



Learning Commons Monthly Report

June 2014

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Programming



The Learning Commons Coordinator collaborates with campus partners, ITS, and Libraries staff to provide programming to support student success.

Tours



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

- *Maharishi University of Management*

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*

[Click here to enter text.](#)

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:

- *Browzine, University Libraries*
- *Lynda.com, ITS*
- *Service Desk, Learning Commons*
- *Stalking, University of Iowa*
- *Public Health Degree, College of Public Health*
- *Bioinformatics Short Course, Iowa Institute of Human Genetics*

Services



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

Service Desk



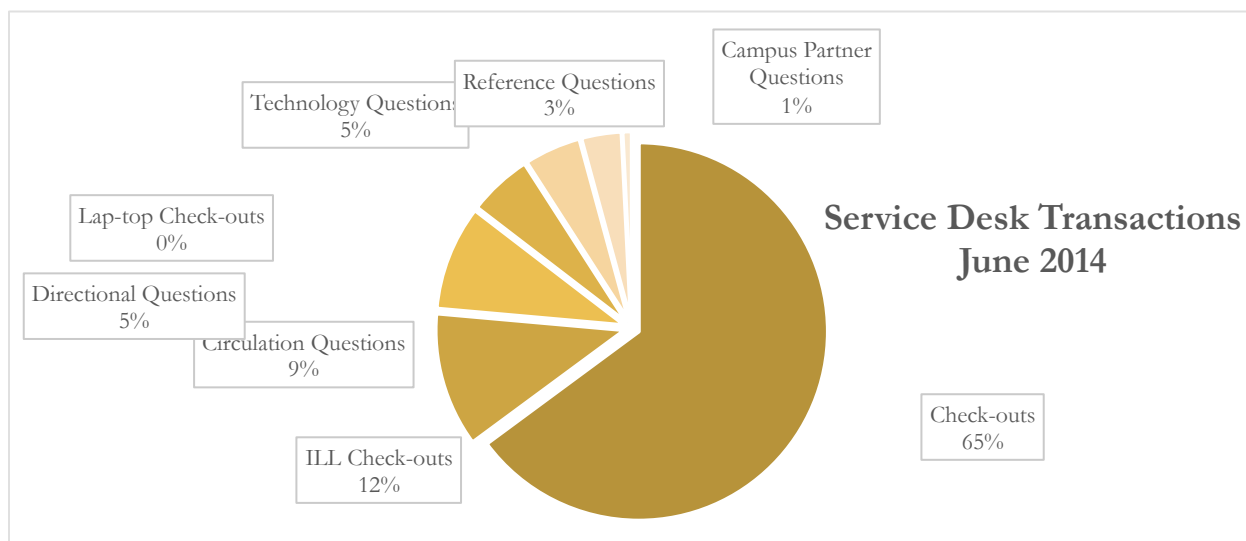
Library staff and student workers use Suma software to manually count circulation, directional, technology, reference, and campus partner questions asked at the Service Desk. Reports are provided that count book/media check-outs, ILL check-outs, and notebook check-outs.

There were 6,431 total transactions at the Service Desk:

- 4,035 book/media check-outs
- 717 ILL check-outs

- 341 directional questions
- 560 circulation questions
- 264 notebook check-outs
- 303 technology questions
- 214 reference questions
- 49 campus partner questions

Thursday, May 8th was the busiest day with 439 transactions
 Saturday, May 24th was the least busy day with 59 transactions



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:

- *EndNote desktop (Amy Blevins)*
- *Remote Users Procedural Changes*
- *Web Browsers (Chris Clark)*

Services



No new services were offered in June. However, assessment of the following services are currently being evaluated:

- *Roving*
- *Head Counts of user activity*
- *Staffing level and numbers at the Service Desk*

Food For Thought Cafe



The Food For Thought Café had 3,746 transactions (0 transactions in June 2013).

Technology



Technology plays an 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.

- 615 total reservations were made for the group rooms and areas
- Average of 26 reservations per room/area
- Average of 21 reservations per day
- Reservation method
 - 102 made online
 - 513 made on-site
- Group Room
 - 1117 (orange) most used with 52 reservations
 - 1131 and 1132 (green) and 1113 (red) least used with 1 reservation each
- Peak and Low times
 - Wednesday, June 25th, busiest with 36 reservations
 - Saturday, June 7th, least busy with 0 reservations

Computer Usage

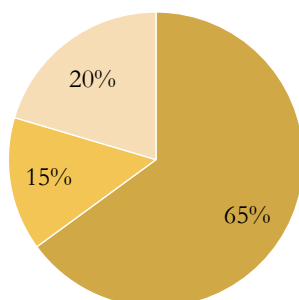


The Main Library Learning Commons offers 90 desk-top computers. The following is the hours used, broken down by the zones.

- Format
 - 10,958 total PC hours.
 - 576 total Mac hours.
 - 11,533 total computer hours.
- Location
 - 83 hours per computer (90 computers total) – learning commons.
 - 113 hours per computer (15 computers total) - service commons (first floor).
 - 16 hours per computer (145 computers total) - second floor ITC.

Total Computer Hours, June 20214

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



Software Usage



The Main Library computers offers many software options for students to use. The following are the top 10 programs used:

- *Google Chrome*
- *Firefox*
- *Internet Explorer*
- *Microsoft Word*
- *Adobe Reader*
- *Microsoft PowerPoint*
- *LanSchool Student*
- *Adobe Acrobat*
- *Microsoft Excel*
- *Microsoft Office Outlook*
- *iTunes*

Printing Usage

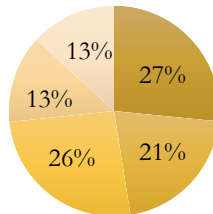


The Main Library has the largest amount of printing on campus.

- *57,615 total pages printed*
- *Locations*
 - *15,243 – learning commons – east.*
 - *12,006 – learning commons – north.*
 - *14,831 – learning commons – south.*
 - *7754 - service commons (first floor).*
 - *7,546 - second floor ITC.*

Printing Usage, June 2014

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



Cable Usage



Different cables and cords are available for check-out at the Service Desk.

- *HDMI cables were checked out 51 times.*
- *Mac notebook chargers (UISG provided) were checked out 8 times.*
- *PC notebook chargers (UISG provided) were checked out 1 time.*
- *VGA cables were checked out 21 times.*
- *Ethernet cables were checked out 10 times.*
- *MagSafe to MagSafe2 converters were checked out 1 times.*
- *Dell Mouse checked out 3 times.*

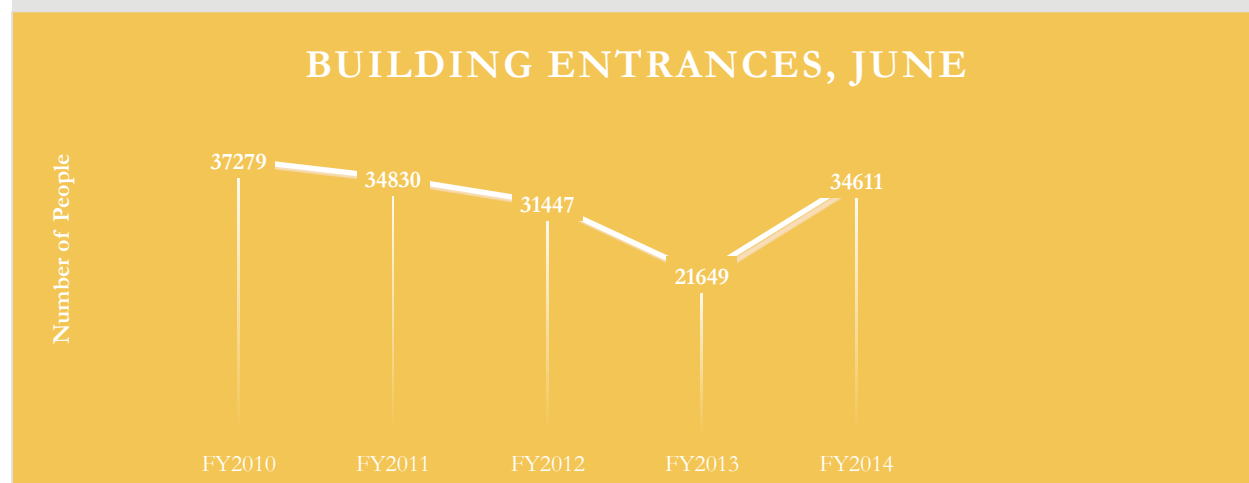
Usage

Building Entrances



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

- 34,611 entered the Main Library
- 37,873 entered the Main Library Collections



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 20,339 users counted in June.

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

- 11,108 were computing (using an ITS provided desk-top computer, ITS provided notebook, or a personal notebook or device, not including phones).
- 5,827 were studying alone.
- 1,726 were working in groups.
- 811 were using smartphones.
- 612 were waiting
- 161 were eating
- 94 were sleeping

3pm to 4pm was the busiest hour with 2,493 users.

8am to 9am was the least busy hour with 554 users.

**User Activity, June
1st and 2nd Floors**

