budget shortfalls or arguing with the college administration? Or have you not experienced lower prices?
13. In what areas have you either found it too expensive to hire a contractor or simply been unable to find one that meets your expectations?
14. How useful has your college's office of procurement been in assisting your library to _____ excellent and cost-effective contractors?
 - A. Locate
 - B. Select
 - C. Advise on
 - D. Manage
15. Please name some of your favorite sources for library furniture.

REASONS FOR LIBRARY REDESIGN

16. Has your library made any investment over the past three years to _____?
 - A. Install, expand, or better situate a library café or restaurant
 - B. Increase overall space
 - C. Decrease overall space
 - D. Install, increase the number of, or expand accessibility to vending machines
 - E. Improve the use of natural light in the library
 - F. Reduce the library's electricity and/or heating consumption
 - G. Reduce the overall number of workstations in favor of mobile device use
 - H. Redesign to allow for more couches, easy chairs, and other comfortable furniture
 - I. Add or improve soundproofing
 - J. Add entrances/exits or enlarge or better situate them
 - K. Add computer workstations
 - L. Add electrical outlets
 - M. Add or improve group study spaces
 - N. Facilitate the production or use of solar, wind, or geothermal energy
 - O. Add or improve classroom space in the library
17. As a goal of your next library redesign (and assuming your library undertakes such a redesign over the next five years), how important will it be to _____?
 - A. Install, expand, or better situate a library café or restaurant

- B. Install, increase the number of, or expand accessibility to vending machines
 - C. Improve the use of natural light in the library
 - D. Reduce the library's electricity and/or heating consumption
 - E. Redesign to allow for more couches, easy chairs, and other comfortable furniture
 - F. Add or improve soundproofing
 - G. Introduce greater patron self-service features, such as automated book checkout
 - H. Add entrances/exits or enlarge or better situate them
 - I. Add computer workstations
 - J. Add electrical outlets
 - K. Add or improve group study spaces
 - L. Add or improve classroom space in the library
 - M. Increase or improve restrooms
18. What are your library's most pressing design alteration needs?
- FURNITURE**
19. In your last library redesign, or for the redesign you are currently planning, how much did/will the library spend for new furniture?
20. What kind of furniture did the library purchase/does it plan to purchase for its redesign?
21. From which vendors did the library purchase its library furniture? Which vendors do you plan to use in the future? Why did you buy from whom you did and can you recommend any manufacturers or distributors of library furniture to other libraries?

CARPETING

22. In the past three years, how much has the library spent on all cleaning, maintenance, and Scotchgarding of carpeting?
23. In the past three years, how much has the library spent on all new carpeting, tiling, and other flooring or floor repairs?
24. What kind of carpeting or flooring did you last purchase for the library? Why did you purchase it? Were you happy with the outcome? Are there manufacturers or distributors that you would recommend to other libraries?

MODELS FOR REDESIGN

25. If you have redesigned for remodeled your library within the past five years, or if you currently have intentions to do so, which institutions do you view as potential

guides or inspirations for your own institution? What do you like about what these institutions have done?

26. Have you ever solicited opinions from the library's patrons about library redesign goals? If so, what did you learn? Be specific (i.e. if you administered a survey, how did you do it?). Specify how what you learned altered or might alter library policy or plans.

ASSESSING THE RESULTS OF REDESIGN

27. If your library has redesigned within the past five years, how would you measure the impact of the redesign on library patron use and satisfaction?
- A. Students were better off before the redesign
 - B. Didn't really have an appreciable impact
 - C. Led to small increase in use or student satisfaction
 - D. Led to large increase in use or student satisfaction
 - E. Transformed the library with huge gains in use and satisfaction
28. If your library has experienced a major renovation within the past ten years, what was the impact (as a percentage increase or decrease) of the renovation after one year on the rate of growth or decline in student use of the library?

THE GREAT OUTDOORS

29. Did your last library redesign (or will your current/planned redesign) include _____?
- A. New landscaping for the exterior of the library
 - B. The installation or improvement of a garden
 - C. The installation, development, or redesign of an atrium
 - D. The installation or repositioning of outdoor sculpture

ENERGY USE

30. In order to reduce energy consumption, has the library _____?
- A. Used high-performance fluorescent light bulbs
 - B. Made architectural changes increasing the use of natural lighting
 - C. Added double-pane windows
 - D. Installed occupancy sensors for bathroom and room lights
 - E. Installed overhead fans or any other types of fans
 - F. Improved or added insulation
 - G. Reduced the target indoor temperature in winter and/or increase the target indoor temperature in summer
 - H. Installed solar panels on the grounds, roof, or walls of the library

- I. Reduced the library hours of operation for some facilities

INFORMATION RESOURCES & ADVICE FOR PEERS

31. What are or have been your greatest information resources for library redesign? Mention listservs, blogs, websites, rss feeds, magazines, books, databases, conferences, associations, and other information sources you consider helpful in assisting with library redesign.
32. Add any advice you might have for your peers that are planning or managing a major library development project.

TRAFFIC FLOW OF THE LIBRARY

33. What was the total number of visitors to the library (or library system) in 2011-12?
34. What is driving library attendance? Is it increasing or decreasing? What are your predictions for the future? How might changes in attendance impact your choices on use of library space?

PREDICTING THE IMPACT OF DIGITIZATION ON LIBRARY SPACE

35. Has the use of digitization technologies led to a reduction in the floor space used by the library to house print collections exclusively?
36. If you answered yes to the previous question, then approximately how much space (in square feet) would you estimate that your library has freed up through the use of digitization techniques?
37. How much space (in square feet) do you expect will be freed up through digitization projects over the next three years?

SURVEY PARTICIPANTS

Angelina College
Assiniboine Community College
Boston Architectural College
Central Piedmont Community College
College of Charleston
College of Mount St. Joseph
Colorado School of Mines
East Tennessee State University
Edward Via College of Osteopathic Medicine
Fordham University
Gogebic Community College
Guilford College
Indiana University of Pennsylvania
Iowa Wesleyan College
Lesley University
Malone University
Massachusetts Maritime Academy
McDaniel College
Medicine Hat College
Mercer County Community College
Nevada State College
New College of Florida
Nova Scotia Community College
Ohio Northern University
Otero Junior College
Pfeiffer University
Pierce College
Pitt Community College
Rider University
Rollins College
Saddleback College
Sandra Day O'Connor College of Law
Simpson College
Southern New Hampshire University
Southern Virginia University
St. Mary's University of San Antonio, Texas
Syracuse University
University of California Santa Cruz
University of Great Falls
University of New Hampshire
University of North Carolina at Greensboro
University of St. Thomas
University of Texas at Brownsville

University of Wyoming
Upper Iowa University
Wake Technical Community College
Wayne State College
Wilkes University
William Mitchell College of Law
Young Harris College

CHARACTERISTICS OF THE SAMPLE

Overall sample size: 50

By Type of College

Community college	12
4-year college	7
MA-granting college	13
PhD-granting college	7
Research university	11

By FTE Student Enrollment

Less than 1,500	12
1,500 to 4,999	14
5,000 to 9,999	11
10,000 or more	13

By Public or Private Status

Public	27
Private	23