

In the Zone @ UNH



Practical Low-Cost Solutions to Student Space Concerns

Solutions UNH—Durham

Solicit feedback LibQUAL+
Charting Library Service Quality...



Identify and post
Quiet Zones

“Respect the Q”
Campaign—signs,
table tents and
‘business cards’



Generate interest:
Wild E. Cat wearing
“Respect the Q”

Consolidated
Reserves and Loan
Service Desks

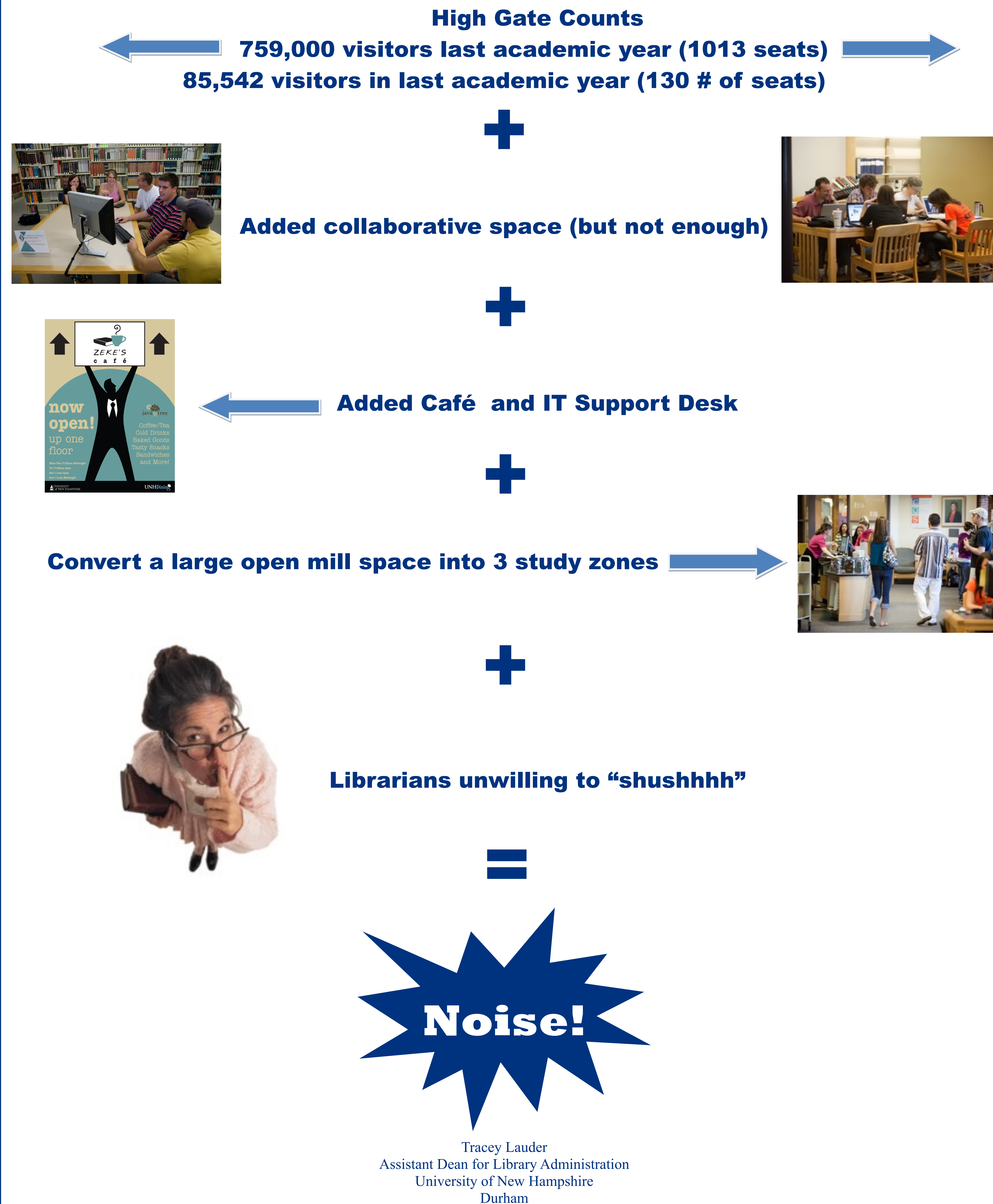
Quiet Study

No Talking

When all else fails: foam ear plugs
available at Service Desks

Jennifer Carroll,
Collections and Access Services
University of New Hampshire
Durham

The Challenge



Tracey Lauder
Assistant Dean for Library Administration
University of New Hampshire
Durham

Solutions UNH—Manchester

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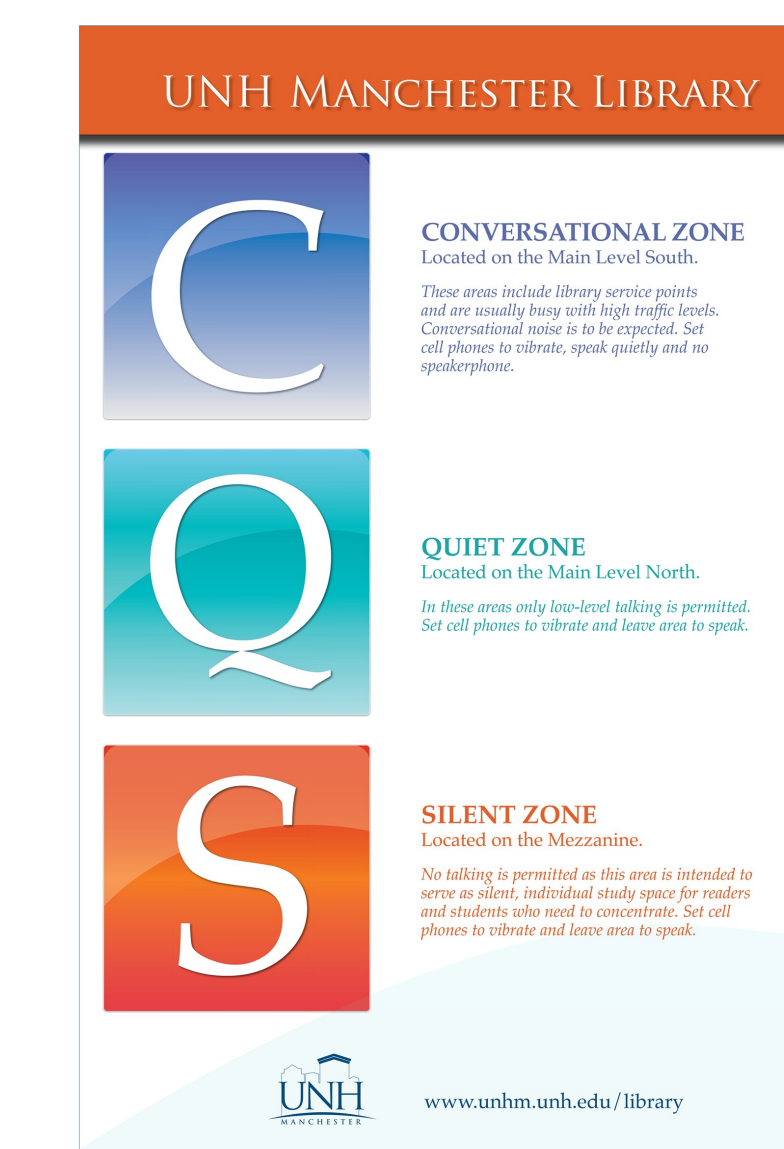
Shift stacks and furniture to
establish three distinct zones:

Conversational



Quiet

Silent



Posters, table
tents, and screen
savers alerted
users to the
redesigned space
and defined the
noise tolerance
levels

Follow up survey to determine
effectiveness of changes

Ann Donahue
Library Director
University of New Hampshire
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