

## Use of JB Chifley Library

### Executive summary

The libraries at the Australian National University are showing increased use with students and academic staff using the space to access the print collection, access the electronic collection, use group study facilities and undertake individual study.

At the most heavily used library, the JB Chifley Library, a range of innovations have been introduced in recent years including a single service desk, 24 x 7 access to level 2, the main study floor and changes to better optimise use of the self check facilities.

There are different patterns on student attendance at lectures and use of the online learning system through the semester.

The Library investigated use of the JB Chifley Library to understand trends in use to provide information for any consideration of changes to service and opening hours.

Major trend identified were:

- through the semester (not including exams) there is a trend to use the library to use the library later in the day (around 16% trend)
- Friday library use remains strong overall
- while there is a slight drop off through the semester for use (not including the exam week) on Monday, Tuesday and Wednesday, the drop off in Thursday visitation does not occur till later in the semester, Friday, Saturday and Sunday experience an increase in use
- 24x7 use is particularly high for Friday nights and Sundays.

The pattern of increasing use applies to all hours, including the use of 24x7 space.

Changes to increase study space and open up all levels of the Library for a greater span of hours are required to meet the use requirements over the coming years.

### Background

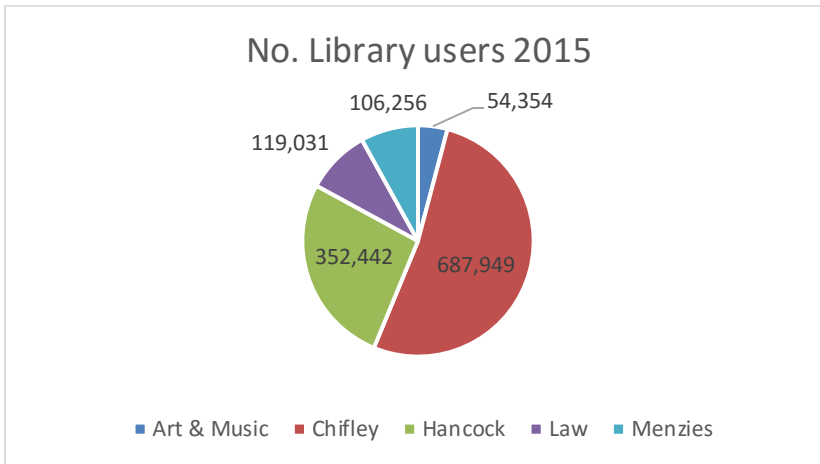
The Australian National Library has four major libraries on site, one sub-branch library (Art & Music) on site and one offsite store.

The JB Chifley Library is the most heavily used branch library at university.

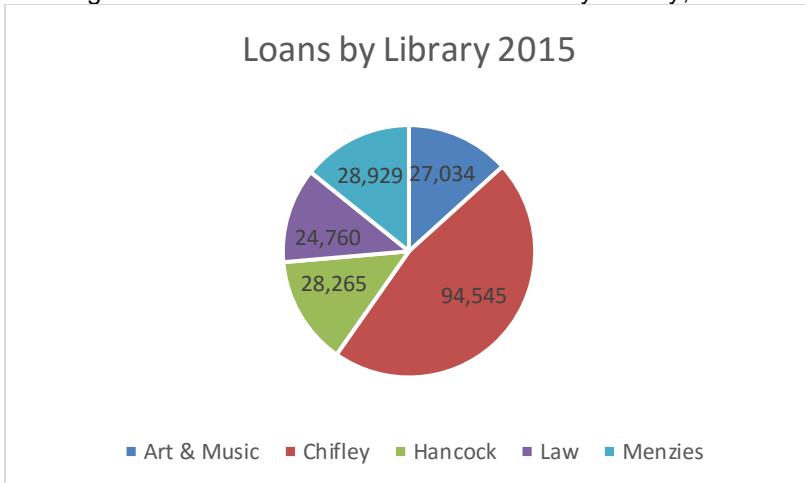
Its use over semester 1 2016 has been analysed to provide some information to assist planning and design of services.

Overall use shows consistent high use:

52% of library users in 2015 were to the Chifley Library, up from 49% in the previous two years.



The largest number of loans occurred from Chifley Library, 46% of all loans in 2015.

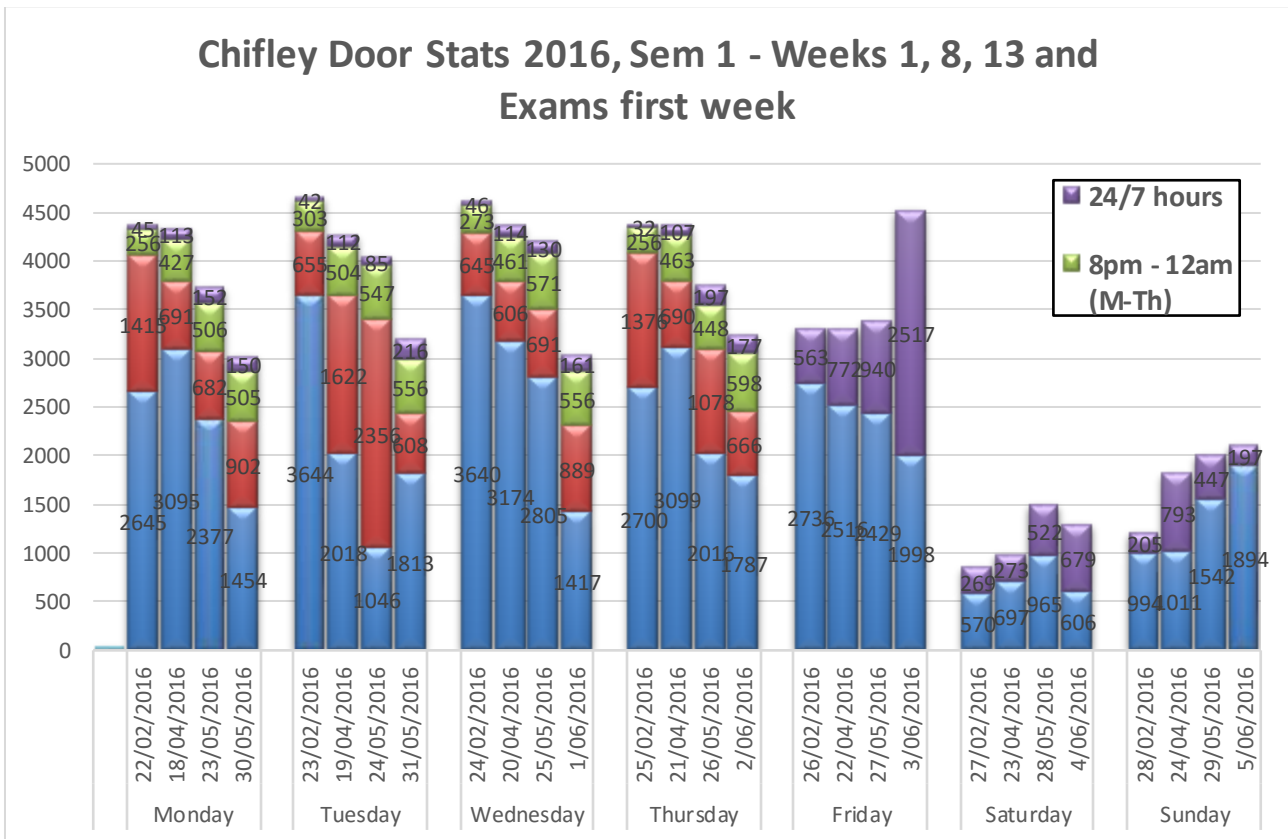
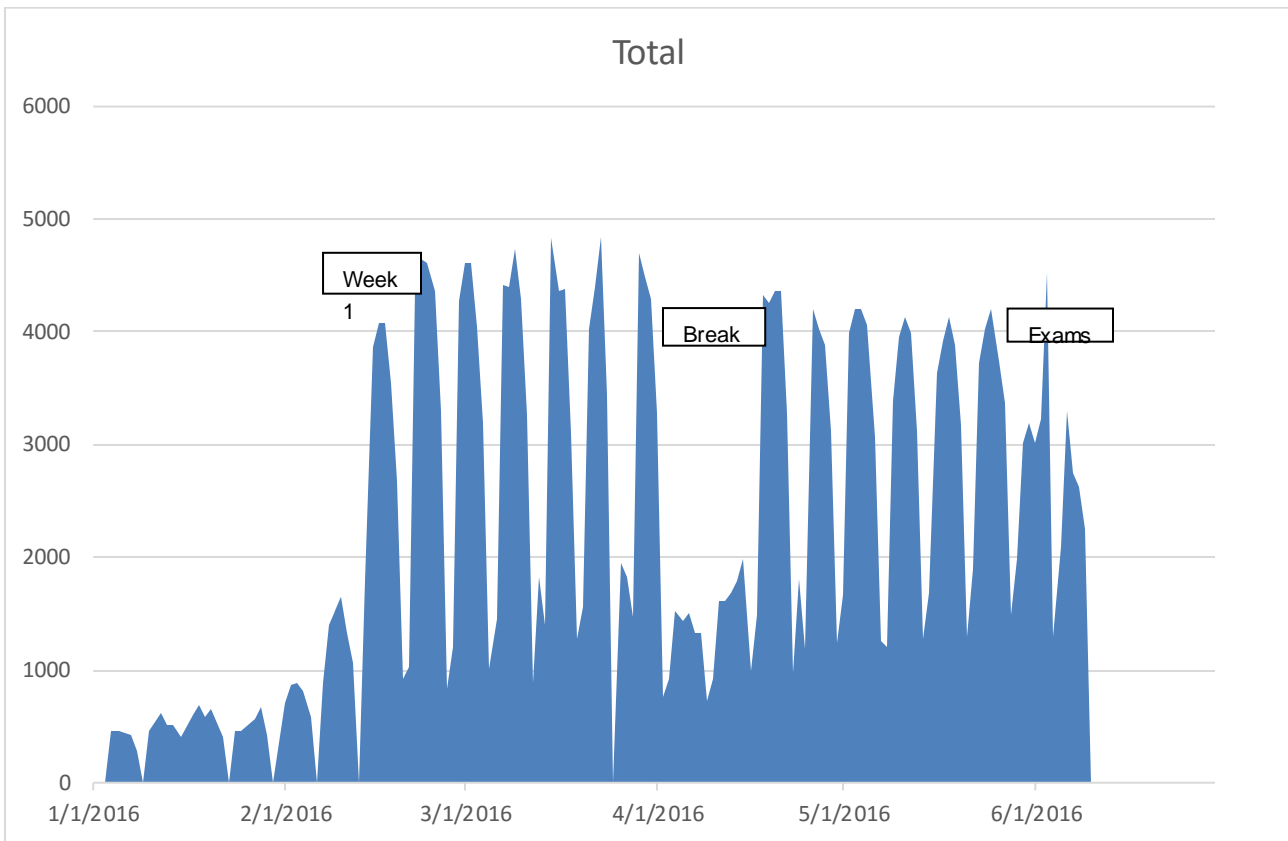


The Library has analysed use this semester to consider service model changes. Overall the demand is very high throughout the semester for space in the library.

**Pattern of use over the semester**

In Chifley Library, graphs of total visitation over semester 1 and statistics of use by time of day for selected weeks over semester 1. The selected weeks used are week 2, week 8, week 13 and the first exam week.

Total visitation over the semester is below and the most general conclusions are that use generally is lower on weekends, slight peak on Wednesday and an average of 3,618 visits per day Monday-Friday inclusive and 1,771 for Monday-Sunday inclusive. Assessments appear likely to have a stronger influence on use than exams.



Stacked levels

24x7  
8-12 pm  
5-8 pm  
Daytime hours

Note: Friday 3 June 2016 all levels of Chifley Library were opened to accommodate the need, a security officer was paid for the period 6pm-midnight. The high visitation reflects the fact that all floors were open.

These show interesting patterns. Some of the major trends:

- through the semester (not including exams) there is a trend to use the library to use the library later in the day (around 16% trend)
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### **Changes we are making**

In response to the Friday night demand, the library will be opening all levels on Friday nights till 10 pm using the security guard model. The Friday demand well outstrips the number of seats available on level 2. This will happen from 22 July to 18 November.

The Library full floors access will extend from 6 to 10 pm on Fridays during the semester.

There will be a small additional cost. The benefit to users will be well worth the investment. The costs will be funded within the current budget.

The Library will continue to review use patterns to consider service improvements.

The overall statistics show that demand for space in the library is high through the semester. It appears that opening up the level 2 floor 24x7 has increased use significantly – particularly on Friday, Saturday and Sunday. The work being done to develop a proposal to open level 3 on a 24x7 basis should assist in meeting the need at these times.

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