As part of the Lied Library Space Enhancement Project, library staff sought to make consistent observations of patron behavior in certain library spaces. At the end of the spring 2013 academic semester, Lied Library staff selected four areas in the library that frequently receive heavy use by students.

Each area was observed at the top of every hour for five consecutive days (May 6-10, 2013). Statistics were recorded, counting the total number of users, the number of users who were using laptops, and the number of 4+ person tables with only one user. Additionally, photographs were taken from several vantage points, so staff could review space use and patron behavior over time. Summarized observations and selected statistics are presented below.

**User Behavior Observations**
- Users use multiple electronic devices (laptop + tablet + phone).
- Users move tables together to make longer tables (seating 8-12).
- Users are often bound by power, and need to plug in; cords are placed in walkways. Statistics indicate 50% of users have laptops; ipads and phones weren’t counted as part of this study.
- Users move rolling task chairs from computer workstations to tables, replacing and/or supplementing the all-wood chairs.
- Larger groups of users use multiple mobile dry erase boards; also creates an informal study room.
- Tables aren’t big enough (laptops + bags + binders + books).
- Users will work anywhere, including the floor.
- Regardless of where tables are placed, they will be moved.
- Lounge furniture is moved and used as task seating.
- Users could benefit from larger screens (plug & play).

**Other Observations**
- Public trash receptacles need to be emptied during the day.
- There doesn’t seem to be a standard for how the tables/chairs are reset overnight or during the day.
- No cleaning during the day.

**Statistics: Laptops and Users**

<table>
<thead>
<tr>
<th></th>
<th>laptops</th>
<th>people</th>
<th>% w/ laptops</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1st floor, near librarians’ offices</strong></td>
<td>865</td>
<td>1833</td>
<td>47%</td>
</tr>
<tr>
<td><strong>2nd floor: inside current periodicals room</strong></td>
<td>136</td>
<td>225</td>
<td>60%</td>
</tr>
<tr>
<td><strong>2nd floor: outside current periodicals room</strong></td>
<td>218</td>
<td>467</td>
<td>47%</td>
</tr>
<tr>
<td><strong>2nd floor: Hellmann Gallery</strong></td>
<td>723</td>
<td>1357</td>
<td>53%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>1942</td>
<td>3882</td>
<td>50%</td>
</tr>
</tbody>
</table>