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10-28-2022

### **24/7 Library - Investing for a Sustainable Future**

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# 24/7 Library

## Investing for a Sustainable Future

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### INTRODUCTION

With the support of the UNM Health Sciences Center (HSC) leadership and academic departments, the Health Sciences Library and Informatics Center (HSLIC) started a multi-phased project in February 2020 to make the library building 24/7 accessible. For years, UNM HSC students have asked for later library hours via the customer satisfaction surveys, through their faculty instructors and Deans, and by providing feedback at the library desk. In addition, staffing levels in Public Services have declined in recent years, making evening and weekend staffed hours unsustainable. HSC students, faculty, and staff can now use their HSC badges to access the library 24 hours a day, 7 days a week (with the exception of certain holiday closures).

### SCOPE OF WORK

- Replace the front doors and add a badge reader
- Replace the 2nd floor fire doors to stairwell
- Install a security gate around the front desk
- Secure public computers with locks
- Modify elevator controls to add locks
- Install additional security cameras
- Relocate rare or expensive print books
- Establish new opening and closing procedures

### PROJECT PITFALLS

Construction projects always take longer than anticipated, and this project was no exception. In addition to the usual delays, this project took place entirely during the COVID-19 pandemic. Each separate construction element (storefront replacement, new fire doors, and the security gate) was delayed due to supply chain issues. Some of these delays were weeks-long, others lasted over a month, meaning that the entire project was placed on hold while materials were sourced.

The first iteration of 24/7 access had just the entry level (second floor) of the library open to students. However, due to social distancing restrictions on occupancy and students' desire to use group study rooms on the library's third floor, we pivoted to allowing 24/7 access to all library floors.

### DATA

After Hours Badge Entrances  
(does not include library entries during open hours)

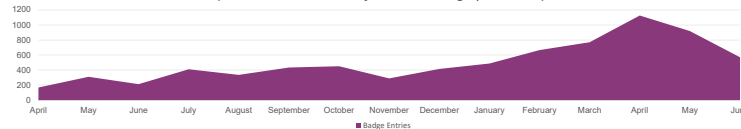


Fig. 1 shows the linear growth of after hours entries to the library from April 2021 through June 2022. April 2021 starts at 166 entries, by April 2022 after-hours entries total 1,126, a year over year increase of 578%. It declines starting May 2022 due to UNM's summer semester, when fewer students are on campus.

After Hours Access by Hour, FY2022  
Excludes Library Open Hours, M-F, 8:00 a.m. – 5:00 p.m.

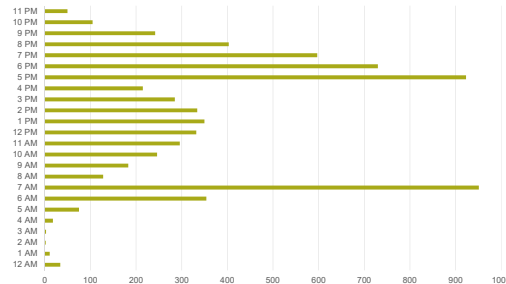


Fig. 2 shows after hours entries by hour for Fiscal Year 2022. A large amount of activity occurs between 6:00 – 7:00 a.m. and 5:00 – 8:00 p.m., and can be attributed to entries that occurred during Monday-Friday falling outside of operating hours. The hours of 8:00 a.m. to 4:00 p.m. on this graph are attributed to weekend activity.

After Hours Unit Badge Access

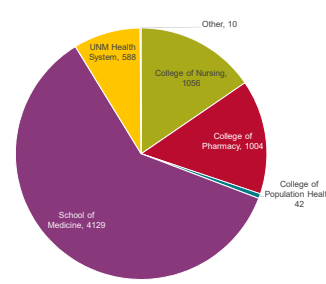


Fig. 3 shows after hours entries by unit. School of Medicine makes up the largest majority followed by College of Nursing and College of Pharmacy.

Desk Interactions Analysis  
October 2019 – March 2020

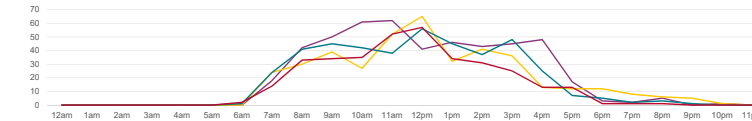


Fig. 4 shows the library's public services desk interaction count by hour and day of the week (Monday through Thursday) from the 2019-20 school year. Most of HSLIC's desk interactions occur between 8:00 a.m. – 5:00 p.m. with minimal interaction outside of this timeframe.

### BENEFITS TO STUDENTS

24/7 access to the library proved especially important to students during the COVID-19 pandemic. We heard feedback from students that the library served as their only option for quiet study with children and other family members stuck at home. Other benefits to our students include:

- Access to reliable WiFi
- Access to computers with large, high-quality monitors
- Access to printing
- Group study rooms
- A secure environment

### BENEFITS TO THE LIBRARY

HSLIC's reference statistics have consistently shown that the vast majority of questions we receive at the front desk come in between 8:00 a.m. and 5:00 p.m., Monday through Friday (see Fig. 4). Consolidating staffing to these hours allowed HSLIC to provide a high level of service during the library's busiest times. The library has also found recruitment for staff positions to be easier with "normal" work hours. We can recruit staff with more experience for these more desirable hours, and we anticipate lower staff turnover as well.



### Project Timeline

