STUDY ROOM MANAGEMENT
AT THE UNIVERSITY OF ARKANSAS, FAYETTEVILLE

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BACK IN CIRCULATION AGAIN CONFERENCE
OCTOBER 11, 2016
UNIVERSITY OF ARKANSAS, FAYETTEVILLE

• Public land-grant university established in 1871
• Flagship university for Arkansas (like the Madison of Wisconsin)
• ~27,000 students
• Mullins (main) Library + four departmental/branch libraries
• Me: User Experience Librarian / Head of User Services
WHAT NEEDED MANAGING

Five individual study rooms

Seven group study rooms
• Four (2-6 people)
• Two (2-8 people)
• One (5-20 people)
WHY THEY NEEDED MANAGING

• Individual rooms were left unlock and open for whomever to drop in (re: Graffiti!) There was no way to hold room users accountable.

• None of the rooms are on the primary service floor and so are difficult to monitor for proper behavior. Difficult to follow up if damage, etc. occurred.

• Group rooms were first come, first serve. “Restaurant” pagers were used for waiting groups. This system did not help students plan for group work, and students has been asking for the ability to reserve the rooms

• Three new rooms!
WHAT WE NEEDED

• Students (and staff and faculty) to be able to book on their own without staff intervention needed

• To have some limits such as amount of time and number of reservations that could be made

• Easy to use
WHAT WE CONSIDERED

• EMS Software – This is what our student union uses. Has useful features including selecting equipment needed, room arrangement, and other special instructions. More than what we need and takes more mediation than we want. Patron account setup can take a day.

• SpringShare’s LibCal – Lots of libraries use this one for event registration, room booking, and appointments. Good price and good interface.

• Evanced’s D!bs – Focuses just on room booking. Best price for what we needed to manage (12 rooms is the lowest price tier). Students can authenticate with their university user name and password.
SETUP

• Needed pictures and descriptions for each room
• Keys processed and barcoded for circulation
• Technology kits processed and barcoded for circulation
VIEW FROM PATRON SIDE
### Dibs! Reserve a Room

**University Libraries**

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<thead>
<tr>
<th>Time</th>
<th>Spaces</th>
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<tbody>
<tr>
<td>10:30 AM - 11:30 AM</td>
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<td>11:00 AM - 12:00 PM</td>
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</tbody>
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VIEW FROM PATRON SIDE

306 Individual Study Room
This is an individual study space with an electrical outlet to plug in a laptop or other device. The room key for this space checks out from the east service desk of Mullins Library. Patrons must have a valid U of A ID to check out a room key.

410 Individual Study Room
This is an individual study space with an electrical outlet to plug in a laptop or other device. The room key for this space checks out from the east service desk of Mullins Library. Patrons must have a valid U of A ID to check out a room key.

411 Individual Study Room
This is an individual study space with an electrical outlet to plug in a laptop or other device. The room key for this space checks out from the east service desk of Mullins Library. Patrons must have a valid U of A ID to check out a room key.

413 Individual Study Room
This is an individual study space with an electrical outlet to plug in a laptop or other device. The room key for this space checks out from the east service desk of Mullins Library. Patrons must have a valid U of A ID to check out a room key.
VIEW FROM PATRON SIDE

Registration Information
Kathleen
Lehman
kalehman@uark.edu

Phone# (for text confirmation)

Call DIBS!
VIEW FROM PATRON SIDE

Dibs! Reserve a Room
University Libraries

Confirmation

Mullins Library
306 Individual Study Room

8/11/2016
12:00 PM-1:00 PM

You Got D!BS!
An Email has been sent with confirmation.
VIEW FROM STAFF SIDE
PROS

• Easy for patrons to use
• Text and email confirmations and reminders
• No need for staff mediation
• Quick response from Evanced support on questions
• Easy to run statistical reports on use
• We can now hold people at least partly accountable
CONS

• No logout button (patron side)
• Very phishy looking authentication email (patron side)
• If patrons extend a reservation, they don’t realize that they need to come re-checkout the key (Dibs and Sierra don’t interact)
• No big picture or at-a-glance type calendar
• Reservations can only be made in 1, 2, or 3 hour blocks and only on the hour or half hour.
• Automatic time-out and slow login (staff side)
• Default reservation list shows a rolling month rather than to just the current day (staff side)
RESPONSE

• Very positive response from students being able to book and plan (up to a week) in advance. Students had been asking for this!

• Some frustrations from staff and students on the difficulty to search for open space particularly on busy days.
ROOM USAGE

# of room reservations

- Feb: 1000
- March: 1000
- April: 1400
- May: 900
- June: 150
- July: 150
- August: 300
- Sept: 1300
- Oct: 0
- Nov: 0
- Dec: 0
OTHER ISSUES

- Patrons not showing up, showing up late, or not having another person for group rooms
- What happens when someone leaves with the kit or key
QUESTIONS?

Call dibs on a study room!
libraries.uark.edu/rooms

I CAN BOOK A ROOM

IN A ROOM OF BOOKS?

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