Problem
Six years ago, LMU built the “perfect” information commons space designed to support individual and collaborative research and scholarship for the millennial student. Our Commons design was driven by studies about the study habits of students from the mid 2000s. Modern day usage suggests current students are utilizing the Commons in unexpected ways, deviating from traditional “millennial” behavior.

Methods
A mixed methods technique for direct and indirect assessment used to evaluate the space originally designed to support individual and collaborative research and scholarship.

Three data collection methods used:
- Direct observation by library staff (in Commons)
- Survey (online and in-print)
- Whiteboard polling

Data Collected
- 2,443 “direct observations” made on subjects who were physically present in the Commons
- Environmental data of the Commons including temperature level, noise level, cleanliness, and broken equipment
- 248 survey responses
- 46 whiteboard polls
- photos of general observations

Key Findings
- Independent study dominates the space usage; students are not collaborating with others
- Students want space, privacy, quiet, and a friendly atmosphere
- Average temperature in Commons: 74
- The loudest areas are the Information Desk and the printer area
- There are a large number of unattended items

Survey Results
Describe your level of collaboration with other people today on the Library’s first floor

For what purpose are you using the library computers today?

Top 5 Factors for Selecting a Library Spot
- Access to a Power Outlet (29%)
- Environment (29%)
- Quiet (11%)
- Access to a Library Computer (14%)
- Spacious (Room & Privacy) (23%)

Procedure for Direct Observation
The Commons was divided into five “observation zones” and assigned to librarian observers. For two weeks at designated times individual patron activity and use of library resources and technology was recorded through a Qualtrics form using iPads. General information about each zone (temperature level, noise level, cleanliness, and broken equipment) was also recorded in a separate survey.

Whiteboard Polls
- Which devices are you using today?
- Which devices are you using today?

Zone 5
Most popular workstations
Zone 4
Most personal laptop use
Zone 2
Noisiest Area
Zone 3
Coldest Area
Zone 1
Most Conversation