Learning Commons Monthly Report

January 2014

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:

- Iprint
- Skill Builders

Tours

- University of Northern Iowa

Partnerships

- Statistics Tutoring Lab offered 8 sessions.
- SWAT Tutoring tutored 7 students, including 2 supplemental instruction appointments.
- Brain Gain
- Center for Teaching
- UI Environmental Coalition
- Study Abroad and International Programs

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 7,736 total transactions.

- Category of interaction
    - 4,959 were book/media check-outs.
    - 1,011 were ILL check-outs.
    - 614 were directional questions.

- o 465 were circulation questions.
  - o 259 were technology questions.
  - o 176 were reference questions.
  - o 162 were notebook check-outs.
  - o 90 were campus partner questions.
- Peak and Low Times
  - o Tuesday, January 21st busiest with 681 transactions.
  - o Sunday, January 5th least busy with 73 transactions.

Roving

Library staff (first week of classes) and student workers use SUMA software to manually count questions asked while stationed at an "ask me" booth located in the Learning Commons. There were 362 total transactions.

- Category of interaction
  - o 286 were directional questions.
  - o 50 were technology questions.
  - o 9 were reference questions.
  - o 10 were campus partner questions.
  - o 7 were circulation questions.
- Peak Times
  - o 9:00am was the busiest hour with 73 questions.
  - o Tuesday, January 21st was the busiest day with 143 questions.

Services

- Began resetting HawkID passwords for UI students.
- Began refunding print jobs up to $1.00 for UI students.
- Staff greeted users at the entrances during the first week of classes to offer directional assistance.
- Roving service replaced by students strategically stationed at "ask me" booths.
- Began checking out Dell USB mice.
- Jeopardy airs featuring UI staff who studied using the TVs in the Learning Commons.

Staff

- Training sessions offered on Special Collections and IWA tour (Colleen Theisen and Janet Weaver), SWAT: Supplemental Instruction, Workshops, and Tutoring (Stephanie Preschel), LIT Technology (Chris Clark), Community Borrowers (Donald Baxter), Aleph user and item records (Kathy Penick), Springshare products (Steve Ostrem), Microfilm readers (Amy Paulus), ITS help Desk Technology (Virginia Drake with ITS), Tour of storage (Amy Paulus), Customer Service (Sean Hesler), VLC Media Player (Matthew Butler), Tumblr (Hannah Kane).

## Food For Thought

- 8,182 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.

- 985 reservations made for the group rooms and areas.
- Average of 41 reservations per room.
- Reservation Method
    - 296 reservations made online.
    - 689 reservations made on-site.
- Group Room
    - Group Room 1115 (orange) most used with 76 reservations.
    - Group Area E least used with 0 reservations.
- Peak and Low Times
    - Wednesday, January 29th, busiest day with 114 reservations.
    - Saturday and Sunday, January 4th and 5th, least busy with 1 reservation each.

Computer Usage

- Format
    - 10,418 total PC hours
    - 698 total Mac hours
    - 11,117 total computer hours
- Location
    - 74 hours per computer (90 computers total) – learning commons
    - 59 hours per computer (15 computers total) - service commons
   - 24 hours per computer (149 computers total) - second floor

Total Computer Hours, January 2014

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

32%

60%

8%
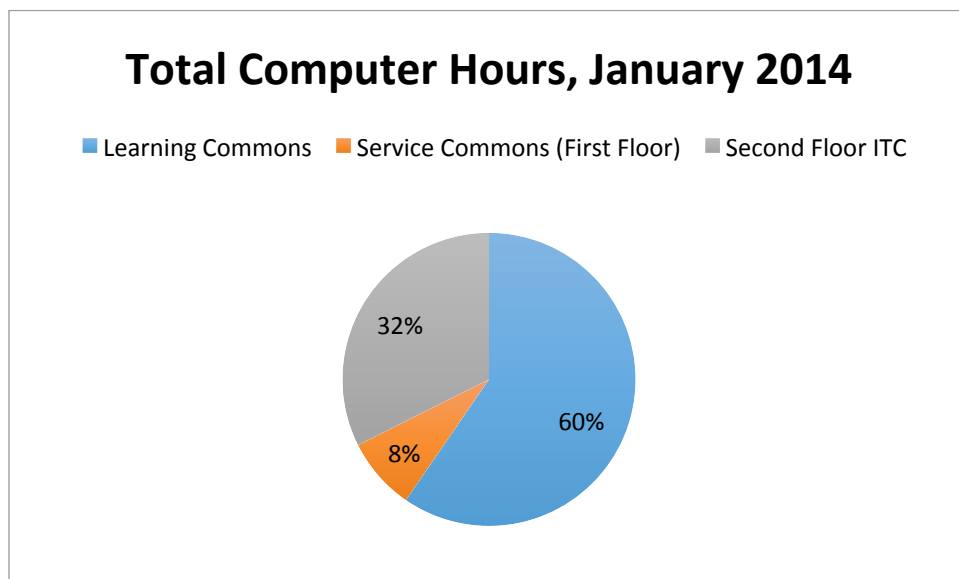
Software Usage

- Google Chrome
- Microsoft Word
- Internet Explorer
- Firefox
- Adobe Reader

Printing Usage

- 138,970 total pages printed
- Location
  - 33,280– learning commons - east
  - 30,357 – learning commons - north
  - 38,680 – learning commons - south
  - 13,018 - service commons (first floor)
  - 23,635 - second floor ITC

Printing Usage, January 2014

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

- 24%
- 22%
- 28%
- 9%
- 17%
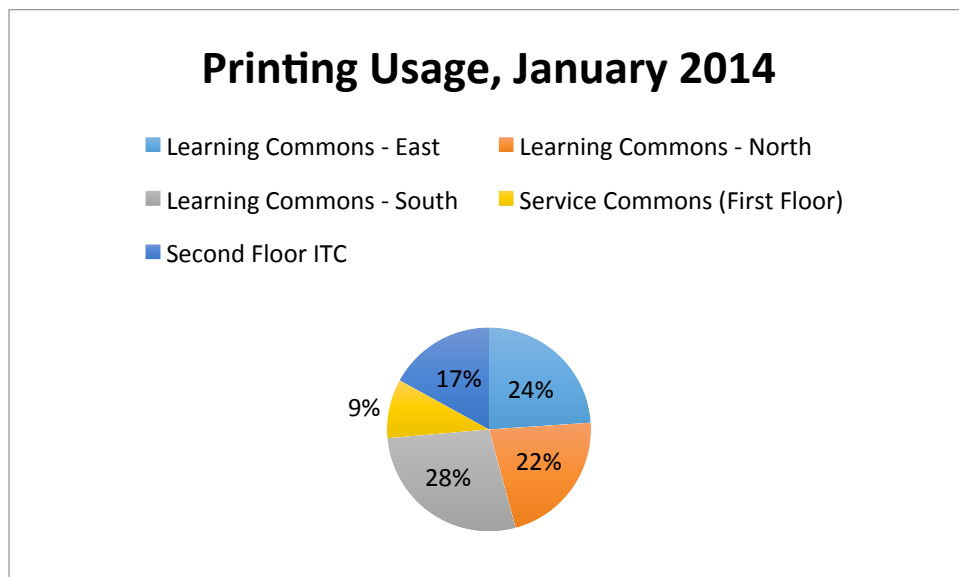
Cable Usage

- HDMI cables checked out 52 times
- Mac notebook chargers (UISG provided) checked out 8 times
- Ethernet cables checked out 7 times.
- PC notebook chargers (UISG provided) checked out 6 times
- VGA cables checked out 5 times

Signage

Digital Signage

- CAB Films (About Time, Captain Phillips, Cloudy with a Chance of Meatballs, Escape Plan), CAB

- 5 Weeks to Wellness Programm, Student Health & Wellness; Division of Student Life
- Iowa City Improv, CAB
- Nick Swardson, CAB
- Jon Goode, MLK, Jr. Celebration of Human Rights Event, CAB
- Bringing the Vision Home, MLK, Jr. Celebration of Human Rights Event, UIowa
- Diversity Workshop, NCBI
- CRU
- Combined Degree Programs, College of Public Health
- Intro to Environmental Science, ITS
- Media, History & Culture, ITS
- Help Desk Hours, ITS
- Office 365 for Student Email, ITS
- Food for Thought Café Hours
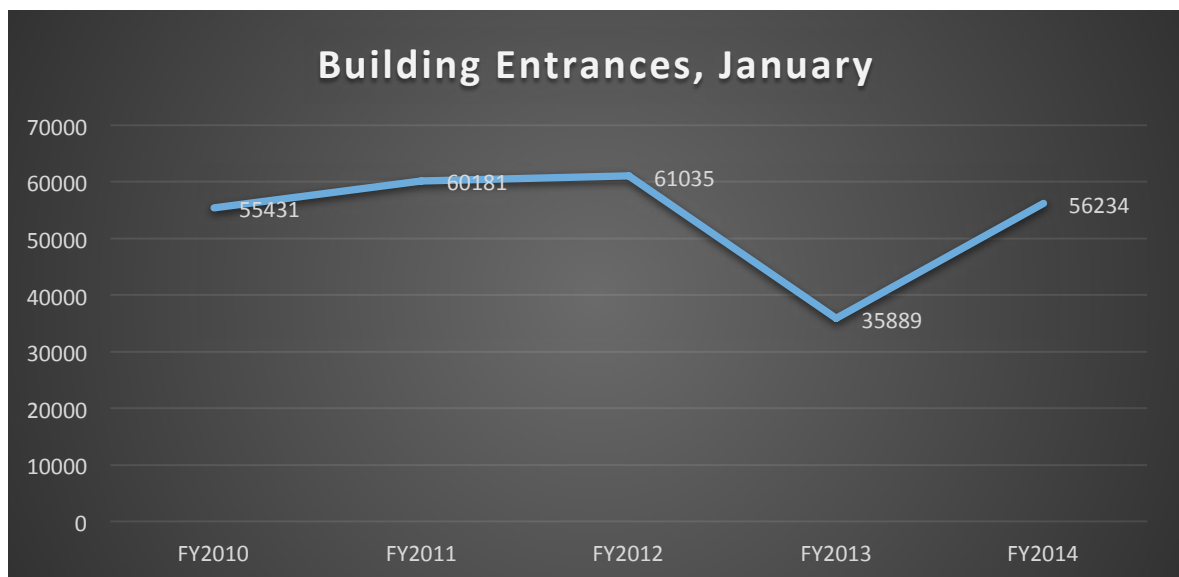- Brain Gain, SWAT

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.

- 56,234 entered the Main Library.
- 53,449 entered the Library Collections.

Building Entrances, January

	FY2010	FY2011	FY2012	FY2013	FY2014
Entrances	55431	60181	61035	35889	56234

Users, 1st and 2nd floors

Student workers use an iPad and the SUMA software to manually count users on the 1st and 2nd floors of the Main Library, every hour the building is open. 28,344 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
  - 1pm busiest with 3,122 users.
  - 6am least busy with 10 users.
- Activity
  - 14,707 were using ITS provided desktop computers, ITS provided notebooks, or personal notebooks or devices (not including phones).
  - 8,787 were studying by themselves.
  - 2,838 were working in groups.
  - 922 were using smartphones.

User Activity, January
1st and 2nd Floors

Using a computer — 52%
Studying alone — 31%
Working in groups — 10%
Using smart phones — 3%
Other — 4%