

## ISC16D002

**Title:** *Library space: rolling stack & associated refurbishment proposal*  
**Author:** Nicholas Lewis  
**Date:** 10<sup>th</sup> October 2016  
**Circulation:** ISSC – 18<sup>th</sup> October 2016  
**Agenda:** ISC16A001  
**Version:** v1.0  
**Status:** Open

---

### IF PRINTING, PLEASE PRINT IN COLOUR

#### Issue

Following on from the option appraisal presented at the ISSC meeting in February 2016, this paper considers how the Library should respond to the University's actual and projected growth in student numbers, as well as the Library's projected growth in physical collections, in both the short and long term.

As plans for a longer term Library extension are not imminent, the next immediate priority is to provide **additional study spaces** within the existing footprint to address the increased student population. This can be achieved by installing **additional rolling stack** on Floor 02 of the Library.

In terms of maintenance and other refurbishment issues identified in the previous paper, Estates has now carried out an audit.

Funding has not yet been identified for any of these activities.

#### Recommendations

Members are asked to:

1. to note progress.
2. to endorse the indicative plans for 'rolling stack' and to support a request to Estates to fund a **Feasibility Study** with accompanying drawings and firmed up costings.

#### Risk implications

Without further action, UEA Library will not have sufficient space to meet student needs at peak times of the year and this will adversely affect the quality of the student experience. **The risk will increase from 2017 as the explicit inclusion of 'learning spaces' to the NSS library-related question is likely to have an impact.** Specifically the Library question is changing from: "The library resources and services are good enough for my needs" to "The library resources (e.g. books, online services and learning spaces) have supported my learning well".

The 'rolling stack' proposal outlined in this paper has implications for existing teaching spaces on Floor 02, for the CSED IT Training Room on Floor 02, and for the reading area for the existing LARC collections.

It is not known how these proposals fit with wider UEA Estates planning. The proposal is designed to fit in with any future library extension but assumes this is not imminent and so offers a way of providing some of the study space needed in the shorter term.

### **Resource implications**

Outlined in detail in the *indicative* costings in the paper below.

### **Equality and Diversity**

Any new or revised services will be covered by Equality Impact Assessments at the appropriate stage.

### **Timing of Decisions**

Decisions will help inform Estate planning. Ideally, if funding can be found, work should be scheduled for Summer 2016/17 if not sooner. A four month lead-in is needed for rolling stack. The proposal has been supported by the Library Forum in September 2016.

### **Attachments**

*12 Library condition survey v3.0.pdf* Author Phillip Hunt (EST)

### **Background**

In February 2016, having requested and reviewed a detailed 'Responding to growth' option appraisal, ISSC endorsed the following principles:

- a. As we increase the number of students, we need to provide more **study spaces**.
- b. We need to support the maintenance of the **Library infrastructure**.
- c. As the number of **physical books** held increases, we need to provide **more space to store them**.

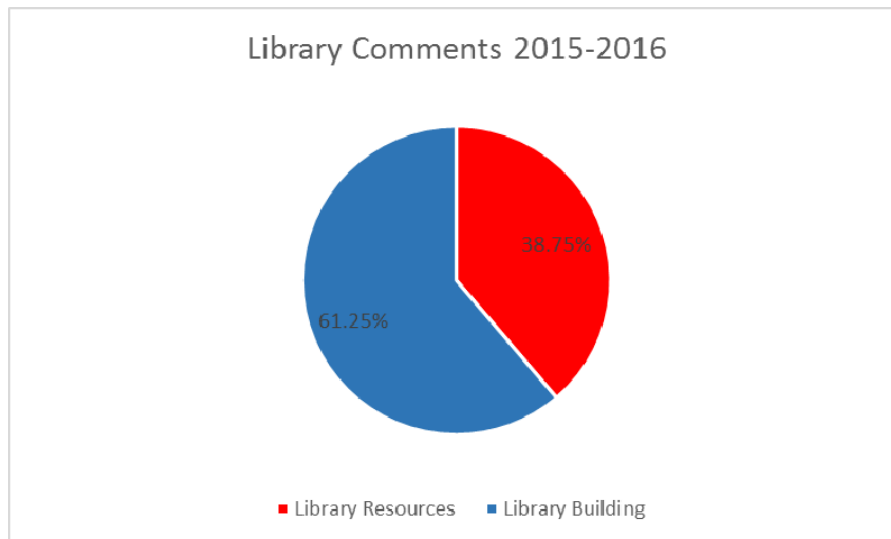
### **Discussion**

#### **a. Study spaces**

Pressure on study spaces has continued to intensify, especially at peak times of year, as the following heat map illustrates clearly (see overleaf):

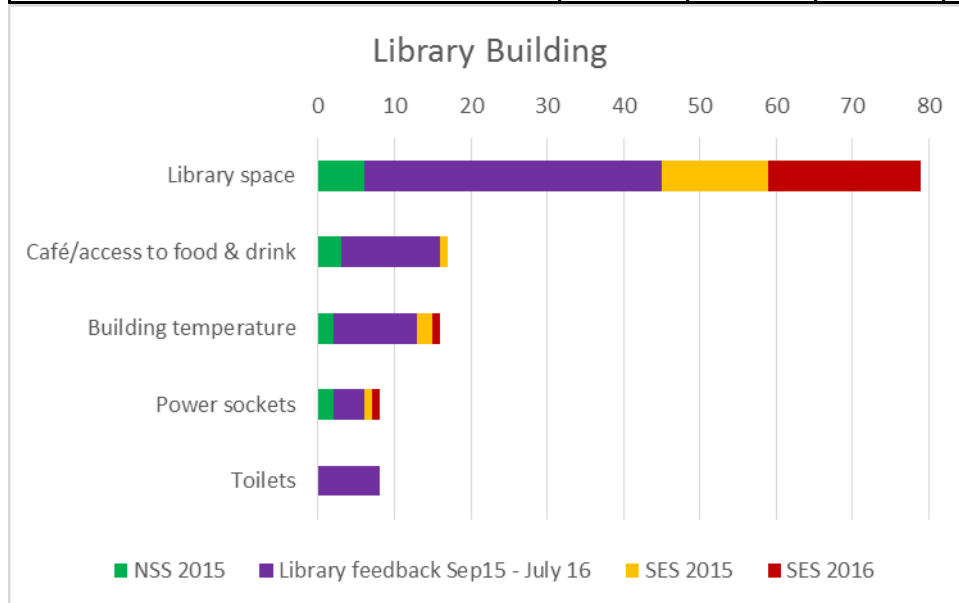
SITS weeks	Term Weeks	2015-16	Footfall							Maximum Occupancy						
			Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
1	Summer Vac	3-9 Aug	1917	1905	1663	1804	1519	949	1125							
2	Summer Vac	10-16 Aug	2065	2284	2237	2076	1866	1380	1454							
3	Summer Vac	17-23 Aug	2675	2190	2385	2122	1864	1364	1537							
4	Summer Vac	24-30 Aug	2278	2481	1987	1996	1786	847	959							
5	Summer Vac	31 Aug - 6 Sep	1030	1788	1423	1350	1027	474	428							
6	Summer Vac	7 - 13 Sep	1878	1081	1184	1112	1034	1246	469							
7		14 - 20 Sep	1574	1803	2054	2428	2328	1450	2106							
8	1	21-27 Sep	5999	5265	4658	4829	4271	1260	1587							
9	2	28 Sep - 4 Oct	7068	6433	5345	6158	4683	1484	2088							
10	3	5 - 11 Oct	7462	7105	5482	6761	4584	1403	2105							
11	4	12 - 18 Oct	7388	6884	5654	7057	4773	1684	1679							
12	5	19 - 25 Oct	7574	7092	5999	6917	4869	1860	2332							
13	6	26 Oct - 1 Nov	7603	7146	6463	6857	4831	1701	2394							
14	7	2 - 8 Nov	7177	7343	6470	6506	4516	2169	2781							
15	8	9 - 15 Nov	7805	7970	6709	7156	4648	1914	2549							
16	9	16 - 22 Nov	7382	7196	6048	6824	4606	2180	1738							
17	10	23 - 29 Nov	7844	7711	6601	7367	5182	2391	3231							
18	11	30 Nov - 6 Dec	8618	8740	7943	8391	6480	4144	5483							
19	12	7-13 Dec	9773	8604	7935	6658	4413	1981	1880							
20	Xmas Vac	14 - 20 Dec	3083	2533	2128	1624	1310	561	550							
21	Xmas Vac	21 - 27 Dec	919	834	715	264	176	197	260							
22	Xmas Vac	29 Dec - 3 Jan	10	0	0	3	591	913	2317							
23	Xmas Vac	4 - 10 Jan	2364	2437	2185	2508	1992	2433	6257							
24	1	11 - 17 Jan	6594	5675	5606	3916	1816	1742	2028							
25	2	18 - 24 Jan	6426	6124	5030	5289	3923	1595	1841							
26	3	25 - 31 Jan	6640	6070	5289	5820	4109	1755	1483							
27	4	1 - 7 Feb	6269	5991	5273	5975	4637	2012	1870							
28	5	8 - 14 Feb	6118	6547	5960	6210	4541	1911	1862							
29	6	15 - 21 Feb	6479	6829	6076	6665	4559	2307	2729							
30	7	22 - 28 Feb	7487	7588	6984	6778	4787	2508	2825							
31	8	29 Feb - 6 Mar	7098	7058	5754	6499	4967	2470	2938							
32	9	7 - 13 Mar	7406	8045	6495	6072	3943	1879	1801							
33	Easter Vac	14 - 20 Mar	3319	3127	2974	2610	1942	1204	1171							
34	Easter Vac	21 - 27 Mar	2067	2061	1915	1345	890	589	553							
35	Easter Vac	28 Mar - 3 Apr	860	1465	2295	2161	2092	1519	1569							
36	Easter Vac	4 - 10 Apr	2962	3627	3408	3573	3725	2705	3761							
37	10	11 - 17 Apr	8778	8636	8083	7687	6086	3943	4687							n/a
38	11	18 - 24 Apr	8950	9561	7404	7891	6540	4522	5165							n/a
39	12	25 Apr - 1 May	9237	9042	8661	7704	5786	4014	4260							n/a
40	13	2 - 8 May	6650	8596	8268	7569	6925	5824	4155							n/a
41	Assessment	9 - 15 May	8390	7924	7526	6929	5675	4730	5000							
42	Assessment	16 - 22 May	6770	6750	6296	5524	4714	3703	4320							
43	Assessment	23 - 29 May	5633	5009	4330	3645	2894	2197	2470							
44	Assessment	30 May - 5 Jun	3060	3677	3360	2934	2411	1442	1844							
45	Assessment	6 - 12 Jun	3111	2973	2739	2331	1701	1031	907							
46	Summer Vac	13 - 19 Jun	1528	1684	1673	1501	1267	1522	878							
47	Summer Vac	20 - 16 Jun	1679	1820	1819	1625	1524	1088	823							
48	Summer Vac	27 Jun - 3 Jul	1765	1847	1987	2041	1634	1854	1221							
49	Summer Vac	4 - 10 Jul	1812	2015	1667	1752	1433	915	1111							
50	Summer Vac	11 - 17 Jul	1702	1802	2030	2033	1539	995	1343							
51	Summer Vac	18 - 24 Jul	2172	2096	2054	2012	1746	1083	1259							
52	Summer Vac	25 - 31 Jul	2260	2386	2151	1844	1542	850	1148							

Taking feedback to the Library as a whole from university surveys and our 'comments and suggestions' scheme, access to study space and related building issues is now the 'Number 1' library concern for students (61.25%), even surpassing comments on 'access to resources' (38.75%) which had traditionally been their main concern.



	NSS 2015	Library feedback Sep15 - July 16	SES 2015	SES 2016	TOTAL	% of total comments
<b>Library Building 61.25% of all comments</b>						
Library space	6	39	14	20	79	37.80%
Café/access to food & drink	3	13	1	0	17	8.13%

Building temperature	2	11	2	1	16	7.66%
Power sockets	2	4	1	1	8	3.83%
Toilets	0	8	0	0	8	3.83%



A selection of comments gives an insight into the impact this is having on the student population and their perceptions of UEA’s provision in this respect:

*“@universityofeastanglia' can you make sure there's actually enough study space in the Library before you increase student intake any further please”*

*“Am I the only one who thinks the library is in need of a serious expansion?”*

*“Hey UEA, please build this extension you’ve planned since 2010, the library is like a tin of sardines atm!”*

In the February 2016 ‘Responding to Growth’ paper, tabled at Library forum and ISSC, we explained that just to maintain the Library’s 2013/14 space per student ratio – i.e. 1 space per 9.47 FTEs - the Library **ideally needs at least an additional 250 spaces over the next five years.**

Whilst a library extension is the only option that would readily as many as 250 spaces, up to an additional 200 spaces looks achievable within the existing footprint.

To provide the first 150 of these 200 study spaces, an indicative plan to convert the Learning & Resources Centre (Larc) on Floor 02 into rolling stack has been identified. This would enable the Library to compact the storage of some of our remaining physical journal collections (those without suitable online versions).

The **indicative** costs of the ‘Rolling Stack initiative’ are as follows<sup>1</sup>:

<sup>1</sup> having been updated from the February 2016 estimates to take into account currency change impacts and inflation

<b>Reconfiguration of Floor 02 plus lighting</b>	£70k + £30k
<b>Additional rolling stack (phase 1 &amp; 2)</b> - <b>3,238 linear metres</b>	£150k
<b>Furniture and power for Floor 01</b> - <b>existing capacity 150 with limited access to power sockets;</b>  - <b>future capacity 300 with full access to power sockets and new furniture</b>	£150k + £60k remedial works and removal of some more carrels and re - carpeting of West end.
<b>Reconfigured reading area for LaRC collections (Floor TBA):</b>	£20k
<b>Total</b>	£480k spanning 2 financial years

**This would create an additional 150 study spaces, with power sockets on Floor 01, subject to confirmation of planning consent for additional carrel removal.**

This would also include refurbishment and better utilisation of Floor 02 for the long term. In addition, if both phases of rolling stack can be implemented, we would aim to free up another 50 study spaces elsewhere in the Library.

Although the above would work would create around 200 additional spaces, this technically still leaves us 50 seats short in terms of maintaining the existing student to study space ratios.

Although only a Library extension would allow us to reach 250, further seats could be found through the reconfiguration of the old Postgraduate Room on Floor 01 as part of a new 70+ space '**Social Learning Café**', a proposal that was previously tabled. We understand that the Social Learning Café, which also potentially includes benefits to the Lecture Theatre block, will be reviewed by Estates as part of its ongoing refurbishment of that Lecture theatre block.

To progress the 'Rolling Stack initiative' further, funding needs to be identified for Estates to move these indicative plans to a **Feasibility Stage** so that the indicative costs can be confirmed and we are asking ISSC to support this next step. Also Space Management Group have been asked to address concerns about the impact of the proposal on existing teaching space on Floor 02, including the existing CSED IT training room and Staff Development book collection.

'Doing nothing' about additional space is not an option if we are to proactively retain current high levels of student satisfaction (93%). The institutions that experienced the biggest falls in the NSS for student satisfaction for Library in 2016 – which went down 41 and 39 places respectively - both attribute their falls to not addressing space and building issues swiftly enough.

The issue may be exacerbated in 2017 with the explicit inclusion of 'learning spaces' to the NSS library-related question as mentioned above, and by the emerging UEA SU campaign around space on campus: <http://tinyurl.com/jxkgr27> (Accessed: 10/10/16)

## **b. Library infrastructure**

The 'Responding to growth' option appraisal had also identified the need for additional investment in the existing Library building infrastructure, as otherwise Library building risks falling behind the rest of the estate as its building fabric deteriorates further.

Estates has now completed an audit of current issues, which is included as a separate PDF document with these papers (*12 Library condition survey v3.0*), and we understand these issues will be prioritised against other campus-wide priorities and Estates funding allocated, as and when it becomes available.

It is also worth noting that indicative plans are being submitted by Estates to Norfolk County Council Planning for an atrium between the Library and the Lecture Theatre which, if agreed and funded, could help to address the significant problems with the library entrance in terms of footfall and temperature issues.

### **c. Space for new books**

The Library's five year plan for book relegation as part of its Collection Development project is now underway and progressing according to schedule. In its first 9 months, the Library has withdrawn 17,972 books towards its 50,000 items target. Currently, the project is in phase 1, which uses standard collection management techniques for the selection of books. It is focusing on duplicate books, items in poor condition and general works.

It must be remembered that this project simply enables us to 'stand still' for 5 years, making sufficient space to accommodate the new books coming in each year, but not actually creating any additional space for study space, etc.

**Also, after the project is complete, additional collection space outside of the existing Library footprint will still need to be identified as the Library otherwise remains at full capacity.**

<b>Report Version Number</b>	V3.0
<b>Building Number</b>	14
<b>Building Name</b>	Library - ISD
<b>Contacts</b>	Nick Lewis Library Manager, Heather - Head of User Services - Rob Mitchell Head of User services with a focus on facilities
<b>Date of Survey</b>	31/08/2016
<b>Safety &amp; Compliance</b>	
Access control to hazardous areas	
Access to height	Double height spaces in IT labs in extension are a general problem. Light fittings are inaccessible - there is no way to replace lamps according to EST. These may need to be replaced with LED lighting. Window ledges cannot be cleaned and its very difficult to open windows with a very long pole.
Air change & ventilation	Entrance is cold due to frequency of use of sliding doors which has incurred the involvement of Trade Unions and the HSE
Combustion appliances	
Doors	<p>1. Revolving door floor is slippery when wet. The flooring needs to be replaced with something absorbant and non slip.</p> <p>2. The following is a list of doors leading to either a corridor or refuge area which are currently not power assisted and thus not fully accessible.</p> <p>Floor 02</p> <ul style="list-style-type: none"> <li>• In between Rolling Stack 02.72 and Refuge Area/Fire Exit 02.CD011</li> <li>• In between Rolling Stack 02.72 and Corridor 02.CD02</li> </ul> <p>Floor 01</p> <ul style="list-style-type: none"> <li>• In between Silent Area 01.37 and Refuge Area 01.CD03</li> <li>• In between Silent Area 01.29 and Refuge Area 01.ST02</li> </ul> <p>Floor 0</p> <ul style="list-style-type: none"> <li>• In between PC Suite 0.24 and Refuge Area 0.CD05</li> </ul> <p>Floor 1</p> <ul style="list-style-type: none"> <li>• In between PC Suite 1.33 and Refuge Area 1.CD05</li> <li>• In between Corridor 1.32 (by staff room) and Refuge Area 1.ST02</li> <li>• In between Refuge Area 1.ST02 and Corridor 1.CD04</li> </ul> <p>Floor 2</p> <ul style="list-style-type: none"> <li>• In between Silent Area 2.38 and Refuge Area 2.CD02</li> <li>• In between Silent Area 2.33 and Refuge Area 2.ST02</li> </ul> <p>Floor 3</p> <ul style="list-style-type: none"> <li>• In between Silent Area 3.38 and Refuge Area 3.CD02</li> <li>• In between Silent Area 3.33 and Refuge Area 3.ST02</li> </ul>
Electricity LV	
Fire /alarm/suppression/compartimentation/signage	<p>1. Mark Farley has identified problems with fire signage and is preparing a report. No progress made since last year - this project seems to be with Mark Farley and EST.</p> <p>2. There is no fire suppression system for stock (except in the archives).</p>

Fume extraction	
Lifts & hoists	
Mains gas systems	
Non-fire critical alarms	
Other hazardous features	
Small power distribution	
Special systems	
Stairs & steps	
Universal access	<ol style="list-style-type: none"> <li>1. The only disabled WCs in the extension is not accessible due to route problems - doors opening the wrong way.</li> <li>2. Disabled WCs in the main entrance have configuration problems - WC pans are not ideally placed and limit access to some users.</li> <li>3. Stairwell in lobby is dangerous from the point of view that doors open inwards and there's insufficient space to move out of the way, when the doors open, for a wheel chair user.</li> <li>4. Floor 02 additional automatic doors required for full access into Rolling Stack (extension) and from ain lifts.</li> <li>5. See notes under doors above for Universal Access requirements</li> <li>6. Although not leading to a corridor, the door to the Silent Reading Room 01 (01.36) would benefit from being power assisted as would the Floor 1 SRR door (1.03).</li> <li>7. All 10 Group Study Rooms, including the 'Cinema', have doors that open inwards. None of these are currently power-assisted and none are 'auto-holdback' so these are not fully accessible. Room numbers – 01.40 – 01.45; 01.21 (Cinema), 02.54, 1.34, 2.39 &amp; 3.39</li> </ol>
Vehicle and pedestrian safety	People often park in front of fire exit by the TV studio which potentially limits emergency egress. This area is hatched with markings but they are often disregarded.
Waste/special systems	
Windows/glazing	
<b>Functionality</b>	
Fabric roof	Trees growing out of external balconys and roof. All gullies on external balconys have the potential to block. These need to be added to PPM - there is much foliage growing. These need yearly maintenance.
Fabric walls	
Air conditioning	
Cold water supply	Need more drinking water fountains but locations are difficult to find due to service requirements. Currently being resolved.



Comfort	<ol style="list-style-type: none"> <li>1. Can be unfortably hot on floors 1 2 3 - 3 is especially hot in summer. Floor 01 is too cold. See notes about windows.</li> <li>2. Entrance is cold due to frequency of use of sliding doors which has incurred the involvement of Trade Unions and the HSE</li> <li>3. Drafts, due to poorly maintained windows, are a particular problem for floors 01, 2 and 3 and around the exposed broadside of the building. See other related notes on heating</li> </ol>
Domestic hot water supply	Push type hot taps run for longer than they need to and so waste energy.
Doors/shutters	<ol style="list-style-type: none"> <li>1. Entrance sliding doors are unreliable and have configuration problems.</li> <li>2. 24 hour door 02 in extension stairwell can be very slow to close.</li> <li>3. Entrance generally too small for amount of users.</li> <li>4. Entrance revolving door is too small to be useful (this is why sliding doors are used so much which leads to heat loss problems), revolves the wrong way and the floor surface is slippery when wet. The slippery flooring (studded rubber Dalsouple type) leads to accelerated wear of entrance carpets due to wetting. The whole entrance carpet is replaced often and so an entrance mat serving all entrance ways is worth investigating. The listed status of this building needs to be considered.</li> </ol>
Foul drainage	Drains are undersized for current levels of use resulting in regular blocking and need for descaling.
Gas distribution	
Gas systems	
Heating system/controls	Controls are inadequate resulting in some areas being too hot while others are too cold. This is a complex issue resulting possibly from: poor zoning relying on TRVs which are difficult to access and are prone to tampering by students, high infiltration rate due to louvre windows being left open or being broken, floors may need hydraulic balancing so flow rates are lower on the upper floors which tend to be warmer. Bring forward BMS sensor calibration. Regular radiator leaks.
Kitchens	Bad smells emanate from pipework in kitchen.
Lifts/hoists	<ol style="list-style-type: none"> <li>1. 2 lifts in main library are life expired according to Chris Claxton.</li> <li>2. Right hand lift in main library often stops high on Floors 1 and 2 making wheelchair/book trolley access difficult/impossible.</li> </ol>
Lighting systems	<ol style="list-style-type: none"> <li>1. Remove 'art' lights on rear extension staircase'. They produce too much heat, are difficult to maintain and have burn marks on them.</li> <li>2. Many areas still not with energy efficient lighting and so are left on 24/7.</li> </ol>
Locks/security	
LV Electricity	

Process cooling systems	
Showers	Shower needs regrouting
Signs	Signage throughout is confusing and needs rationalising
Sinks	Frequent blocking, especially on secondary staircase where sinks are too small.
Small power distribution	Not enough sockets in user spaces - most are distributed around perimeter. Many floor boxes have become hazardous due to missing lids and ill fitting lids - particularly in the extension.
Space heating systems	
Toilets	<ol style="list-style-type: none"> <li>1. Inadequate number of WCs for users - plumber visits daily to keep loos operational during busiest months.</li> <li>2. Recently refurbished WCs look very poor due to footfall and lack of space.</li> <li>3. Basins in WCs are very small - overspill wets floor.</li> </ol>
Waste systems	
Windows/glazing	Many window louvre panels are on last legs and will need replacing. In double height IT space windows are inaccessible. Rubber weather seal has perished on many bay windows - individual study rooms face onto this type of window and the draft can be very cold. Windows need to be maintained generally.
<b>Presentation</b>	
Ceiling coverings	Secondary staircase - 'foam' style ceiling tiles grey and need replacing
Floor coverings	Carpets in poor condition in floor 0 IT area - stair cases.
Wall coverings	Internal concrete damaged and poorly finished in many places. Consider treatment as has been done with Ziggurats.
Fixed furniture	Mix match of old and new - needs rationalising
Grounds	Huge rabbit warren at rear of building - might be undermining structure.
General comments about space	Insufficient study spaces to meet peaks in demand. There is a plan to develop a rolling stack on Floor 02 to free up space of Floor 01. Funding has yet to be found. See appended Documents

<p>General comments about space</p>	<ol style="list-style-type: none"> <li>1. Floor 01 Toilets – in need of refurbishment and potential to increase capacity</li> <li>2. Floor 01 ‘Old Postgraduate Room’ not presentable – needs concrete repairs above suspended ceiling and concrete needs cleaning. Whole room earmarked for café development, ideally going through to / including part of lecture theatre block, if funding can be found.</li> <li>3. Extension back staircase – flooring and bannisters in frequent need of remedial repair.</li> <li>4. Carpets throughout, especially 24 hour IT area on Floor 0 and Floor 1 and main and secondary staircases, especially outside 0.13 (soiled from toilet overflow).</li> <li>5. Individual study rooms (carrels) throughout suffer from broken plaster, graffiti, decoration issues. Needs redesign to prevent chairs damaging walls.</li> <li>6. Toilet doors need sanding and re-varnishing as many look in poor condition after removal/changing of signage.</li> <li>7. Internal concrete – poor finish, students often comment on how dreary and drab this makes the place feel, especially main and secondary staircases.</li> <li>8. Many of the painted walls would benefit from being redone. This includes (but not limited to), the cloakroom area with visitor toilets and the walls of the individual study rooms (carrels).</li> </ol>
<p>General comments about space</p>	<p>Evidence in form of user comment and footfall monitoring data is available to substantiate claims and is appended to this report.</p>
<p>General comments about space</p>	
<p>General comments about space</p>	<p>Library is a spill over space when other spaces become full or unusable. Extension seems to be off the agenda - 5 year plan towards stock reduction but this is just to 'stand still'. Rolling stack system will free up floor 01: Will free up 200 seats - £200-250k. This will free up space for study but long term issue about collection storage will be unresolved without expansion of building. Other line of development - social learning cafe - will impact on current lecture theatre usage - feasibility study.</p>