

Evaluating the New Library two years later

Gerda Koidla, Tallinn University of
Technology Library, Estonia

Tallinn University of Technology in brief

- The only technological university in Estonia, founded in 1918
- Around 14,500 students, incl. 900 international students
- 2000 employees (academic staff - 1200, administrative staff - 800)
- 8 faculties, 10 affiliated institutions
- Campus university - 72 buildings (55,5 ha), among them 18 study buildings, 6 dormitories, sports hall, Glehn castle

Tallinn University of Technology Library

- TUT Library, founded in 1919, the university centre of library services and electronic information
 - Hosts the biggest and the best technical and business related books and electronic information collection in Estonia
 - Provides a wide range of information required for academic, research and development activities at TUT
- Being the only scientific technical library in Estonia, it is open for public

TUT Library main figures 2011

- About 28,600 users, incl. 12,400 external users
- Annual visits 285,000, daily visits 1500-1600
- Over 710,000 volumes of printed books and journals, incl. about 110,000 coursebooks
- Over 65,000 e-journals, 80,000 e-books and 90 different databases
- Staff - 72, with TUT Press and TUT Museum - 82

New library building

- On the occasion of the 90th anniversary of the library in 2009 the new contemporary building was festively opened on the TUT university campus corner plot, connected with other university study buildings with galleries.
- The main aim of the new building – to create an innovative user-friendly environment for study, research, communication and relaxation, has been met in full

New library building

- The new library building has unique exterior and interior design.
- In its protective polymer textile covering it is one of the largest public buildings to employ this technique
- The interior architectural concept is based on wood - the floor plan, the interplay of forms and the selection of materials
- The use of bright green for the furniture, floors and walls, the use of wood as the material and the leaf pattern motif help foster the sense of a place, which is safe and pleasant

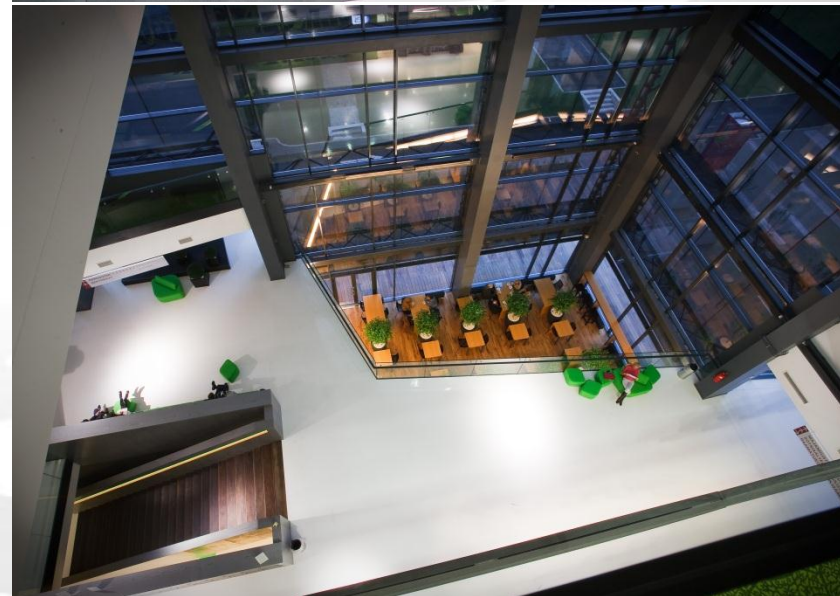
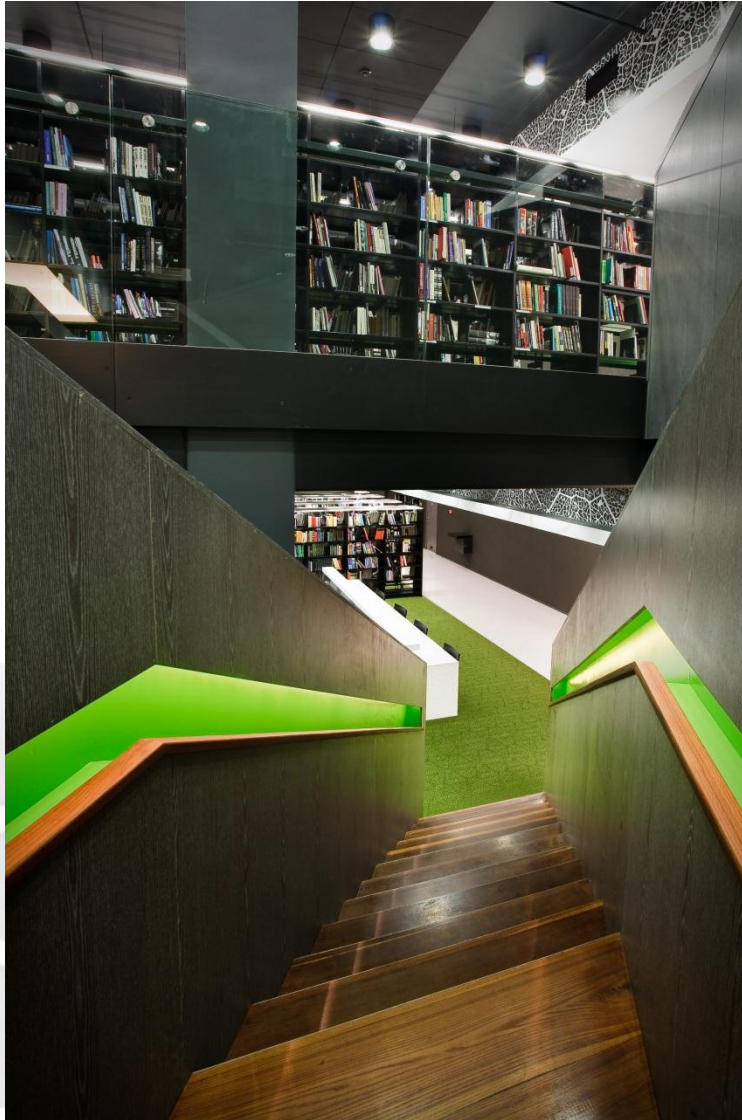
New library building



New library building



New library building



New library building

New library building has:

- total area – 12 700 sq m, useful area - 10 640 sq m on 6 levels
- more than 300,000 volumes on open stack
- variety of study places for 500 users on four levels
- free Wireless Internet in the whole building
- 180 computer workstations
- 22-seat computer lab
- training classroom for IL courses
- 26 individual study rooms
- 6 group study rooms (8 persons each)
- 16 information kiosks
- 8 LCD panels
- 2 self check-out and 1 self check-in machines
- 12 sq m exhibit area
- 60-seat cafe

Planning the new library building

- For the year 1999 all technical conditions of the main library building were very bad
- Designed in 1950 for 2,300 students, the main library building did not satisfy students' and lecturers' needs anymore
- Library was located in six different places on the campus and in town

Planning the new library building

- The process was started in 2000, when three working groups were formed in the library for calculating the required library space and working out the conceptual model of the new library building – about 5 months of hard work of the library staff
- Several different discussions with TUT administration took place in the next years

Planning the new library building

- In 2005 the draft project for expanding and rebuilding the old main four level library building was finished
- But at the end of the year the building had to be abandoned to preserve the building's architectural heritage
- Finally in 2006 TUT Council decided to organise a competition for getting the architectural conceptual design for the library and to build a completely new library building on the university campus

Planning the new library building

- The project design and construction drawings of the building were made from October 2006 to October 2007
- The construction of the building started in February 2008
- The building was completed in time and in June 2009 library started to move in
- Library was opened to readers in September 2009

Drivers in the library building process

- Library – the library director took part in all the project discussion meetings (approx. 60) and protected the library`s interests
- University – university administration made the library building its first priority and supported the library in every way
- Government – the Ministry of Education and Research allocated money from the EU Regional Development Fund for the building

Users involvement in the process

- In 2005 - competition organised by the library among students to write an essay about an ideal library
- In 2006 - questionnaire survey for students “How do you evaluate service quality in our library?”
The topic areas: the quality of the environment, service arrangement, information, human resources

Users involvement in the process

- The analysis of the study results provided the necessary platform for taking decisions related to the project of the new library building and offered background information for designing the future service system
- Some facts characterising the new building: twice as much floor space as in the present buildings, three times more reader seats and 5 times more PC-s, over 8 times more volumes on open stack, all collections and service points in the same building etc

Evaluating the new library

The new library building is very positive as seen by the library administration and staff: an innovative user-friendly environment has been created for study, research, communication and relaxation for the users and contemporary working conditions for the staff

Evaluating the new library

Library staff:

- New building has nice interior and exterior design
- There is adequate floor space for working and relaxing for the staff, comfortable and attractive furnishing.
- Library is competently heated and cooled during the changes of seasons, well lighted, ventilated and air-conditioned

Evaluating the new library

Library administration:

- Very pleased with the attractive interior and exterior design of the building
- Not very pleased – library cafe is very popular place, but many events arranged there disturb the library users studying and working in the library

Evaluating the new library

Library users –

some interviews with representatives of different user groups were conducted in September-October 2012

Questions asked – How are you satisfied with the new library building?

What do you consider important?

Evaluating the new library

- During the interviews representatives gave positive feedback on the good location of the library on the university campus corner plot connected with university study buildings with galleries
- Bachelor students – library atmosphere is inspiring for creative work, good place to study, easy to use. Not always enough group study rooms

Evaluating the new library

- Master student, using the library for the third year – sometimes library atmosphere is problematic, some people talk too loud on site – be silent!, signs in the library are effectively designed, but not always clear
- Doctoral student, using the library frequently – individual working rooms are good, well designed and adequate for user needs

Evaluating the new library

- Lecturer/Researcher, using the library almost every day – good open access collections, which are easy to use and good exhibitions of new publications, well designed reader seats
- Alumnus – I like to visit the beautiful library, unfortunately there was no such excellent library during my studies at university

Evaluating the new library

Overall impression of the new library building:

- Space that works well and looks good
- Good architectural design inspires to studying
- Inviting and easy to use
- Well separated and designed user seats
- Flexible use of computers
- Quiet study areas are important

Conclusion

Library`s physical space is important and it is a very popular learning and study place, especially among students

Positive results of the new building:

- number of users has increased about 30%
- 10,000 new users added
- 1500 – 1600 users visit the library daily

Library in the evening



Thank you for your attention!