Learning Commons Monthly Report

July 2014

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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:

- Financial Aid services
- Tech Connection
- History Department Graduate Studies Department

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:

- SWAT Tutoring offered Supplemental Instruction sessions in room 1153 Blue and helped 21 students.

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:

- Where Do I Go For Help?, Financial Services
- 2014 Bioinformatics Short Course, University of Iowa Health Care
- Stalking, Anti-Violence Coalition
- Lynda.com, ITS
- Browzine, University Libraries
- Comedian Retta, CAB
- Genetic Counseling, University of Iowa Health Care
- Combined Degree Programs, College of Public Health
- Service Desk, Learning Commons

Services

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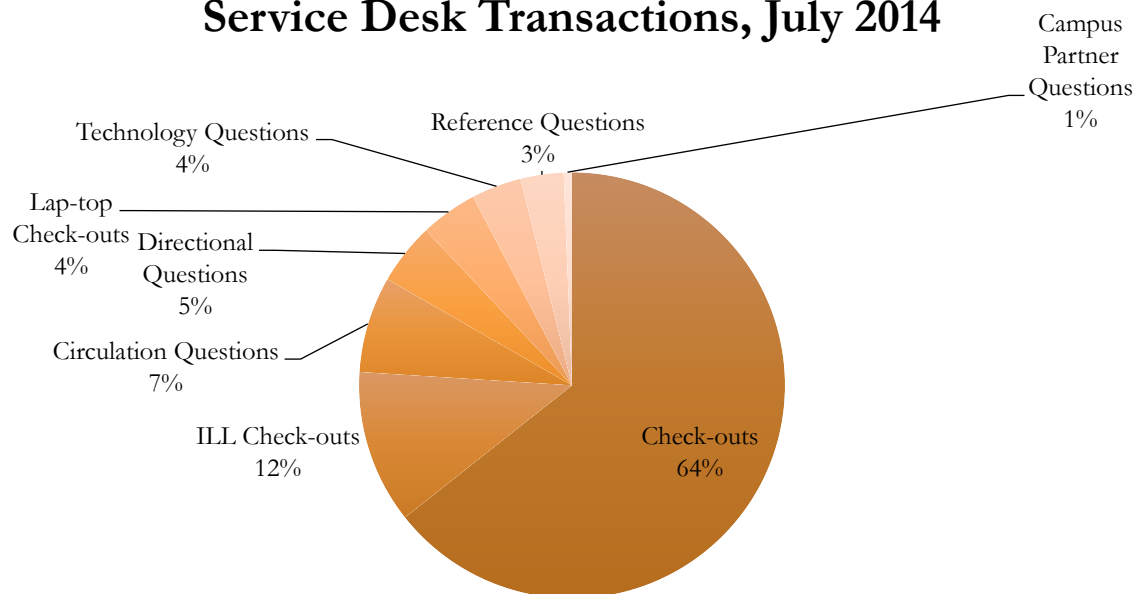
Service Desk

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 lap-top check-outs.

There were 6,737 total transactions at the Service Desk:

- 4,335 book/media check-outs

- 785 ILL check-outs

- 492 circulation questions

- 315 directional questions

- 292 lap-top check-outs

- 256 technology questions

- 220 reference questions

- 42 campus partner questions

Monday, July 14th, was the busiest day with 369 transactions
Sunday, July 6th, was the least busy day with 43 transactions

Service Desk Transactions, July 2014

Category	Percentage
Check-outs	64%
ILL Check-outs	12%
Circulation Questions	7%
Directional Questions	5%
Lap-top Check-outs	4%
Technology Questions	4%
Reference Questions	3%
Campus Partner Questions	1%

Roving

Student workers use Suma software to manually count questions asked while stationed at an "ask me" booth located in the Learning Commons. We are not offering this service in the summer months.

Staff

Training Sessions for Service Desk staff were offered on the following topics:

- *Microsoft Office (Chris Clark)*

- *Evacuation Practice*
- *ICON updates (Dave Long and Sue Almen-Wittaker)*

Services

The following new services were offered in July.

- *ITS rolled out one queue printing.*

Food For Thought Cafe

The Food For Thought Café had 3,811 transactions (0 transactions in July 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 lap-top, to checking out a lap-top 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.

- *623 total reservations were made for the group rooms and areas*
- *Average of 26 reservations per room/area*
- *Average of 20 reservations per day*
- *Reservation method*
    - o *124 made online*
    - o *499 made on-site*
- *Group Room*
    - o *Group Room 1117 Orange was the most used with 59 reservations*
    - o *Group Area B & Group Area E were the least used with 0 reservations*
- *Peak and Low times*
    - o *Monday, July 14, busiest with 40 reservations*
    - o *Saturday, July 5. least busy with 3 reservation*
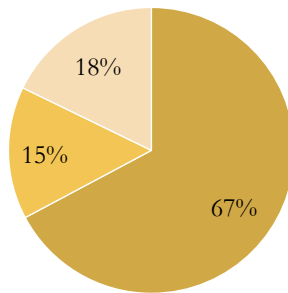
Computer Usage

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

- *Format*
    - o *10,723 total PC hours.*

- o *784 total Mac hours.*

- o *11,507 total computer hours.*

- • *Location*

  - o *86 hours per computer (90 computers total) – learning commons.*

  - o *115 hours per computer (15 computers total) – service commons (first floor).*

  - o *14 hours per computer (149 computers total) – second floor ITC.*

Total Computer Hours, July 2014

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

18%

15%

67%

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*

- • *Microsoft Powerpoint*

- • *Adobe Reader*

- • *Adobe Acrobat*

- • *iTunes*

- • *Microsoft Excel*

- • *Microsoft Access*

- • *Calculator*

- • *LanSchool Student*

Printing Usage

> ℹ The Main Library has the largest amount of printing on campus.
>
> - *40,269 total pages printed*
> - *Locations*
>   - *8,269 – learning commons – east.*
>   - *8,789 – learning commons – north.*
>   - *10,591 – learning commons – south.*
>   - *7,762– service commons (first floor).*
>   - *4,858– second floor ITC.*

Printing Usage, July 2014

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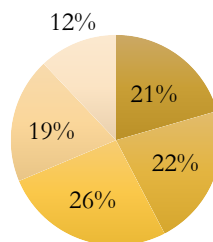
Cable Usage

> ℹ Different cables and cords are available for check-out at the Service Desk.
>
> - *HDMI cables were checked out 35 times.*
> - *Ethernet cables were checked out 14 times.*
> - *Mac lap-top chargers (UISG provided) were checked out 13 times.*
> - *VGA cables were checked out 6 times.*
> - *PC lap-top chargers (UISG provided) were checked out 3 times.*
> - *Dell mice checked out 2 times.*
> - *MagSafe to MagSafe2 converters were checked out 0 times.*
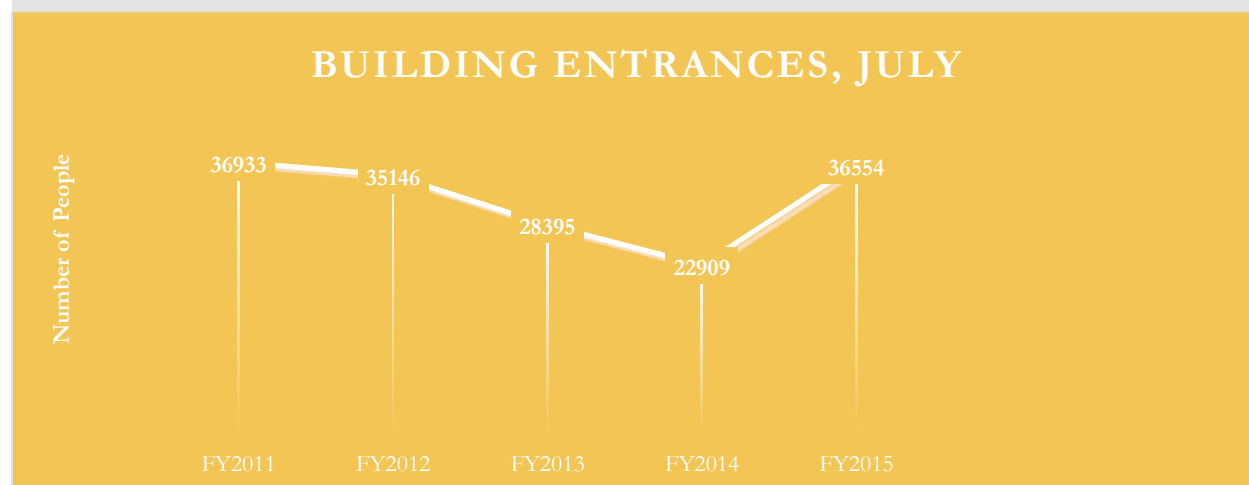> - *Wireless presentation advancers checked out 0 times.*

Usage

Building Entrances

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

- *36,554 entered the Main Library*
- *41,040 entered the Main Library Collections*

BUILDING ENTRANCES, JULY

Number of People

36933   35146   28395   22909   36554

FY2011   FY2012   FY2013   FY2014   FY2015

User Activity

Student workers use an iPad and the Suma software to manually count users on the first and second floors of the Main Library, every hour the building is open.

- There were a total of 21,027 users counted in July.

Student workers choose an activity that the user is engaging in:

- 10,260 were computing (using an ITS provided desk-top computer, ITS provided lap-top, or a personal lap-top or device, not including phones).
- 7,159 were studying alone.
- 2,145 were working in groups.
- 685 were using smartphones.
- 564 were waiting
- 144 were eating
- 70 were sleeping

4pm to 5pm was the busiest hour with 2,731 users.
No counts were done for the 7am to 8am hour (0 users) so 8am to 9am least busy hour with 489 users.

User Activity, July 1st and 2nd Floors

Using smartphone 3%

Other 4%

Working in groups 10%

Studying alone 34%

Using a computer 49%