Report on the Extended Hours Pilot Project

Fall 2010

Respondents to the LibQual+ survey have always indicated Library hours are less than satisfactory in meeting their needs. In addition, the UGSA requested Library hours be extended to address the requests from students. Longer hours were also a topic of discussion in some of the focus groups that were convened during the program planning process for the renovation of the first floor of the Library.

As the first floor renovation project began, the management team began discussing how changes that were planned for the building would allow the Library to address the idea of new hours of operation. To that end, the management team developed a pilot project to obtain data about use patterns and building configuration. With the completion of the renovation project in the early Fall of 2010, the Library modified the operating schedule to extend hours of operation for the second half of the Fall 2010 semester.

Project Description:

The pilot project was designed to alter the operating schedule at two specific points during the semester. The first adjustment occurred on October 18, 2010, the Monday following Fall break. This adjustment modified the closing time from 11pm on Sunday – Thursday evenings to midnight. The second adjustment occurred on November 29, 2010 following the Thanksgiving holidays. This adjustment modified the closing time from midnight on Sunday – Thursday evenings to 2 a.m. During these periods, the Library staff not only monitored patron traffic through the entrances, they took a building census in each of the major areas every half hour from 7 p.m. until the designated closing time. These have been analyzed and are included in this report.

General Findings:

General Library utilization has increased over previous periods. Patron counts have increased as shown on Figure 1. The building census data also shows an increase over previous periods as seen on Figure 2.

The results of the building census taken during the pilot project that was conducted during the Fall semester 2010 are shown in Figures 3 and 4. The data illustrates:

- Building census data also illustrated patron usage and how that usage varies over time.
- The data also illustrates how students needs vary at different points in the term.

Conclusions

- The users demonstrated that additional hours would be utilized.
- Building utilization increases as the end of the term approaches.
• The data indicates that at certain times during the period that building census exceeds the capacity of first floor.
• Continue to collect data and repeat the pilot project during Spring semester 2011.
• Library should program longer hours in a more permanent schedule.
• Library support should be increased to provide longer hours and increased services.
• Funding should be increased for collections in all formats.
Mervyn H Sterne Library
Usage Data
1993/94 - 2009/10

Figure 1

Reference  Circulation  Web transactions  Patron counts

0  200,000  400,000  600,000  800,000  1,000,000  1,200,000  1,400,000  1,600,000


Figure 1
Figure 2

Mervyn H Sterne Library
Building Census During Extended Hours
Fall 2005 - Spring 2010

Number of Patrons during entire period of extended hours

- Fall
- Spring

2005/06  2006/07  2007/08  2008/09  2009/10
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Average Building Census by Time
Fall 2010 Midnight
October 18, 2010 - November 28, 2010

Figure 3
Figure 4

Mervyn H Sterne Library
Average Building Census by Hour
Fall Semester 2010  2am
November 29, 2010 - December 14, 2010