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# 1.        Rappel des grandes lignes du projet

## ·         Dates, Architectes…                              IK

Présentation David A. LIBER Architecture , Madrid, 2010 ?

<http://web.zhbluzern.ch/liber-lag/lageps.htm#madrid>

 <http://web.zhbluzern.ch/liber-lag/PP_LAG_06/Friday/AymoninRittmBisbrouck-EPFL.pdf>

et images <http://web.zhbluzern.ch/liber-lag/PP_LAG_06/Friday/pics_Lausanne-EPFL.pdf>

## ·         Concept de départ, objectifs visés               IK

Différentes présentations faites par collaborateurs bib sous :

S:\D.Ressources\_Informationnelles\D.100Communication\D.140Conf\_publications par ex. S:\D.Ressources\_Informationnelles\D.100Communication\D.140Conf\_publications\2014\presentations\JourneeZH\_Umbau\_201404

## ·         Configuration des espaces : grands ensembles, services présents   IK

Vidéos et ouvrages/articles

# 2.        Etat des lieux, 2018, presque 10 ans après

## ·         Bâtiment : état, maintenance                               PB

## ·         Usagers/usages             PB

*Décalage entre prévisions de fréquentation au début du projet (8000 étudiants) et réalité.*

*Aussi public extérieur, d‘autres établissements ou « touristes »*

*Enquête 2011 ? Libqual 2011   ?*

RLC became **an iconic building for the city of Lausanne** (5th of the 10 highlights recommended by the Tourist Office) <https://www.lausanne-tourisme.ch/en/Z5272/highlights-of-lausanne>

- and also **for the country** (to illustrate : in 2015,  the RLC was chosen to host the public announcement of the outcome of the international negotiations about Iranian nuclear (5+1 group : U.S., Russia, China, France, UK and Germany) . The RLCwas closed to the public during the duration of the talks)  <https://actu.epfl.ch/news/iranian-nuclear-negotiations-framework-agreement-2/>

In 2017, our Library was mandated to assess the building use and to propose user space improvements.

To that end, EPFL library staff used a variety of methods to learn how RLC spaces are being used as well as what the users consider to be ideal learning center/library space :

* Students needs assessment : survey of the EPFL BA-MA students, users and non-users (spring 2017), meeting with services involved in academic and student life, with students associations and with reprentatives of the student body member in the EPFL Assembly, collection of librarians’ suggestions
* Assessment of the building use : analysis of 2015 frequentation survey, seating usage study (called “seating sweeps”) on an average week in november 2017, meetings of the building’s occupants (companies and services )
* Analysis of innovatives experiences : litterature review, benchmark and visits of newly built or redesigned libraries and Learning Centers.

The methods and study has raised awareness of user experience within library spaces and provided us valuable data for space redesign efforts.

I will give you a few interesting details about our findings.

*Analyse fréquentation 2015 (DAF):*

Methodology was twofold : attendants manual count + visitors survey at the entrance.

According to a study carried out in 2015, during courses times, the RLC is much busier in the afternoon, and on weekends than on the week day.

Of course, the exam revision periods are the busiest periods !

About the visitors profile : 48% are students, doctoral students or EPFL administrative or technical staff.

A third of respondents come to study and review individually. 35% come to study or review alongside friends or in groups.

The RLC is attended mainly by EPFL students, students / PhD students of UNIL and administrative or technical staff. On weekends, EPFL employees disappear and there is as many students from EPFL as from UNIversité de Lausanne. Tourists come mainly in the afternoon or evening.

On weekdays, we observe a predominance of EPFL students compared to other students. EPFL students are proportionately more numerous during the semester or during the examination period than during the revision period. Unlike the UNIL students / doctoral students and the gymnasians / schoolchildren who are more numerous during the revision period. than the week. Proportionately, there are fewer people who come to study and review individually or with other students the week than the weekend.

Students from other schools/universities are more numerous during revision periods.

Due to the lack of control at entrance, there are no *attendance statistics* about the whole building.

We only have statistics for the library area because of RFID security gates, and they are not totally reliable : we estimate very roughly at 1.3 M entrances the yearly attendance.

An average of 3’500 users a day, with peaks at 6’000 users.

[2015 (attention 5 jours de fermeture pour Kerry): 1,14 M entrances ; 2016 : 1’372’404 ; 2017 : 1’535’668]

*Seating sweeps, november 2017*

To determine use of learning center and library spaces, we decided to explore how students in academic spaces work and their furniture, technology and space needs.

We chose to record users location and behaviors , to inform possible future space evolutions and help redesign study spaces.

First observation : the Rolex Learning Center is a busy spot, whatever the day, especially at the end of the afternoon and during week-ends.

Users are mostly students, that (as said int he video) come there to work and study (other users are observed in the restaurants zone).

Noise rules are respected : people working alone sit in the library and in the other silent areas. People socializing and working in group (communally or collaboratively) prefer glazed meeting-bubbles, round tables in the restaurants area and informal spaces, such as lobby, hallways and patios sides. As for the slopes, they are dedicated to chill, rest and meal.

Students’ complain about the lack of seats is totally legitimate : as RLC seems to be at full occupancy, we observed that about 12% of the seats are occupied by belongings, not by people.

This is especially true in the Library, where students do not hesitate to leave their computer, materials and belongings, during breaks. In places like corridors and restaurants, they are seldom left unattended. We can imagine that the setting of the library ( within material frontiers) suggests that it is a secure space ?

Tables near the glazed walls (patios or external walls) are the most popular, probably beacuse of the view, the light and the intimacy they provide.

Small square tables, rectangular tables and seats in a row are those preferred by the students.

“Ring” tables are the least valued. Round tables in general are not a good idea, because of the wasted seats; and especially in silent areas, because they attract groups

Meeting bubbles, which should be reserved during the day, are highly used (more than 70 %), sometimes by lonely people.

3/4 of users study alone. The last quarter study communally or collaboratively, especially in the unsilent zones and in the meeting bubbles (which are the only public closed rooms in building). They work mostly in groups of 2 people.

80% of visitors use technology equipment : laptop, Ipad…

*How people learn (spring 2017)*

The Library commissioned a group of EPLF MA students in the context of a course entitled “How people learn”.

The purpose of the study was to dientify students needs and expectations. A questionnaire in french or in english was sent via EPFL-mail using Google forms to all students in Bachelor and masters degree through the teachning sections in spring 2017, yielding 496 usable responses. The survey contents only addressed the students’ self reporting of academic behaviour Students who responded did so voluntarily were informed of their guaranteed anonnymity when respodning : no information on age and gender was required, only the section and year of study were recorded to allow a catgorization of the responses for a more in depth analysis.

The 21 questions focused on the time spent in the library, the different academic activities students involve in, the time they spend on these activities, their preferred choice of places for individual and group work, the reasons for these location preferences, interests in new devices, facilities and services.

Overall 45% come to the Library at least once a week, whereas 50% never come. DONNER LES DETAILS

If we go into further details, we observe that the library attendance declines over the years : 70% BA1 come to the Library at least once a week, 40% BA2, 30% MA, while they have more and more extra curricular work (18h in BA1 et BA2 against 23h in BA3 and 25h in MA, and the time spent on project works gets nearly doubled).

Concerning individual work, students regreted the lack of available seats and the distance from their lecture rooms.

Regarding working on group projects and study groups, students raised the difficulty to speak out loud and mentioned that they somtimes prefer to go cafeteria, corrodirs on campus, exercise rooms computer rooms.

5% indicated that they dislike the silent atmosphere of the library.

The most requested evolutions are :

- increasing the number of seats to improve the library’s usefulness for individual study

- establishing additional groups study rooms, where students can engage in discussions and communicate without hesitation

-  providing low technology equipments like : whiteboards, phone chargers, power socket extensions, power adapters, headphones…

-  creating a relaxing area in the library (sofas and beanbags received a lot of votes)

- creating an open access fablab, where they could find 3D printers, 3D scanner, laser cutter, electronic measurement tools…

## ·         Evolution des espaces et services depuis ouverture                         PB-IK

*Cafét, Crédit suisse, Agepoly, CRAFT-Moocfactory. Imprimantes, comm flashy, guichet STM ?, pb guichet accueil*

*Demander aussi aux « anciens »*

A few things has changed since the building opening  :

\* photocopying, scanning and printing facilities, managed by the EPFL IT, have improved : multifonctions printers are more numerous (6) and have been renewed. They can be also used by visitors.

\* the *main reception desk* is not run by the Communication Service anymore : it’s now run from monday to friday, from 8AM to PM, by POSEIDON, the EPFL’s troubleshooting and counseling service for private laptop. Student-assistants are in charge of informing visitors, lending laptops to students and helping with the installation and use of softwares .

Unfortunately, the helpdesk is closed during evenings and week-ends, which doesn’t allow students to borrow laptops and can also create discipline issues (security agents are in service 24/7 on campus, they can be reached by phone at anytime)

\* one of the 3 restaurants (a *students cafeteria*) closed 2 years ago ;

\* the *banking agency*is not open anymore : they renovated completely their spaces at high cost, which are now a meeting room and a lounge space with a very large screen to be used during events three or four times a year. Normally the lounge space is open to everyone : it’s one of the spaces the students love very much !

\* the *Teaching Support Centre and a half of the MOOC factory* moved, due to to lack of space.

## ·          Points + et – du bâtiment                 PB

No mobile furniture (except beanbags), very few comfortable furnitures (lounging or relaxed chairs)

RLC= synergies Learning center pas toutes abouties

The Hive reprend certaines des fonctions que devait assurer le RLC S:\F.Activites\F.600SUPP\projets\Reamenagement\_espaces\_RLC\OBJ\_2-Recueil\_besoins\_etu.EPFL\Act. 1-Auprès des étudiant EPFL eux-mêmes

## ·         Place du RLC, de la Bibliothèque dans l’institution

Rolex Learning Center is still the flagship building for EPFL, even if newer buildings have emerged since 2010. One must recognize that it’s often taken as the Library by students and EPFL community.

Since RLC’s erection, at EPFL, the Library is seen as a space designed for students : teachers and researchers don’t come so often and we’ve lost the daily link with them.

The Library has had to undertake an in-depth work to reconnect with faculties, through its 12 liaison librarians, training sessions and workshops, and the support librarians bring to publishing and research data management.

*A DEVELOPPER ?*

# 3.        Perspectives d’évolution

* Except in the architecture domain, most resources in our scientific fields can now be found online. We no longer have to provide the same space for collections : books are taking up less square footage, we can put them downstairs or send them to off-site storage. When diminishing print collections, the question we face is how to repurpose space and make it relevant

·         Pourquoi ?               Demandes des étudiants d’un nouveau bâtiment (The Hive, assemblée d’école) + nos propres constats

# Conclusion

Ouverture sur la notion (en perpétuelle évolution) de ce devrait/pourrait être une bibliothèque de type universitaire ?