Needs Assessment
The library is the academic center, or “intellectual heart” of campus - the place where students and faculty go to access resources, study, and research, and the library should respond to how the nature of studying and learning is evolving - toward collaborative group work (with and without the use of computers). As UW Tacoma grows, the library will continue its main mission to provide curricula support to the campus community. The library also functions as a social center and should continue to serve as a major destination for UW Tacoma’s residential and commuter students, faculty, and visitors to the UW Tacoma campus. The following pages describe the vision for the future library as a whole and then by individual departments.

Library - Considerations for the Future

Identity
- Maintain and promote the unique qualities that make it a “Library”
- Represent the University of Washington
- Provide a rich high-tech environment
- Provide a “third place” to go to beyond the office and classroom

Operations and Management
- Support a 24-hour operation
- Provide sustainable staffing, resources, and operations
- Use resources to create new content and provide the appropriate spaces and staff for this to occur
- Plan for data and information to become increasingly proprietary
- Provide a self-checkout system
- Cross-train staff
- Provide more technical staff
- Provide a user-friendly environment
- Provide more programming and special events

Spaces
- Community/group spaces
- Multi-use/flexible spaces
- Collaborative spaces
- “Active” and “Quiet” spaces
- “See and be seen” spaces
- Retail space for coffee/food
- Event space
- Spaces and resources for faculty
  ◦ Offices
  ◦ Faculty Development Center
- Graduate work spaces
- Resource centers
- Leisure reading and periodicals browsing areas
- Multiple electrical outlets and adequate lighting throughout
- Technical support space and infrastructure
- Barrier-free/universal design; ADA workstations in appropriate locations - not isolated yet allows for acoustic separation
**Adjacencies**

- Focus on interaction and intellectual engagement
- Co-locate services
- Provide fast, easy access to collections
- Promote strong connections to faculty and staff to influence curricula and instruction
- Position staff so they are located more closely for collaboration, but are not far from service points
- Locate service desks with convenient access to service spaces, such as restrooms and staff areas
- Consider safety and security of staff and patrons

**Future Relationship Considerations**

- Media and print/copy services could be part of the library
  - Existing loading dock would be useful for these additional services
  - Co-location will make these services more accessible to the campus community
- Teaching & Learning Center (TLC)
  - Opportunities for sharing include common administrative spaces and common seating areas
  - The identity of the TLC should be maintained
- Examine the organizational implications of future relationships so groups operate and are supported in an efficient and effective way
Needs Assessment

Access Services
Access Services includes Circulation, Reserves, and Serials. They are responsible for the management and operation of providing resources and materials to patrons, and manage the day-to-day maintenance of the stacks, making sure all materials are in order and visually appealing.

Circulation
The circulation desk is the first encounter for patrons as they enter the building. It serves as an information desk and main line of contact for patrons to ask questions and report problems. Circulation functions include:

- Checking out books/materials
- Processing inter-library loans
- Pulling and processing items for electronic requests from UW Seattle and UW Bothell
- Shipping, receiving, and processing of mail
- Printing/copying support
- Hiring, training, and managing student assistants

Because the library has already outgrown its current space, a significant amount of time is spent shifting books from active stacks to auxiliary stacks (approximately 6,000 books per year).

Reserves
Reserves staff work with the University faculty to provide course materials to students in the library. Reserved materials require processing and shelving space that is adjacent to the Circulation area.

Serials
The UW Tacoma Library currently receives 30-50 serials daily on a hand truck through campus mail. These items must be processed and cataloged before they are placed in browseable stacks. In the future, UW Tacoma Library will continue to carry a majority of hard copy serials, since electronic serial subscriptions are significantly more expensive. A reading area should also be located near the serials collection.
Access Services - Future Considerations, Space and Adjacency Needs

**Future Considerations**
- An increased volume of materials will need to be added to the library, processed, and circulated
- Demand will increase for faster service - deliveries may have to occur twice a day and on weekends
- Increase self-service opportunities

**Space Needs**
- Dedicated processing and staging space is needed each for Circulation, Reserves, Serials, and Media that is separate from staff office areas
- Spaces will have to accommodate anticipated growth of collections and staff

**Adjacency Needs**
- Need strong adjacencies between all groups within Access Services
  - Staff offices should be close to the circulation desk
- Near main entrance and public areas
- Near loading dock and elevator access
- The current lack of vestibule at entrance brings cold air from the front entrance to the circulation desk
Needs Assessment

Collections
Collections are driven by the library’s curricular-support mission, and adding freshmen and sophomores to campus will significantly grow the size of collections. Class sizes are growing as well, which also influences the amount of circulating materials needed.

Core Collections
Core collections need to expand for:
- General studies and introduction classes
- Master level students and thesis support
- Research support for faculty seeking tenure
- Academic program needs:
  - Arts & Sciences, Humanities - monograph-based
  - Clinical Nursing – journal-based, will require more online access
  - Engineering – will need more handbooks and journals
  - New creative writing program – will need access to journals (not available electronically due to industry standard)
  - Body Image courses – references popular media
- Also, with students living on campus there will be a new demand for popular serials and media.

Media Collection
See page 24.

Microfilm Collection
With digital media, microfilm is no longer used as a way to store new information; so, demand for microfilm stations has decreased. However, the existing microfilm collections are expected to remain. There are currently three microfilm readers in the library. Two readers will be removed to make room for more seats. The number of microfilm subscriptions will not increase.

Nonprofit Collection
See page 27.

Reference Collection
See page 25.

Special Collections
UW Tacoma Library currently houses a community histories project, children’s literature collection, and historic newspapers collection. Special collections need to be located in a secure environment, separate from the browse-able stacks.

Archives
UW Tacoma does not have its own archives and will need dedicated staff and space for this purpose as the campus grows. The growing alumni base will result in an increasing number of archival donations and gifts. Community members also want to donate items to the library.
Collections - Future Considerations, Space and Adjacency Needs

**Future Considerations**
- Collections are driven by the library’s curricula-support mission
  - Adding freshmen and sophomores to campus will significantly grow collections
  - Class sizes are growing as well – influences the amount of circulating materials needed
  - Need to expand collections for general studies and introduction classes
  - Need to expand collections to support Master level students and thesis collection
  - Faculty need research support for tenure
- With students living on campus there will be demand for popular serials and media

**Space Needs**
- Accommodate growth of collections
- Provide for special collections and archives

**Adjacency Needs**
- Open stacks – browse-ability and accessibility is important
- Minimize the number of locations for stacks - they should be located in one building as much as possible
Needs Assessment

Media & Visual Resources
The media collection, due to evolving technologies, is anticipated to have the most growth of all of the library collections. Originally established as a teaching collection, media resources are now accessible to students and circulate between all three UW campuses. The media collection includes CDs, DVDs, laserdiscs, audio tapes, and books that include a CD-Rom. Media staff is responsible for:
• Processing new media
• Pulling and reshelving media for inter-library loan
• Scheduling media for class use
• Preparing media reserves
• Answering patrons’ questions about media resources

A visual resources collection has also been established, and will continue to grow significantly. As the collections grow larger, it will be advantageous for the library to support a Media and Visual Resource Center that includes a service desk, and media workstations.

Media & Visual Resources - Future Considerations, Space and Adjacency Needs

Future Considerations
• The media collection is growing exponentially
• Digital video resources will increasingly become available
• Media will still need to provide a collection of material that uses earlier equipment and technologies (i.e. videotapes, laserdiscs, etc.)
• Provide services to incorporate media into student coursework and presentations

Space Needs
• Dedicated processing space is needed that is separate from staff office areas
• Ideal to have a Media and Visual Resource Center with a public service desk so that it stays integrated with the library
• Spaces will have to accommodate anticipated growth of collections and staff
• The Visual Resource Center will need space for physical collections such as slides and photographs

Adjacency Needs
• Head of Media should be located near media collection and processing
• Media resources should be located in a secure environment
Reference
The Reference staff assist patrons and manage the Reference (non-circulating) collection. Reference librarians work closely with Instruction to teach students how to use the library specific to various disciplines.

The Reference desk is an important service point and should be accessible and user-friendly to staff and patrons. Also, the seating in the Reference area should offer a variety of seating options (i.e. soft seating, computer stations, tables) so that patrons have enough space to spread out and feel a sense of privacy. Small consultation rooms with computer workstations should also be available in this area so that spontaneous or scheduled instruction sessions can occur without disturbing other patrons in the Reference area.

Reference - Future Considerations, Space and Adjacency Needs

Future Considerations
• Materials are becoming more available in electronic format but are more expensive
• UW Tacoma will retain 50% of their print reference materials (5-year projection) but will fill space with growth of materials

Space Needs
• A reference desk that is user-friendly for asking questions - the students should be able to easily view on a computer display what a Reference librarian wants to show them
• Computer stations and a variety of seating that is flexible based on student needs
• Consultation rooms with 2-3 computers

Adjacency Needs
• Visibility and a central location is important
• Reference should be close to collections, computer stations, librarians, Instruction, and Library IT support
• The service desk should be positioned so that staff do not have their backs to the collection and seating areas
Instruction
The Instruction department teaches people how to use the library and its resources and how to apply research techniques and critical thinking skills. With limited lab space in the existing library, classes are currently set up in a variety of locations on campus depending on the size of the class. Classes typically have 25-50 students. UW Tacoma Library also sets up community workshops and hosts high school groups, summer camps, professional organizations, and nonprofit groups.

Instruction - Future Considerations, Space and Adjacency Needs

Future Considerations
- Providing labs and instructional resources onsite will allow instructional support and library usage to grow
  - For classes
  - Community workshops

Space Needs
- Need dedicated critical-thinking labs (scheduled by the Library and available for campus use on a limited basis)
  - Should be flexible to allow for group study, presentation development, and meeting room functions
- Need technology to accommodate online training and video-conferencing

Adjacency Needs
- Consultation rooms should allow for privacy, and not disrupt adjacent areas
- Labs should be near collections for easy access to resources
- Promote collaboration with the TLC
**Community Outreach**
Community Outreach manages the nonprofit collection, as well as all library displays and events. Community Outreach also coordinates the docent program with student volunteers, and does marketing and public relations work. The library building is a point of destination for campus visitors, and the Snoqulamie and Chihuly Reading rooms are popular for events such as film showings, fundraising events, and receptions.

**Outreach - Future Considerations, Space and Adjacency Needs**

**Future Considerations**
- The library will continue to be a point of destination for the campus community, visitors to UW Tacoma, and citizens of Tacoma and the South Sound

**Space Needs**
- Provide event space
- Provide display space for traveling exhibits
- Provide processing and storage space for exhibit materials

**Adjacency Needs**
- Events should be located so they do not disturb the quiet spaces in the library
- A kitchen should be adjacent to the event space
- Head of Outreach should be located near the non-profit collection and processing/storage space
- Security measures should be incorporated into display spaces and storage of exhibit/archival materials
Needs Assessment

Administration & Library Information Technology

Library Administration
The Library Director oversees the UW Tacoma Library, Teaching and Learning Center, and is Associate Dean of UW Libraries. The Library Administrative Assistant supports the overall library operation by managing mail, supplies, filing, meeting schedules, and budgeting.

A mail, print/copy and supply area is currently located on the second floor of the library behind a locked door. This area should be more accessible to library staff, and provide a welcoming reception area for visitors. The library also needs service spaces to accommodate library staff such as a staff lounge/break area and lockers for part-time staff to place personal belongings. Meeting rooms should be available for internal staff collaboration and professional development opportunities.

Library Information Technology (LIT)
With computers and evolving technologies playing an important role in how people access information, the library must have dedicated staff to manage the systems and equipment available throughout the library for patron use and for internal staff use. In the short term, a dedicated server, storage space, and processing area should be provided adjacent to LIT staff offices.

As the library grows, LIT will play an increasingly significant role at the library and will need to grow at a comparable rate. There will continue to be an exponential increase in the sources and availability of information, and the challenge will become even greater for patrons to find what is relevant to their research. LIT professionals have the expertise to manage information systems and develop standard interfaces to make information more accessible and easier to use. In collaboration with Reference and Instruction staff, LIT will be able to provide applications specific to the academic support needs of the students and faculty at UW Tacoma.

The future UW Tacoma library (plus the potential addition of the Teaching and Learning Center) will have critical-thinking labs, conference rooms, group-study areas, multimedia equipment, computer workstations, and instruction areas, alongside the physical collections. Providing a building and technology infrastructure that will allow for flexibility is a key component to successful library design. For example, a library could be built with raised floors to allow conduits to run underneath and provide the flexibility for building-wide connections to occur where needed, even as the spatial organization of the library and technologies change over time.
Administration & Library Information Technology - Future Considerations, Space and Adjacency Needs

Future Considerations
- Growth of the library will require growth of staff
- As the need arises, UW Tacoma may localize some operations that are currently contracted or provided by University Libraries

Space Needs
- Library IT will need more processing, staging, storage space, and a server room
- The administration offices need a reception area
- Student assistants need space to place personal belongings
- Covered bike storage and shower facilities for staff

Adjacency Needs
- Work/supply/mail area
  - Needs to be more central, open, and accessible for staff interaction
Teaching and Learning Center
The Teaching and Learning Center (TLC) provides verbal and math support for all levels of students at UW Tacoma (lower division, upper division, graduate students). The TLC employs professional staff and part-time student tutors.

Verbal Support
Verbal support services include writing, reading, multilingual, presentations, and learning strategies assistance. Students can schedule one-on-one consultations by appointment or drop in to the open study area. The TLC also offers e-mail and phone conference assistance and provides workshops.

Math Support
All math assistance is offered on a drop-in basis, and most students study in groups. Because of the large amount of group work that occurs, spaces that can be ‘loud’ and provide ample whiteboard space is highly desired.

Faculty Development
With the growth of the campus, the TLC will continue to expand their services to support UW Tacoma academic programs. A Faculty Development Center will promote excellence in teaching.
Teaching and Learning Center - Future Considerations, Space and Adjacency Needs

Future Considerations
- Staff needs will grow in proportion with the growth of the campus
- Hours will need to increase with students living on campus
- Multilingual services may need to grow based on an increase in international students and the increase of multilingual students coming from public schools
- Offer more online services and more computer-assisted learning
- Expand faculty development and support services

Space Needs
- More seating and spaces for group work
- Dedicated lounge/break area for tutors
- Dedicated Faculty Development Center and Reading Lab

Adjacency Needs
- Mix of ‘quiet’ spaces (verbal) and ‘active’ spaces (math)
- Maintaining the overall identity of the TLC and individual identities for the Verbal and Math areas is important
- The TLC should be located near active student spaces and where students can have access to a lounge and food
- The Faculty Development Center can be in a separate location from the TLC.
Needs Assessment

Adjacency Diagram

The following diagram is a graphic representation of the adjacency requirements of the Library and Teaching and Learning Center.

Private and Public Spaces

The library requires spaces that are staff-only, or ‘private’, areas and spaces that are ‘public’ for patron use. Private spaces are dedicated to library administration and operations, which include the loading and receiving area, processing areas, staff meeting rooms, staff break areas, and storage.

The public spaces include service desks, browse-able collections, and event space. Within the public areas of the library, it is important to provide a mix of active and quiet areas, so that there are spaces that support interaction and collaborative learning and others where patrons may find comfortable places for quiet study. It is also important that the circulation and reference desks are located near the main entrance of the library, so that patrons can clearly identify where they should go to check out books and direct their questions.

Direct and Convenient Access

A direct adjacency should be provided between Circulation processing and the Circulation Desk, and Media & Special Collections Processing should be directly adjacent to the Media & Visual Resource Center and Special Collections. Reserves processing should also have a direct adjacency to Access Services and the Media & Visual Resource Center. The Reference service desk should have direct access to collections.

High use of interlibrary loan between the UW Libraries will keep shipping and receiving of library materials active, and convenient access between loading/receiving and processing will allow for efficient transport of materials between these areas. The library sees a potential advantage in locating campus mail/print services adjacent to the library, since both groups need the use of a loading dock, and space and operational efficiencies could be gained by sharing it.

Outreach staff should be located near event spaces and the exhibit and display areas, and the Serials and Reading Area should be convenient to Serials staff. Library Information Technology and Library Administration spaces such as mail/copy room, staff break area, and meeting rooms should be conveniently accessible to all library staff.

Strong relationships between library departments also influence adjacencies. Access Services and the Media & Visual Resource Center both have service desks to assist patrons with circulating materials and will benefit from being located near the other. Reference and Instruction Services should also be located near each other, since they have a strong collaborative relationship, providing academic support services to library patrons and the academic community as a whole.

Open and Enclosed Areas

While most of the public spaces of the library will be designed as open areas, some spaces should be enclosed. It is important that Special Collections are located within a secure area that can be monitored, since the collections by nature are rare and/or require more care. Event spaces should also be enclosed, so that programming can occur there without disrupting the daily activity of the library.
**Teaching and Learning Center (TLC)**

If the TLC is located in the library, it is important that it maintains its identity. Many spaces could be shared between the library and TLC including a percentage of ‘active’ and ‘quiet’ seating for group and individual study, a coffee/lounge area, as well as dedicated staff spaces such as meeting rooms, mail/copy room, and break areas. A direct adjacency to Instruction and convenient access to the Media & Visual Resource Center will enhance collaboration opportunities between the Library and TLC. The Faculty Development Center does not have to share the same location as the TLC, but would benefit by being close to both the TLC and library.
Needs Assessment

Existing Need
Before space needs are projected for Phase 4 and full build-out of the campus, it is important to define the library’s current need as a baseline need.

Existing Space - 19,000 ASF
The library is currently operating beyond the capacity of its existing building. With approximately 19,000 assignable square feet (ASF) in the library building, the library has filled the unfinished basement, as well as dedicated reading rooms with bookstacks. Processing spaces have been converted into staff offices, and two professional staff currently have been placed in offices in Cherry Parkes (another building on campus). Group study and general seating areas have been significantly reduced as well.

Existing Need - 29,000 ASF
With seating provided for 15% of the students on campus*, the addition of two staff offices for those who currently reside in another building, instruction space, and dedicated processing space for Library IT, Serials, Reserves, Circulation, Media, and Outreach, the existing square footage need is approximately 29,000 ASF. (See Appendix for more detail.)

UW Tacoma Library - Existing Need

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Total Library ASF 18,745 28,848

*Source: Planning Academic and Research Library Buildings, 3rd Edition
### Phase 3

Library expansion space has been planned for Phase 3, but the amount of allocated space and its location will not adequately meet the library’s needs or allow flexibility for growth in future phases. Currently, approximately 8,700 ASF will be allocated for library space in the new Jefferson Building, which is located across Hood Street from the existing library. Phase 3 buildings are anticipated to be ready for occupancy in year 2012, and by then, student enrollment is projected to be approximately 3,500 FTEs. The Phase 3 additional library space does not fully meet the library’s current need, let alone that required by 2012 to serve 1,000 additional students.

### Phase 4 & Full Build-out

Based on feedback from the UW Tacoma Library, and study of the Higher Education Coordinating Board and Facilities Evaluation Planning Guide models for library planning, space needs were projected for the next phase of campus development, Phase 4, and for the full build-out of the campus of 10,000 FTEs. By Phase 4 (anticipated for 2016), the library will need approximately 50,000 ASF. With existing need at 29,000 ASF, and based on the growth rates of students and collections, the library will require an additional 10,000 ASF every five years. By full build-out approximately 100,000 ASF will be required. (See Appendix for more detail.)

#### UW Tacoma Library - Future Need

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Gross Square Feet Calculations
The gross square feet (GSF) needed to accommodate library facility needs at Phase 4 and at full build-out can be estimated by applying a 0.6 efficiency factor to the assignable square footage calculations. The GSF for a loading dock should also be included. The current library’s loading dock is sized for van loading. The future library may need a larger loading dock due to increased frequency and size of shipments. If the library shares a loading dock with campus mail/print services, the appropriate size of the loading dock will have to be studied, based on the needs of both parties.

If the TLC joins the library in the same facility, opportunities for shared spaces between the library and TLC include a percentage of common seating for patrons, as well as common staff areas such as conference rooms, print/copy rooms, and staff break areas. Square footage needs shown to the right are estimated based on a range of 25-50% shared seating between the library and TLC. (See Appendix for more detail.)

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<tr>
<td>Total Library ASF w/ TLC</td>
<td>57,559</td>
<td>115,020</td>
</tr>
<tr>
<td>Total Library GSF (.6 efficiency) plus loading dock</td>
<td>96,431</td>
<td>192,200</td>
</tr>
<tr>
<td>Total Library ASF w/ TLC</td>
<td>55,571</td>
<td>112,170</td>
</tr>
<tr>
<td>Total Library GSF (.6 efficiency) plus loading dock</td>
<td>93,118</td>
<td>187,450</td>
</tr>
</tbody>
</table>

25% seating shared
50% seating shared