



# Learning Commons Monthly Report

December 2013

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## Programming

### Express Workshops

Express Workshops are offered every Wednesday at One and are held in Group Area C, in the Food For Thought Café area. The following were offered:

- HathiTrust
- EndNote Basic

### Tours

- University of Nebraska
- Monmouth College
- Iowa legislators
- DIRRT

### Programming

- Statistics Tutoring Lab
  - Finals Week Study Breaks: Therapy dogs of Johnson County; Free popcorn; Free coffee, Postcards; and Post a secret.
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## Services

### Service Desk

Library staff and student workers use SUMA software to manually count circulation, directional, technology, reference, and campus partner questions asked at the Service Desk. Reports are provided that count book/media check-outs, ILL check-outs, and notebook check-outs. There were 8,653 total transactions.

- Category of interaction
  - 5,334 were book/media check-outs.

- 954 were ILL check-outs.
- 851 were directional questions.
- 619 were circulation questions.
- 521 were notebook check-outs.
- 343 were technology questions.
- 285 were reference questions.
- 85 were campus partner questions.
- Peak and Low Times
  - Tuesday, December 3<sup>rd</sup> busiest with 573 transactions.
  - Sunday, December 29<sup>th</sup> least busy with 43 transactions.

## Services

- North end opens and Kathy, Amy, and Brittney greet users over the lunch hour.
- Last of furniture is installed.
- Furniture arrives for the newly re-carpeted area outside the Research and Library Instruction offices.
- Building open 24 hours beginning the Friday before finals.

## Staff

- Training sessions offered on Special Collections (Colleen Theisen), ITS help Desk Technology (Virginia Drake with ITS), and Financial Aid Services (Cathy Wilcox).

## Food For Thought

- 24,468 transactions.

## Technology

### Group Rooms

Students can reserve a group room or group space on-site using the Evoko touch screens by each location or by reserving online through their Hawkmail/email account.

- 3,266 reservations made for the group rooms and areas.
- Average of 136 reservations per room.
- Average of 113 reservations per day.
- Reservation Method
  - 2,412 reservations made online.
  - 854 reservations made on-site.
- Group Room
  - 1133 and 1111 (red) most used with 190 reservations each.
  - Open Area E least used with 10 reservations.
- Peak and Low Times
  - Sunday, December 15<sup>th</sup>, busiest day with 206 reservations.
  - Sunday, December 22<sup>nd</sup>, least busy with 0 reservations.

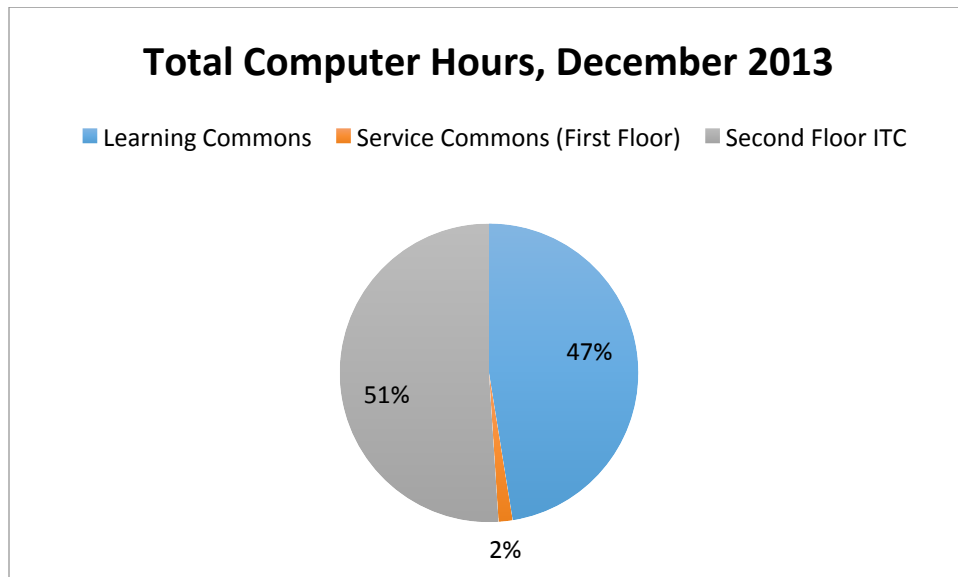
## Computer Usage

### Format

- 37,205 total PC hours
- 2,591 total Mac hours
- 39,796 total computer hours

### Location

- 210 hours per computer (90 computers total) – learning commons
- 40 hours per computer (15 computers total) – service commons (first floor)
- 136 hours per computer (149 computers total) – second floor ITC



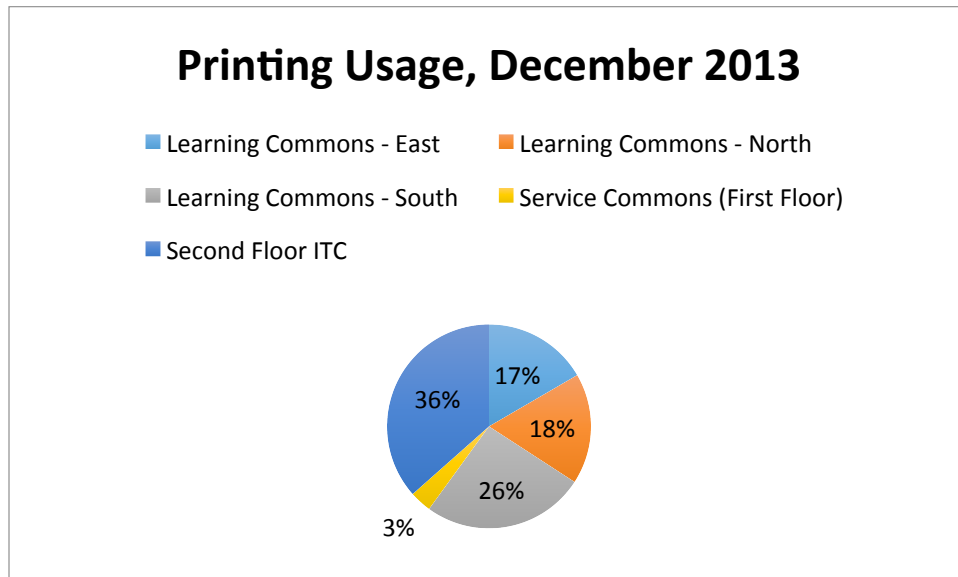
## Software Usage (top 10)

- Google Chrome
- Microsoft Word
- Internet Explorer
- Adobe Reader
- Firefox
- Microsoft PowerPoint
- Microsoft Excel
- iTunes
- Calculator
- WinRAR

## Printing Usage

- 268,129 total pages printed
- Location
  - 44,555 – learning commons - east
  - 467,051 – learning commons - north
  - 69,251 – learning commons - south

- 9,281 – service commons (first floor)
- 97,991 – second floor ITC



### Cable Usage

- HDMI cables checked out 190 times
- Mac notebook chargers (UISG provided) checked out 35 times
- PC notebook chargers (UISG provided) checked out 30 times
- VGA cables checked out 26 times
- Ethernet cables checked out 14 times.

### Signage

#### Digital Signage

- CAB Films (One Direction; The Butler; Insidious 2; Rush), CAB
- Nick Swardson Event, CAB
- OpenMic Night, CAB
- Winter Warrior Bike Challenge, Ulowa
- Finals Week Events, Learning Commons
- Intro to Environmental Science, ITS
- Media, History & Culture, ITS
- Studio Talks (Matt Lavin), DSPAH
- Help Desk Hours, ITS
- Office 365 for Student Email, ITS
- Express Workshop Series (Endnote Basic; Hathi Trust), Learning Commons
- Food for Thought Café Hours

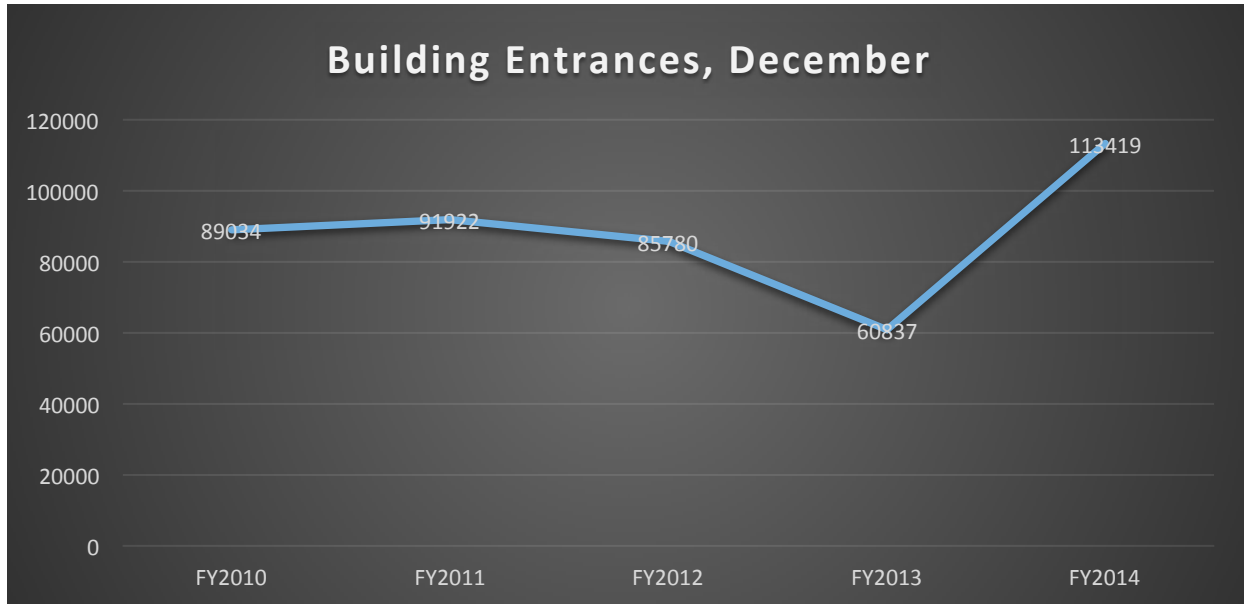
## Print Signage

- Food for Thought Café Hours
- Women's Suffrage in Iowa Digital Collection; Iowa Women's Archive

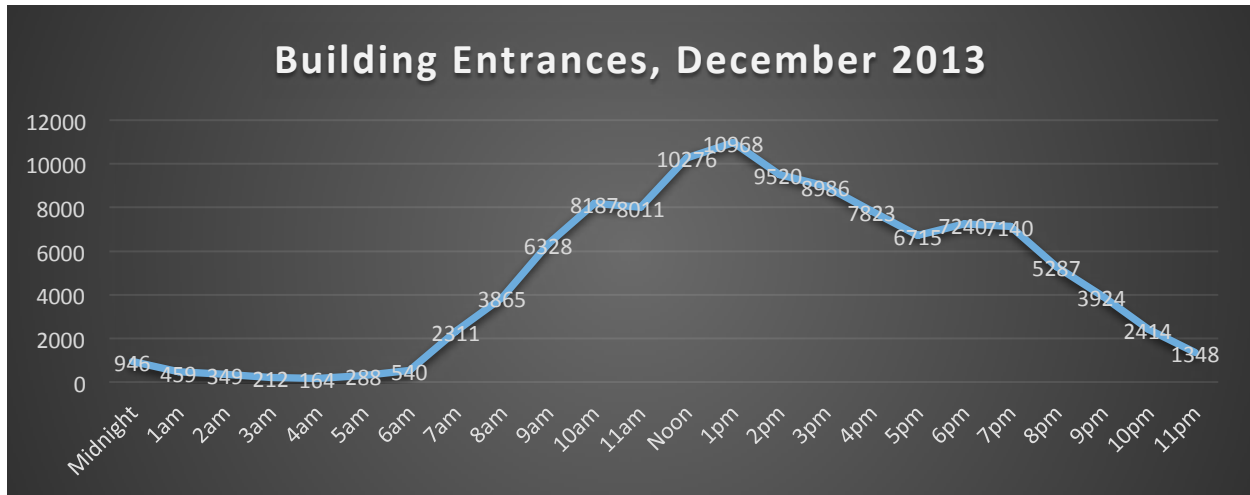
## Usage

### Building Usage

Cameras installed at each entrance and at the Service Desk count bodies entering the building and into the library collections.



- Entrances
  - 113,419 entered the Main Library
    - 70,633 through the Madison Street Entrance
    - 23,801 through the South Entrance
    - 18,985 through the North Entrance
  - 156,517 entered the Library Collections.
- Peak and Low Times
  - 1pm busiest with 10,968 entrances.
  - 4am least busy with 164 entrances.



### Users, 1<sup>st</sup> and 2<sup>nd</sup> floors

Student workers use an iPad and the SUMA software to manually count users on the 1<sup>st</sup> and 2<sup>nd</sup> floors of the Main Library, every hour the building is open. 96,124 users were counted during these hours.

Student workers choose an activity that the user is engaging in: computing (using an ITS provided desktop computer, ITS provided notebook, or a personal notebook or device, not including phones); studying alone; working in groups; using smartphones, waiting, eating, and sleeping.

- Peak and Low Times
  - 4pm busiest with 9,099 users.
  - 7am least busy with 221 users.
- Activity
  - 45,868 were using ITS provided desktop computers, ITS provided notebooks, or personal notebooks or devices (not including phones).
  - 28,512 were studying by themselves.
  - 15,901 were working in groups.
  - 3,082 were using smartphones.

# User Activity, December 1st and 2nd Floors

