Why and how do students use our Library?
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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!)

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”

Saved spaces
80% of people return within 20 minutes

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

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