Learning Commons Monthly Report

February 2015

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Programming

The Learning Commons encourages academic success by developing and presenting academic programs and workshops designed to meet the educational needs and interests of the undergraduate student population at the University of Iowa

Tours

Libraries and campus partners are interested in the Learning Commons space. The following tours were coordinated:

- *University of Iowa College of Education*

Partnerships

Campus partner activities play an important role in the Learning Commons for student success. The following represent regular campus partner sessions as well as special offerings:

- *Statistics Tutoring Lab offered 56 sessions.*

- *Writing Centering Tutoring offered 19 appointments for 19 students.*

- *History Department held 4 Write-in sessions.*

- *Office of Sustainability held 2 "RecycleMania" 2 sign-up sessions.*

- *Rhetoric Department held 5 class presentations in the Learning Commons.*

- *Iowa Digital Engagement & Learning hosted 1 "Show What You Know" event.*

- *University Libraries offered 3 Valentine's Day events*

  - *"Love in the Stacks" pop up museum*

  - *"Blind Date with a Book" pop up library*

  - *"Plan with Hearts" study break*

- *Financial Aid held 1 STEP – Workforce Development session*

- *University of Iowa Music Student Association offered 1 "Islamic Awareness Week" informational session*

- *Pomerantz Career Center offered 5 "Prepare for the Career Fair" workshops*

- *Pomerantz Career Center and University Libraries offered 1 workshop*

- *Tech Connection offered 1 free Tech Topic workshop*

  - *Mac Essentials*

- *Iowa Center for Research by Undergraduates offered 1 "Pitch Your Project" event*

- *Main Library Learning Commons offered 1 "Student Work in the Public Sphere" Faculty Workshop*

- *Student Health & Wellness offered 1 Eating Disorder Awareness week event*

Digital Displays

The Learning Commons Coordinator works with ITS, Libraries, and campus partners to ensure the digital displays promote events, resources, and services that take place in the Learning Commons or Main Library. The following were displayed:

- *Financial Literacy Services*

- *How Can I Budget for My Career? UISG*

- *Tutoring, Writing Center*

- *Tech Topics: Mac Essentials, Tech Connection*

- *The Theory of Everything, CAB*

- *The Hunger Games, Mockingjay Part 1, CAB*

- *Cinephil Film Festival, CAB*

- *Dumb & Dumber To, CAB*

- *Penguins of Madagascar, CAB*

- *Comedian Bob Saget, CAB*

- *Love in the Stacks, University Libraries*

- *Careers in Bioinformatics & Big Data, University of Iowa Health Care*

- *Lunar New Year's Event, Asian American Coalition*

- *Art Contest 2015, Graduate Student Executive Committee*

- *Blind Date with a Book, University Libraries*

- *Business Model Competition, John Pappajohn Entrepreneurial Center*

- *Carver Scholarship, Office of Student Financial Aid*

- *#uianthropocene, Obermann Center*

- *Apply for Financial Aid, Office of Student Financial Aid*

- *Hardin Open Workshops, University Libraries*

- *Islam Awareness Week, UISG*

- *Horrible Bosses 2, CAB*

- *Eating Disorder Awareness Week, Student Health & Wellness*

- *Step Afrika, CAB*

- *Video Art Show, University Libraries*

- *Small Bytes Microcinema Art Show, Digital Studio for Public Arts & Humanities*

- *MLK Day, Chief Diversitiy Office*

- *Office 365, ITS*

- *Pitch Your Project, ICRU*

- *Play at Hearts, University Libraries*

- *Fear of Falling, Obermann Center*

- *Show What You Know, Learning Commons*

- *Instagram, University Libraries*

- *Job & Internship Fair, Pomerantz Career Center*

- *River Run, Student Health & Wellness*

Services

The Main Library staff strive to provide relevant and timely assistance to our users for the entire Main Library.
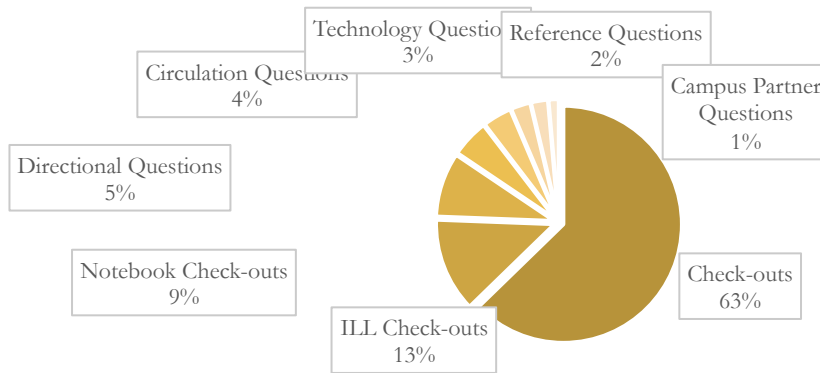
Service Desk

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 9,983 total transactions at the Service Desk:

- 6,262 book/media check-outs

- 1,285 ILL check-outs

- 882 notebook check-outs

- 516 directional questions

- 398 circulation questions

- 269 technology questions

- 232 reference questions

- 139 campus partner questions

Monday, February 16th, was the busiest day with 508 transactions
Sunday, February 1st, was the least busy day with 97 transactions

Service Desk Transactions
February 2015

Technology Questions 3%
Reference Questions 2%
Circulation Questions 4%
Campus Partner Questions 1%
Directional Questions 5%
Notebook Check-outs 9%
Check-outs 63%
ILL Check-outs 13%

Staff

Training Sessions for Service Desk staff are offered as needed. The following sessions were offered in February.

- How to use group room monitors.
- Group Room reservations.

Services

We strive to meet the needs of our users by expanding our core services. In February, we discontinued the practice of handing out free print keys for guest users. The Main Library also added a third walk-up KIC scanner to further meet the demand of our users.

Food For Thought Cafe

The Food For Thought Café had 34,753 transactions (29,834 transactions in February 2014 and 14,553 in February 2013).

Technology

Technology plays in important role in student success: from reserving a group room to work on group projects, to using the software on the ITS provided computers, to checking out a notebook, to checking out a notebook charger.

Group Rooms

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

- *3,433 total reservations were made for the group rooms and areas*
- *Average of 143 reservations per room/area*
- *Average of 123 reservations per day*
- *Reservation method*

- o   *2,695 made online*
- o   *738 made on-site*

- • *Group Room*
  - o   *Group Room 1115 (orange) most used with 179 reservations*
  - o   *Group Area F least used with 14 reservations*

- • *Peak and Low times*
  - o   *Wednesday, February 11th, busiest with 165 reservations*
 - o   *Sunday, February 1st. least busy with 63 reservation*

Computer Usage

The Main Library Learning Commons offers 90 desk-top computers. The following is the hours used, broken down by the zones.

- • *Format*
  - o   *41,797 total PC hours.*
  - o   *2,947 total Mac hours.*
  - o   *44,745 total computer hours.*

- • *Location*
  - o   *242 hours per computer (90 computers total) – learning commons.*
  - o   *266 hours per computer (13 computers total) – service commons.*
  - o   *131 hours per computer (149 computers total) – second floor.*

Total Computer Hours, February 2015

■ Learning Commons   ■ Service Commons (First Floor)   ■ Second Floor ITC

42%

49%

9%
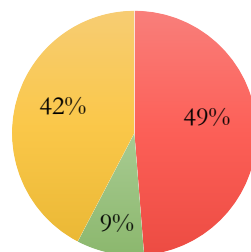
Software Usage

The Main Library computers offers many software options for students to use. The following are the top programs used:

- *Google Chrome*
- *Microsoft Word*
- *Internet Explorer*
- *Firefox*
- *Adobe Reader*
- *iTunes*
- *Microsoft PowerPoint*
- *Microsoft Excel*
- *Safari*

Printing Usage

The Main Library has the largest amount of printing on campus.

- *316,692 total pages printed*
- *Locations*
  - *59,609 – east LC*
  - *70,701 – north LC*
  - *72,320 – south LC*
  - *41,865 – service commons*
  - *72,197 – second floor ITC*

Printing Usage, February 2015

- Learning Commons - North
- Learning Commons - East
- Learning Commons - South
- Service Commons (First Floor)
- Second Floor ITC

22% 19% 23% 13% 23%
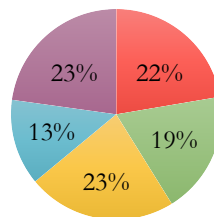
Peripherals Usage

Different cables and cords are available for check-out at the Service Desk to facilitate usage of the monitors in the group rooms and areas.

- *PC notebook chargers (ITS provided) were checked out 652 times.*

- *HDMI cables were checked out 250 times.*

- *Mac notebook chargers (UISG provided) were checked out 200 times.*

- *Mini DisplayPort Mac (HDMI) adapters were checked out 101 times.*

- *PC notebook chargers (UISG provided) were checked out 81 times.*

- *MagSafe to MagSafe2 converters were checked out 79 times.*

- *VGA cables were checked out 29 times.*

- *Ethernet cables were checked out 28 times.*

- *Dell mice checked out 24 times.*

- *Mini DisplayPort Mac (VGA) adapters were checked out 9 times.*

- *Wireless presentation advancers checked out 8 times.*

- *Lightning Mac (HDMI) adapters were checked out 4 times.*

- *30-pin Mac (VGA) adapters were checked out 1 time.*

- *Lightning Mac (VGA) adapters were checked out 0 times.*

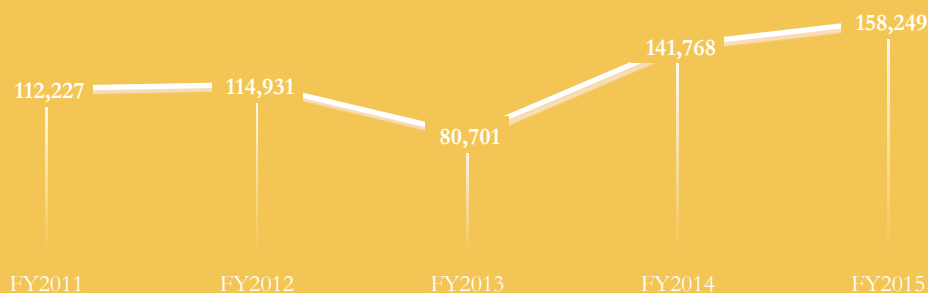# Usage

Building Entrances

Cameras installed at each entrance and at the Service Desk count bodies entering the building and entering the library collections. The cameras at the Madison Street entrances are currently being evaluated and adjusted to improve accuracy.

- *158,249 entered the Main Library*

- *81,618 entered the Main Library Collections*

BUILDING ENTRANCES, FEBRUARY

Number of People

FY2011	FY2012	FY2013	FY2014	FY2015
112,227	114,931	80,701	141,768	158,249

Occupancy

Cameras installed at each entrance and at the Service Desk count bodies entering and exiting, generating an occupancy count for both the Learning Commons and the Library Collections.

There were a total of 379,061 hourly occupants counted in February.

- 223,993 in the Learning Commons.

- 155,068 in the Library Collections.

2pm to 3pm was the highest occupied hour with 27,752 total hourly occupants.
Thursday, February 26th had the most total hourly occupants with 20,079.

Main Library Occupancy: February 2015

Legend: ■ Learning Commons ■ Collections
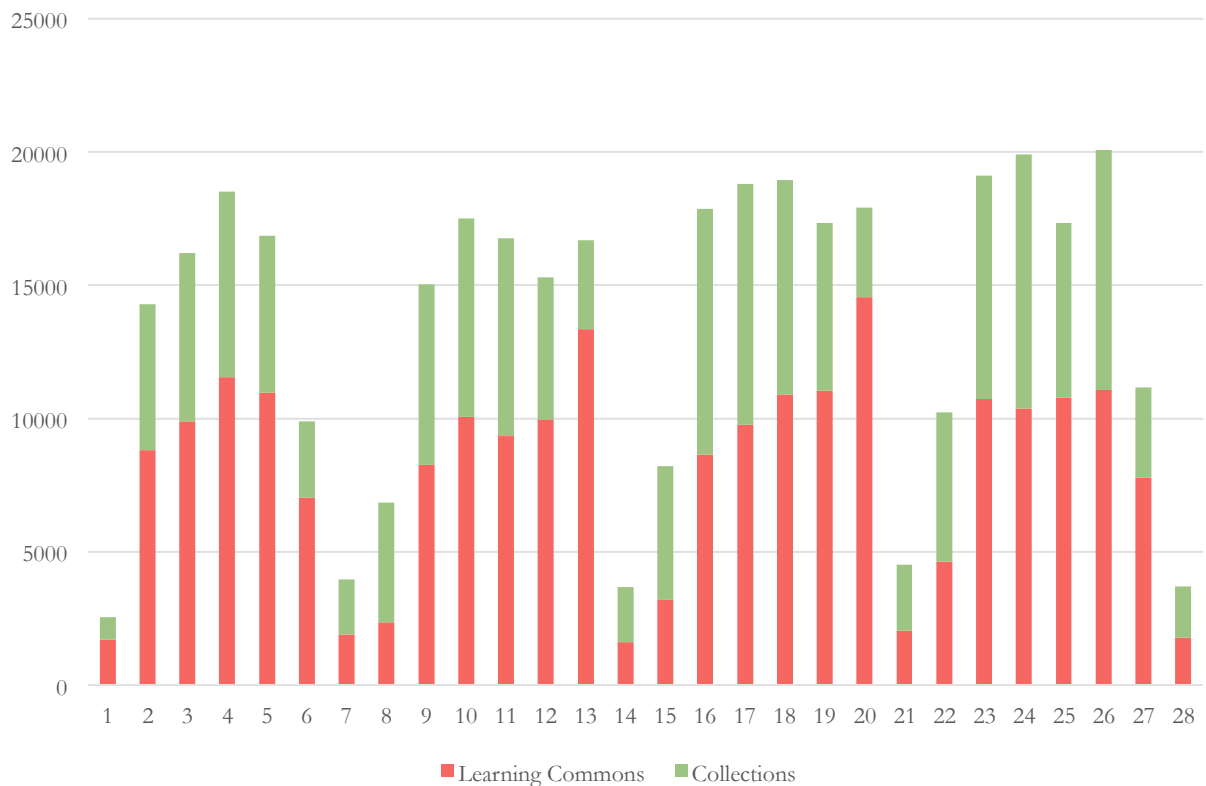
User Activity

During reference sampling week, student and staff use an iPad and the Suma software to manually count users in the Learning Commons, every hour the building is open. Between February 16th and February 22nd, the following users were counted:

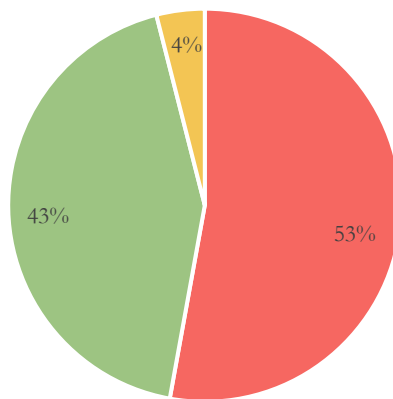### Group Rooms and Areas: 1,437 total counted

- Location
  - Group Rooms: 1,200
  - Group Areas: 237
- Number of People
  - Unattended (stuff, no people): 26
  - 1: 339
  - 2-3: 787
  - 4-5: 234
  - 6 or more: 50

- Reservation
  - Yes: 1,038
  - No: 398
- Writing Surface
  - No: 1,076
  - Yes: 360
- Monitor
  - No: 1,253
  - Yes: 183
- Device
  - Notebooks: 956
  - Mobile Device: 57
  - Both Notebooks and Mobile Device: 232
  - None: 191

User Activity in Group Rooms and Areas
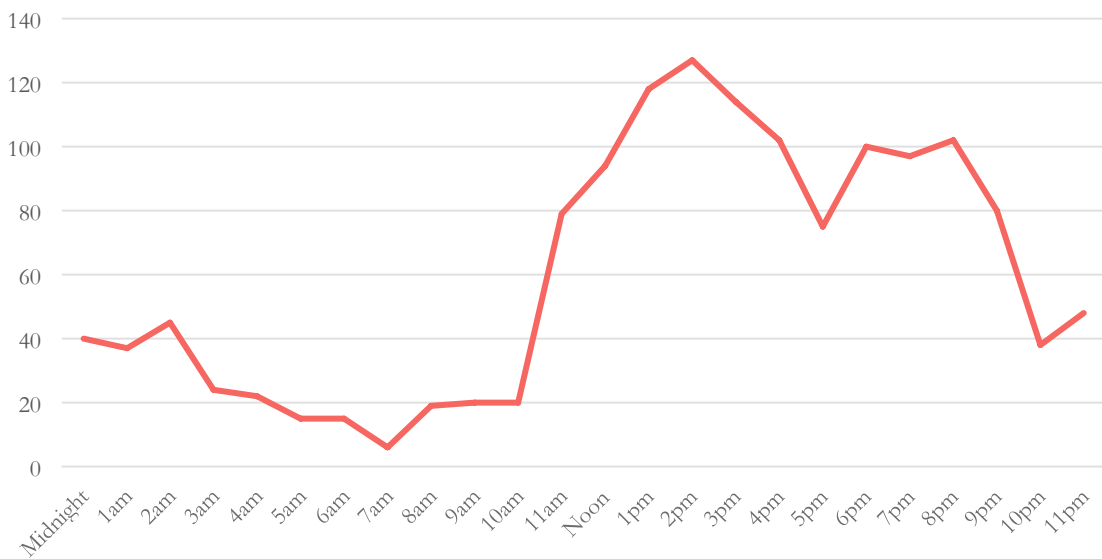
■ Collaborating ■ Studying silently ■ Other
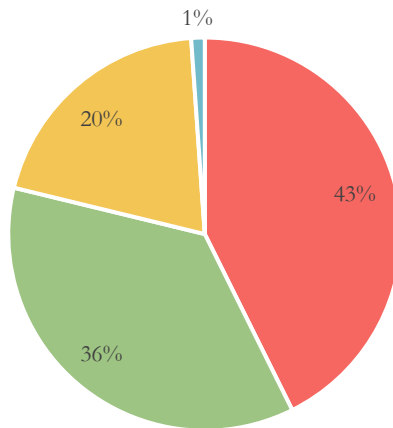

4%

43%

53%

Hourly Users in Group Rooms and Areas, By Day
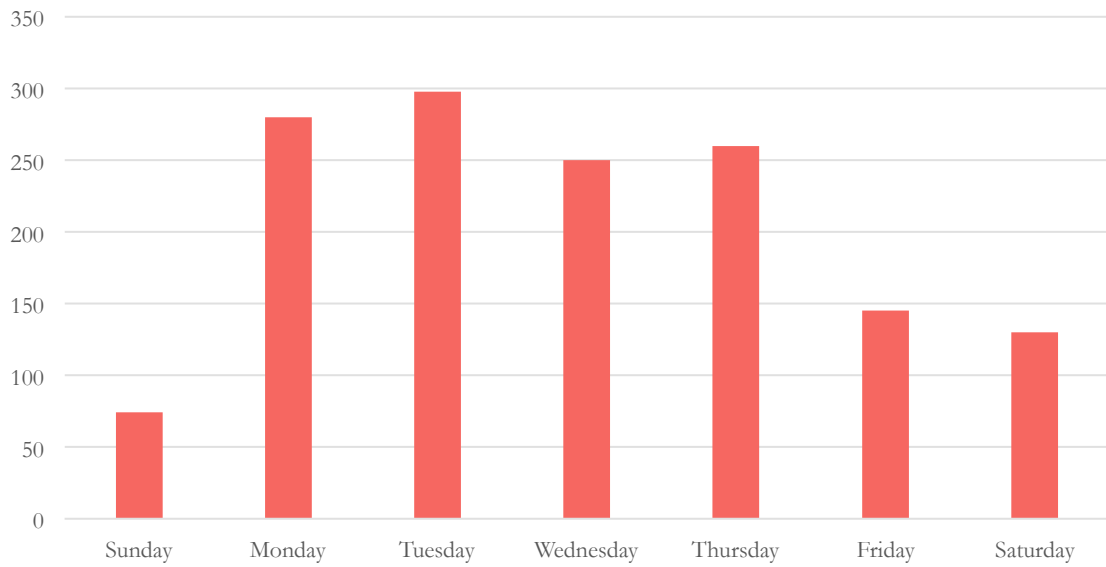
Hourly Users in Group Rooms and Areas, By Hour

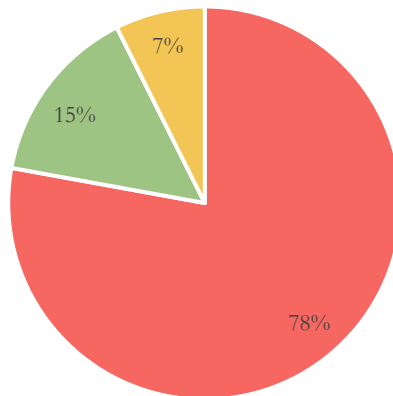*Learning Commons (excluding Rooms and Areas): 13,058 total counted*

Users in the Learning Commons, by Location
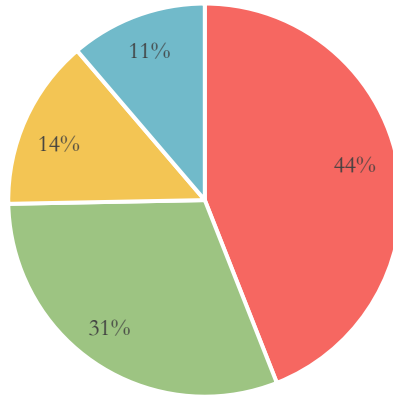
■ Other ■ Desktop Computers ■ FFT ■ TILE (after hours)

1%

20%

43%

36%

Users in the Learning Commons, by Activity

■ Studying silently ■ Collaborating ■ Other

7%

15%

78%

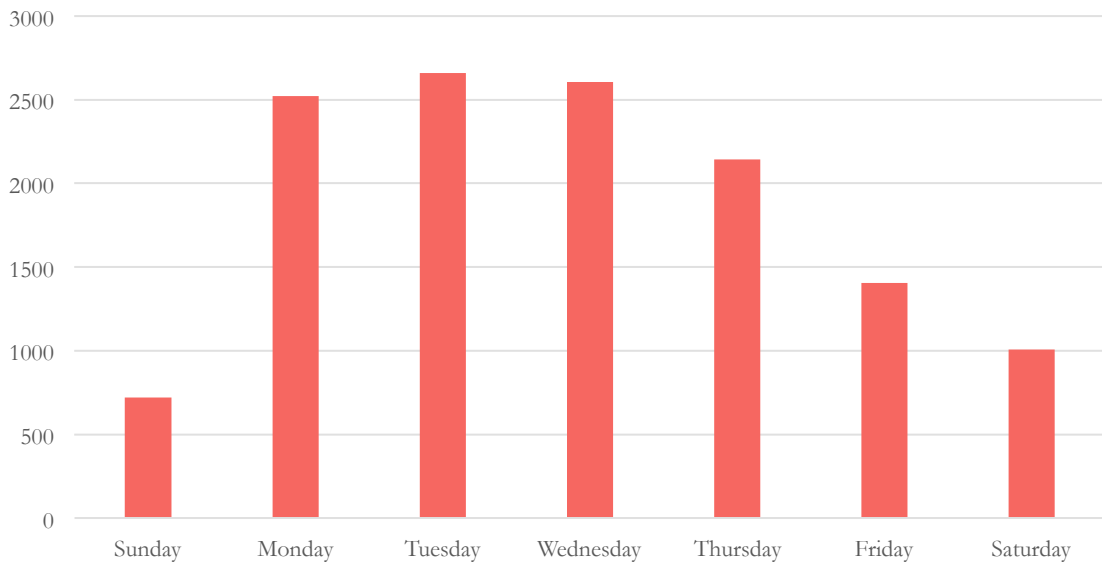# User Activity, by Device

■ Laptop   ■ Desktop Computer   ■ None   ■ Mobile Device

Users in the Learning Commons, by Day

Users in the Learning Commons, Hourly