

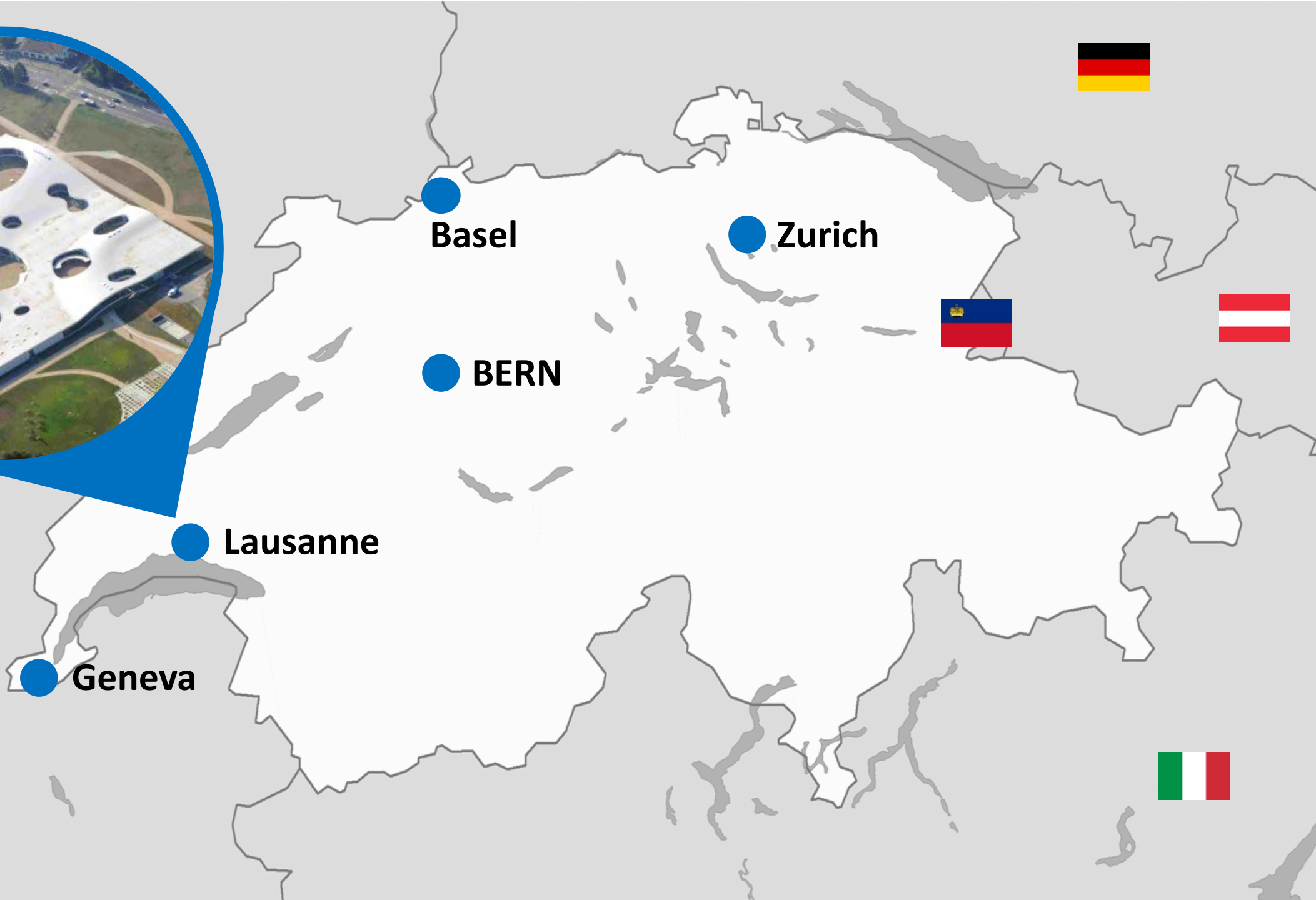
**Post Occupancy Evaluation  
Case Studies**

# Rolex Learning Center

**Isabelle Kratz, Director  
Pascale Bouton, Head of Resources  
EPFL Library**

**LIBER LAG 2018, Wien, 19.04.2018**





**Basel**



**Zurich**



**BERN**



**Lausanne**

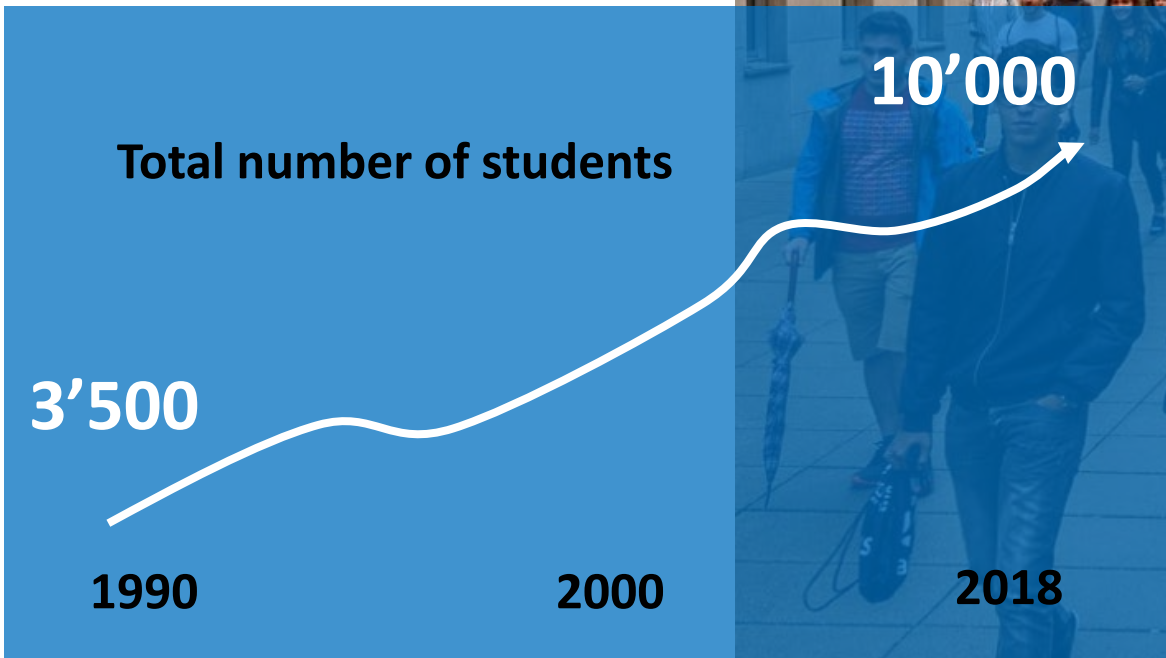


**Geneva**

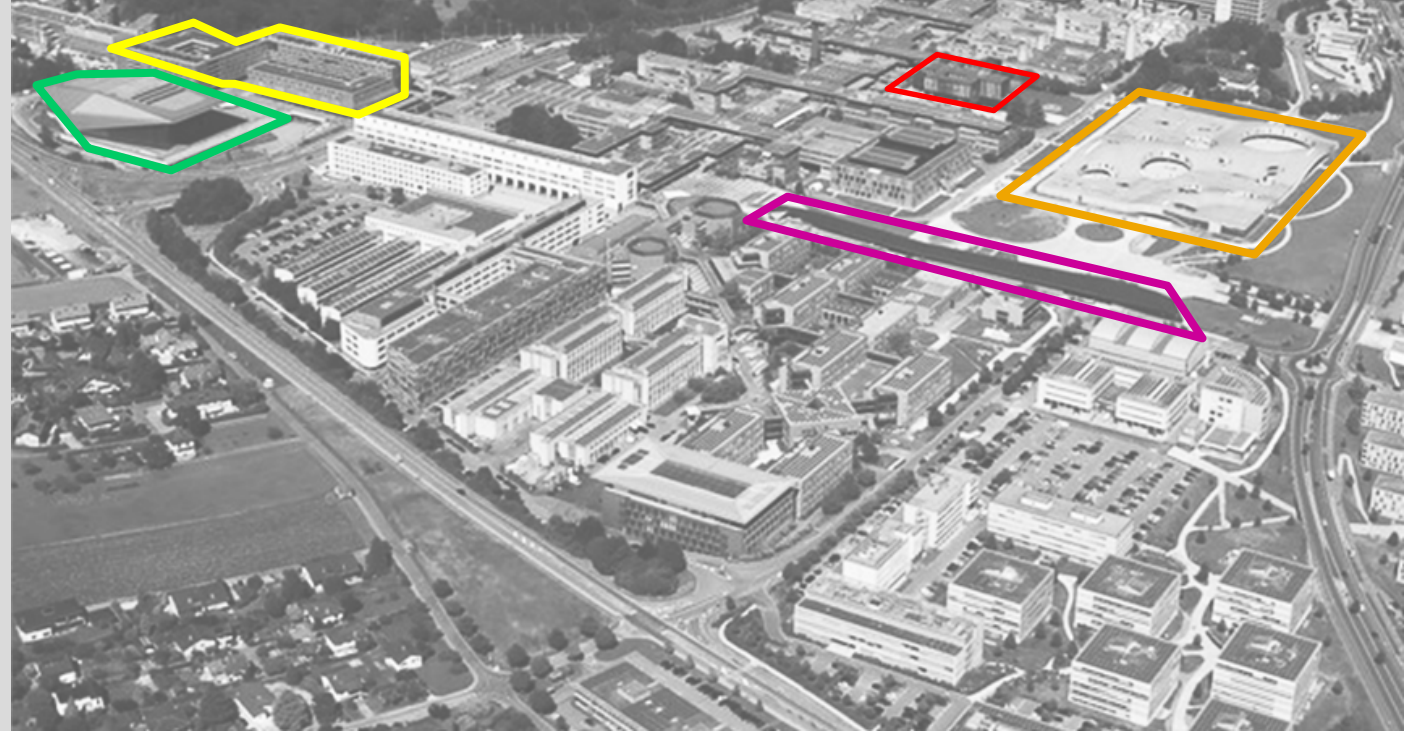


# A growing international community

112 nationalities  
40% foreign students  
60% faculty from abroad



# A growing campus



Rolex Learning Center  
2010



Central services building  
2013



SwissTech Convention  
Center  
2014



Quartier Nord  
2014



ArtLab  
2016





## Factsheet

### Architect firm SANAA

Kazuyo Sejima  
Ryūe Nishizawa  
Pritzker Prize 2010

Nickname

*The Rolex*

(RLC)

### Opening

22.02.2010

### Library

5 100 m<sup>2</sup> on 2 levels

Minergie-Standard

Footprint: 20 200 m<sup>2</sup>

Overall surface area: 88 000 m<sup>2</sup>

## The Rolex as opened in 2010

- Student association, Alumni Association
- Career Development Centre
- Center for Digital Education/Lab Computer-human interaction in learning and instruction
- University Publisher
- Library
- Auditorium
- Bookshop
- Restaurants, snack-bar
- Bank
- Parking
- **... and a lot of empty spaces with beanbags**



# Seamless network of services

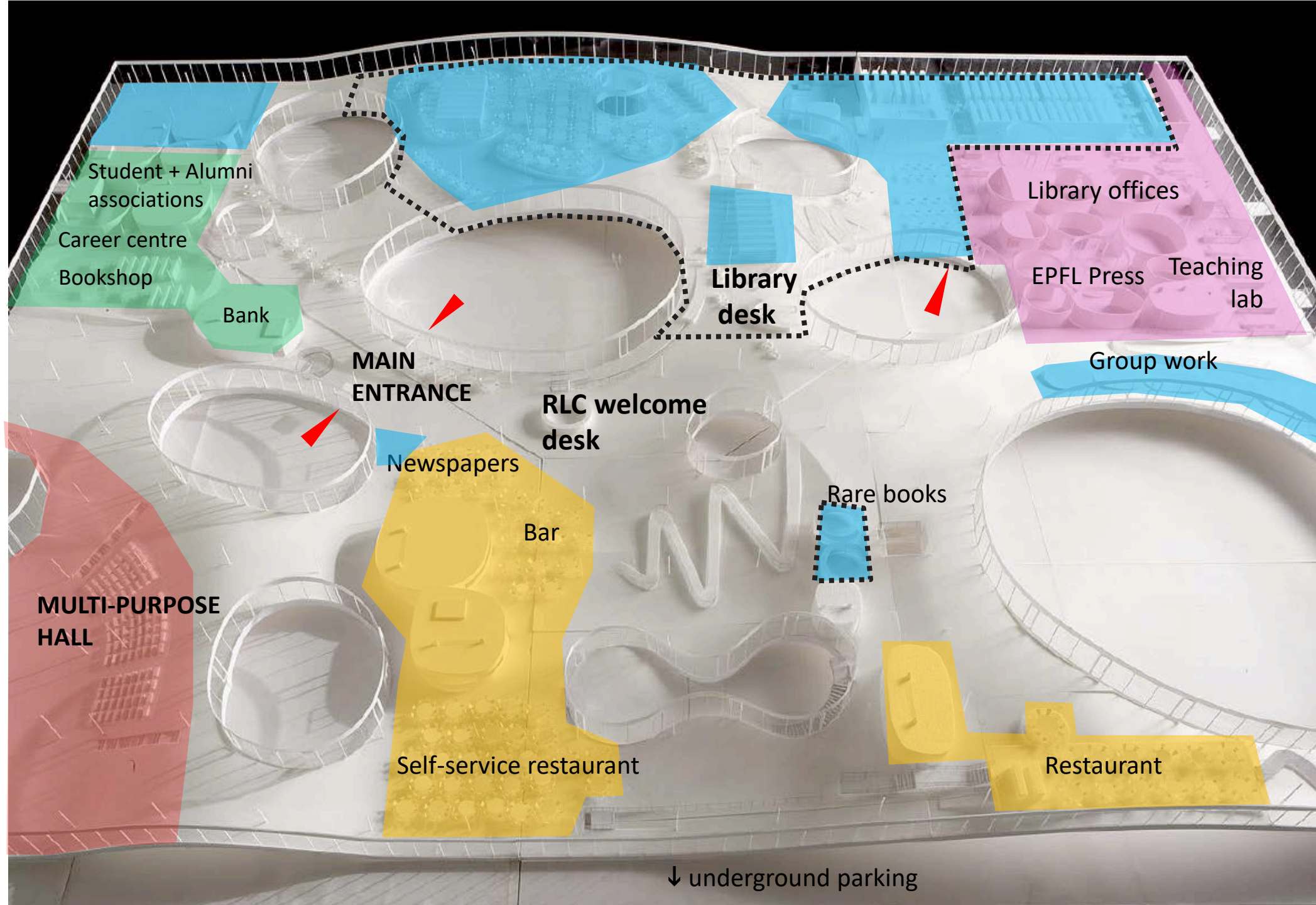
**LIBRARY**

**SERVICES**

**CATERING**

**OFFICES**

**COLLECTIONS  
WORKING SPACES**



Student + Alumni associations

Career centre

Bookshop

Bank

MAIN  
ENTRANCE

Newspapers

RLC welcome  
desk

Bar

Self-service restaurant

Library  
desk

Rare books

Library offices

EPFL Press

Teaching  
lab

Group work

MULTI-PURPOSE  
HALL

Restaurant

↓ underground parking

## The project

- «Openness»
- Interdisciplinarity
- Modularity
- Interactivity
- Fluidity
- Creativity

«Intimate public space»

(and by the way: merge of 10 libraries...)





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April 2018: almost 10 years after the opening,  
where do we stand ?



Let's give the floor to the students...



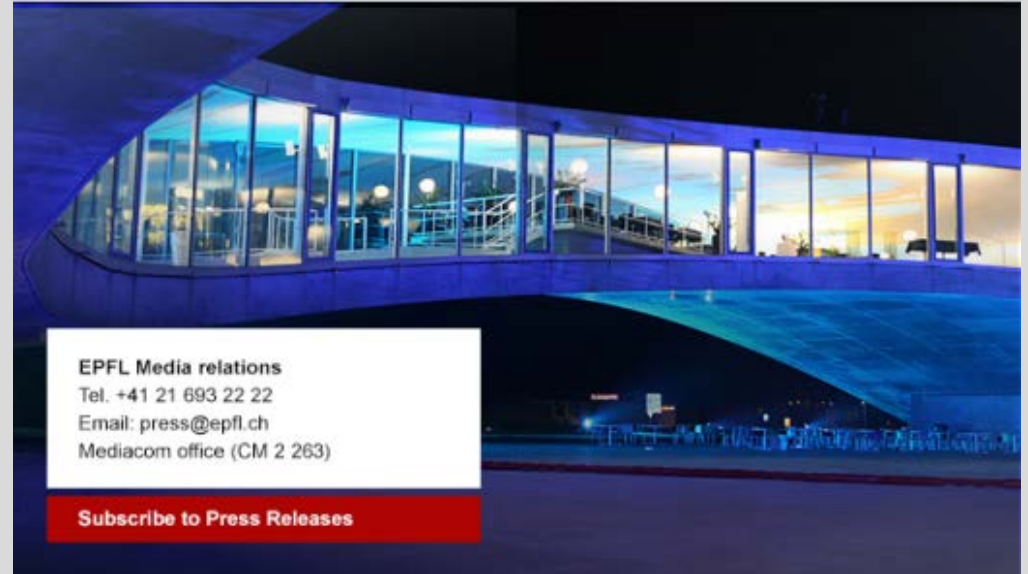


# An iconic building...

for the City of Lausanne



for our School



for Switzerland  
(2015 Iranian  
nuclear negotiations)



## Main changes since the building opening

- Improvements of **photocopying, scanning and printing facilities**
- **Main reception desk** not run by the Communication Service anymore
- **Closings:** the self-service restaurant, the banking agency
- **Movements:** the Teaching Support Centre, a half of the MOOC factory

## What about attendance?

No statistics about the whole building

Estimation for the **Library** :

around **1.3 M** every year

**3'500**

daily average incoming visitors

peaks: **6'000** entrances



## E-collections

*90% of document expenses*

102'000 ebooks (20'000 in 2010)

19'823 ejournals (11'000 in 2010)

## Print collections

*10% of document expenses*

258'000 books (380'000 in 2010)

4'564 journals (5'200 in 2010)



Open 7 to midnight /7

Self-service loan



Fully accessible collections

# Post-occupancy evaluation: the staff point of view

## POSITIVE ASPECTS

- Many, many users
- Tranquillity and beauty
- Open space, uncluttered style
- Restful atmosphere
- Design furniture
- Light
- Photogenic background

## NEGATIVE ASPECTS

- Not enough seats
- Not enough work rooms (group study)
- No classroom
- Limited modularity, little flexibility (slopes, furniture...)
- Temperature regulation, shutters, windows
- Carpet's degradation

***Cohabitation between students from various schools?***



In 2017, EPFL Library was mandated to propose user space improvements for the whole building



## **Assessment of the building use:**

- frequentation survey,
- seating usage study ("*seating sweeps*")
- meetings of the building's occupants

## **Students needs exploration:**

- survey of the EPFL BA-MA students (users and non-users)
- meetings : services involved in academic and student life, students associations, representatives in the EPFL Assembly

## **Analysis of innovative experiences**

(literature review, benchmark, visits)



## Seating sweeps results (nov. 2017)

■ A **busy spot**, whatever the day  
(especially at the end of the afternoon and during week-ends)

■ Library and other silent areas: **people working alone**  
Meeting-bubbles, restaurants area, informal spaces: **people socializing and working in group**  
Slopes: **people chilling out**, resting and eating

■ The **lack of seats**: a legitimate complain !  
About 12% seats occupied by belongings.  
Especially true in the Library.

## Seating sweeps results (nov. 2017)

### Preferred tables:

- near the glazed walls
- small square tables, rectangular tables and seats in a row

**Meeting bubbles:** highly used, sometimes by people alone

**3/4 of users study alone.**

1/4 study communally or collaboratively, especially in unsilent zones and meeting bubbles.

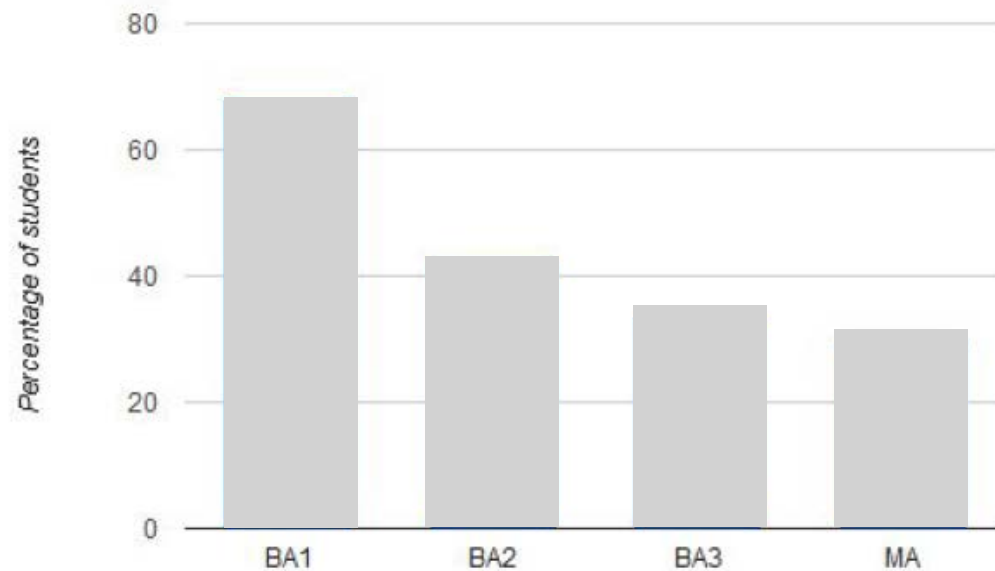
Mostly in **groups of 2 people.**

80% of visitors use **technology equipment:** laptop, Ipad...

## When EPFL students express their needs (spring 2017)

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

Library attendance declines as the curriculum progresses :



## When EPFL students express their needs (spring 2017)

### Criticisms:

- individual work: lack of available seats, distance
- group work: speak out loud

### Most requested evolutions:

- more seats
- additional group study rooms
- low technology equipment
- relaxing area
- free access fablab...



# A living building : our projects



## Priority needs



<b>More seating positions</b>	<b>Working easily in groups</b>	<b>Various furnitures according to needs</b>	<b>An operational and comfortable helpdesk</b>	<b>Storing belongings in lockers</b>
<b>Working in silence</b>	<b>Reserving and using meeting bubbles easily</b>	<b>Bigger desks</b>	<b>Environments in a good state of repair and cleanliness</b>	<b>Recharging electronic devices</b>
<b>Isolating oneself among the others</b>	<b>More screens, borrowing laptops at any time</b>	<b>Soft seating zone</b>	<b>Being well-informed on the building</b>	<b>Collecting requested items autonomously</b>

# The Library proposals



## FURNITURE

Additional **tables**. Various configurations: for 1/2/4 people, high tables, adjustable desks...

**Seats**: chairs, high stools, armchairs, highback seats and sofas.

**Mobile** furnitures, tables dividers, partitions, alcove sofas.

## REDESIGN

**Group study rooms** with screens and rewritable walls.

Individual study carrels.

New library **helpdesk**.

## EQUIPMENT

Small equipment. Multi socket towers.

**Self-serve laptops kiosk**. More screens.

Additional lockers. Scooters and skates racks.

## FACILITIES

Better **signage** (silence, lockers, zones...).

**Concierge** at the helpdesk on evening and week-end.



**What consequences for the EPFL Library  
to be in the Rolex Learning Center?**



## Outside of the institution

- Great business card
- Attracts visitors
- Argument used by the institution to invite students to come studying at EPFL
- Appealing for librarians to come working at EPFL Library
- Stimulating!



## Within our institution

- Library identified as a place for the students
- Location a little bit outlying on the campus ...too far for some users
- Challenge to be undertaken= be recognised as a Research library, too...
- **Trapped in a too exceptional building?**
- Reorganization of the Library
- Librarian training
- Liaison librarians
- New tasks taken in charge (publishing support, data management...)
- Communication/marketing



# Towards ourselves

- **Virtuous cycle :**  
**an innovative building...**
  - for innovative librarians
  - for an innovative library
  - and innovative library services



**The uses and needs of our users  
will continue to change,  
so will libraries and librarians.  
So will the Rolex Learning Center!**



**Thank you for your attention!**



Slide 1 : Alain Herzog, EPFL

Slide 2 : Franziska Buxtorf, Ecoacoustique

Slide 3 : Instagram @EPFLcampus

Slide 4 :

- Alain Herzog, EPFL
- Bouygues Construction Australia
- Architectes.ch
- Richter Dahl Rocha & Associés architecte
- Architectes.ch
- Alain Herzog, EPFL

Slide 5 : Lausanne Tourisme

Slide 6 : Jimmy Changa, Cgarchitect

Slide 7 : Courtesy of Johann Watzke, Anne-Fanny Cotting & Aurélie Mindel of EPFL

Slide 12 : Alain Herzog, EPFL

Slide 18 : Eddy Mottaz

Slide 19 : Eddy Mottaz

Slide 20: Eddy Mottaz

Slide 21 : Lausanne Tourisme

Slide 23 :

- Alain Herzog, EPFL
- Lausanne Tourisme

Slide 24 : CC BY NC ND Groucho

Slide 25 : Alain Herzog, EPFL

Slide 26 : Alain Herzog, EPFL

Slide 29 : Hamza Harkous, Flickr

Slide 31 : Lausanne Tourisme

Slide 36: CC BY Christoph Koch, Flickr

Slide 37 : Lausanne Tourisme

Slide 38:

- Fahmihorizon from Noun project
- Rflor from Noun Project
- Maxim Kulicov from Noun Project
- Kaique Amorim from Noun Project
- Vectors Market from Noun Project
- Icon Solid from Noun Project

Slide 39: Lausanne Tourisme

Slide 41 : Lausanne Tourisme

Slide 42, 43, 44 : Alain Herzog, EPFL

Slide 45 : papgs

# The back-office life

