



QQML2017 - 9th International Conference on  
Qualitative and Quantitative Methods in Libraries



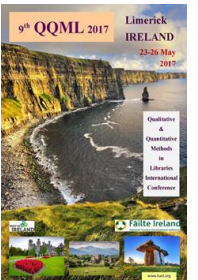
# Assessing the impact of academic library spaces on users' behaviour with the ISO16439:2014(E)

Luiza Baptista Melo , Gaspar Matos,  
Patrícia Torres and Tatiana Sanches



# Summary

- Introduction
- Methods
- Results
- Conclusions



# INTRODUCTION



- **Library spaces have been changing**, adapting to the appropriation that their users make of them.
- In university libraries, the changes carried out in recent years, **with the pervasive implementation of technologies, did not deprive physical spaces of their importance in securing students in universities**, though their use differs.
- This study **analyses how students appropriate spaces and how these have impact on their users.**
- The study consists of a **transversal assessment carried out in three higher education institutions in Portugal**, regarding their library spaces.



# Methods

- **Mixed methods** to describe how university library spaces can affect their users' behaviour.
- **Universe 2,759 potential users** of 2 academic libraries of the **Universidade de Lisboa** - professors, researchers, students and staff carrying out their activity at the **Faculdade de Medicina Dentária (FMD)**, the **Faculdade de Psicologia (FP)** and the **Instituto de Educação (IE)**.



# Methods

- Data was obtained through an online survey, via internet and in paper format, which was prepared according to the following objectives:

- 1- Identifying the user**
- 2 - Assessing the impact of the library on the institution**
- 3- Assessing the impact of the library facilities on the user's well-being**
- 4 - Assessing success in research, learning and professional performance processes**
- 5 - Estimating the quality of the service provided by staff**







Faculdade de Psicologia  
UNIVERSIDADE DE LISBOA

Library

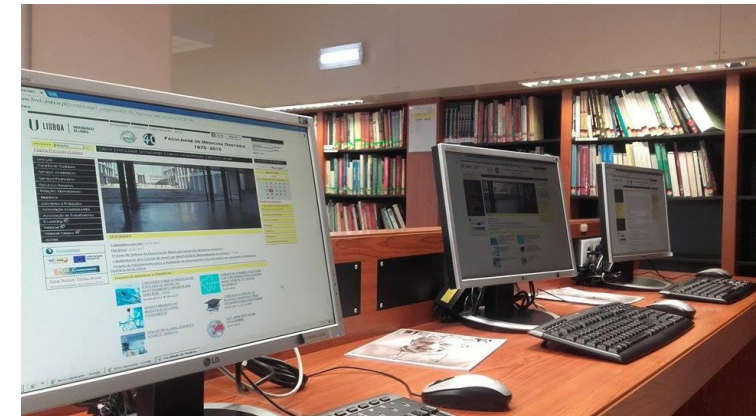
**Library Users of  
Faculdade de Psicologia  
and Instituto de Educação**  
Teachers – 119  
Researchers – 9  
Students – 1786  
Staff – 27





Library

**Library Users of  
Faculdade de  
Medicina Dentária**  
Teachers – 128  
Students – 600  
Staff – 63





# Indicators of the ISO 16439:2014 and objectives of the assessment which supported the creation of the questionnaire



## ISO16439:2014(6.2.2.3) – User statistics

- Institution user belongs to and category
- Identification of user gender

## ISO16439:2014(6.3.2.2) – Impact indicator and Library performance

- Use of the library
- Frequency of use
- Purpose for using the library





### **ISO16439:2014(4.4.2.4) - Impact on individual well-being**

- Safety of the facilities
- Level of comfort of the facilities
- Favourable environment for study
- Feeling of equality
- Feeling of belonging



### **ISO16439:2014(4.4.2.3) - Indicator of more success in research, study and career**

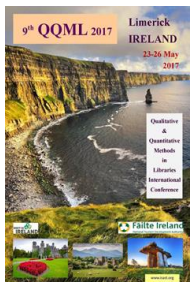
- Obtaining useful information for study and research



### **ISO16439:2014(6.3.2.3) - Quality of the services provided**

- Staff's level of empathy
- Usefulness of the staff's answers

**Suggestions** - *Open-ended question for qualitative analysis*



# Results



- **Regarding gender distribution** - Portuguese higher education students' universe (female 55% - male 45%, approximately, in the national panorama); about **75% - 25% in these answers**)
- **Attendance rate is around 80%**
- **Frequency of attendance**, while in the **FP** and **IE** most answers point to a **Daily and Weekly** use, in the **FMD** attendance is **Weekly or Monthly**, but with the particularity that this school has **almost 29% answers *Less than Monthly or Never***
- As for the **purposes for attending the library**, these are the same in all the institutions: **for individual study, accessing the collection and group study**



# Results



- **Library facilities are considered safe by the vast majority of the respondents (96%);**
- **Level of comfort of the libraries** is also mostly perceived as **positive**.
- **Environment is perceived as being favourable for study in 100% of the cases, in the FP and IE library, while in the FMD 15% of the respondents claim that the environment is not favourable for this purpose.** In this valence, despite 85% positive answers, once again we find that the library's physical conditions have an influence.
- **Library as a space of equality** is a given, with over **90% positive** answers;
- **Library** chosen above all as a **privileged space of study** is one of the most inconsistent cases of this data. If on the one hand this might be due to the discrepancy in the collection method, on the other hand some dissatisfaction with the means offered by the FMD library must be included in this equation. Thus, while over **95% of the FP and IE students choose to study in the library, over 50% of the FMD students choose to study at home** and, if they opt for a library, they prefer one from another institution.



# Results



- ***Obtained Useful Information***, the vast majority answered positively, and the results that were negative were practically all from the FMD
- **Empathy and staff response usefulness**, once again we find a substantial discrepancy: the **FP** and **IE** produce values consistently above **85% for the answers *very empathic* and *very useful response***, while the **FMD** has positive results, but not that positive - **20** and **15%** for *very empathic* and *very useful response*, between 70 and 75% for *empathic /quite empathic* and *useful /quite useful response*, and values around 5-10% for *para not at all /not very empathic* and *useless /not very useful response*.





# Conclusions

- **Academic Libraries are a space which provides an atmosphere of equality, which contributes positively to students', researchers' and teachers' academic results, not just in terms of the collection and physical space for individual and group work, but also regarding the support provided by staff.**
- **Faculdade de Medicina Dentária's teaching model has a very important practical component, developed in three oral health clinics. Students and teachers spend long periods of time at the clinics exercising health care provision services. This reality explains the decision to collect students' answers in paper format at the clinics.**
- **In the Faculdade de Psicologia and Instituto de Educação, where teaching is considerably more theoretical but also includes some practical part, data collection took place at the library facilities, through the survey on the internet.**



# Conclusions

- The analysis of the academic **library** as a space that **propitiates impact and value, enhancing the teaching-learning process**, is confirmed in the different **higher education schools** under study, regardless of their having a more **theoretical or practical teaching**.
- Research was based on several indicators of the **ISO16439:2014** international standards. This assessment tool **corresponded well to the needs of the study conducted**.
- **Case studies such as this one**, with several libraries of the same University, or with national or foreign higher education institutions, are practices to be implemented in order to analyse **best practices** and to **make improvements** and **provide information to Library Advocacy**.





**Tatiana  
Sanches**



**Gaspar Matos**



**Patrícia Torres**



**Luiza Baptista**

**OBRIGADA!**  
**THANK YOU**

This work is financed by FEDER funds, under the new PT2020 partnership agreement, and by national funds FCT/MEC – Foundation for Science and Technology under the UID/HIS/00057/2013 – POCI-01-0145-FEDER-007702 project.



UNIÃO EUROPEIA

Fundo Europeu  
de Desenvolvimento Regional

