LEARNING
Commons

Learning Commons Monthly Report

June 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:

- *Women & Gender Historians Conference*

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 8 Supplemental Instruction sessions and helped 1 student*

- *Rhetoric department offered 2 class presentations*

- *Center for Teaching held 1 graduate reading group*

- *Special Collections hosted 1 live streaming 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 could you save $500 a year on student loans?*

Services

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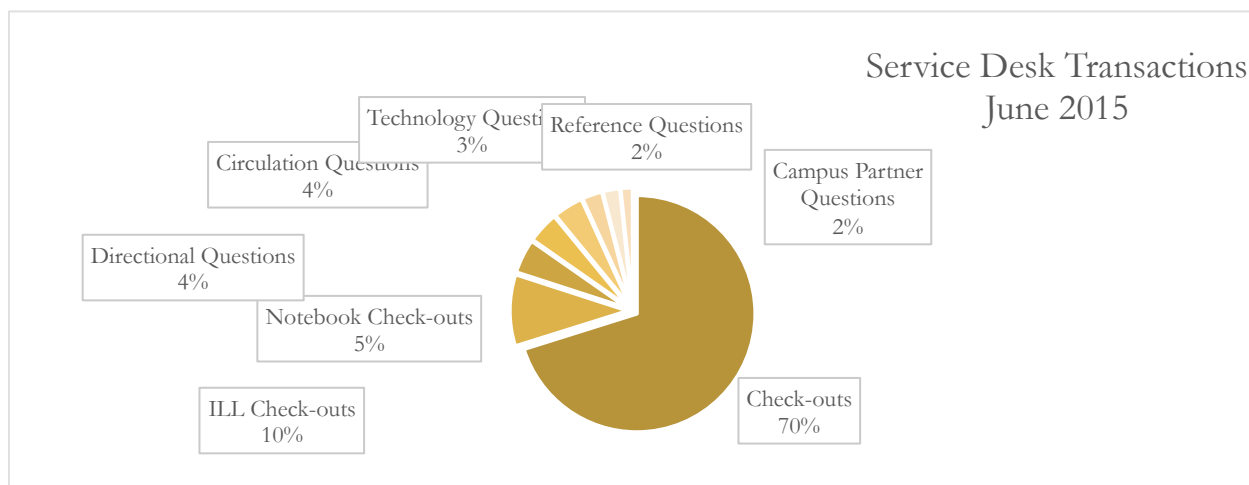
Service Desk

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 5,577 total transactions at the Service Desk:

- 3,913 book/media check-outs

- 548 ILL check-outs

- 263 notebook check-outs

- 242 directional questions

- 232 circulation questions

- 155 technology questions

- 132 reference questions

- 92 campus partner questions

Tuesday, June 2nd, was the busiest day with 315 transactions
Saturday, June 27th, was the least busy day with 38 transactions

Service Desk Transactions June 2015

Technology Questions 3%
Reference Questions 2%
Circulation Questions 4%
Campus Partner Questions 2%
Directional Questions 4%
Notebook Check-outs 5%
ILL Check-outs 10%
Check-outs 70%

Staff

Training Sessions for Service Desk staff are offered as needed. There were no sessions offered in June.

Services

We strive to meet the needs of our users by expanding our core services. No new services were offered in June.

Food For Thought Cafe

The Food For Thought Café had 4,310 transactions (3,746 transactions in June 2014 and 0 in June 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.

- *814 total reservations were made for the group rooms and areas*

- *Average of 34 reservations per room/area*

- *Average of 27 reservations per day*

- *Reservation method*

    - o *179 made online*

    - o *635 made on-site*

- *Group Room*

    - o *1130 (green) most used with 71 reservations*

    - o *Group Area C, E, & F least used with 0 reservations*

- *Peak and Low times*

    - o *Wednesday, June 10, busiest with 44 reservations*

    - o *Saturday, June 27. least busy with 2 reservation*
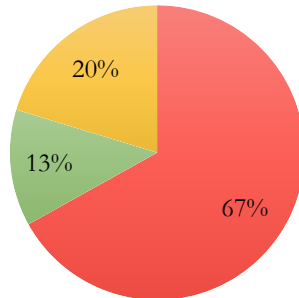
Computer Usage

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

- *Format*

    - o *10,302 total PC hours.*

    - o *575 total Mac hours.*

    - o *10,877 total computer hours.*

- *Location*

    - o *81 hours per computer (90 computers total) – learning commons.*

    - o *93 hours per computer (13 computers total) – service commons.*

    - o *15 hours per computer (149 computers total) – second floor.*

Total Computer Hours, June 2015

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

20%

13%

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*
- *Adobe Reader*

Printing Usage

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

- *66,245 total pages printed*
- *Locations*
  - o *15,386 – east LC*
  - o *18,630– north LC*
  - o *17,677 – south LC*
  - o *10,077 – service commons*
  - o *4,475 – second floor*

Printing Usage, June 2015

Printing Usage, June 2015 — Learning Commons: 51,693; Service Commons (First Floor): 10,077; Second Floor ITC: 4,475
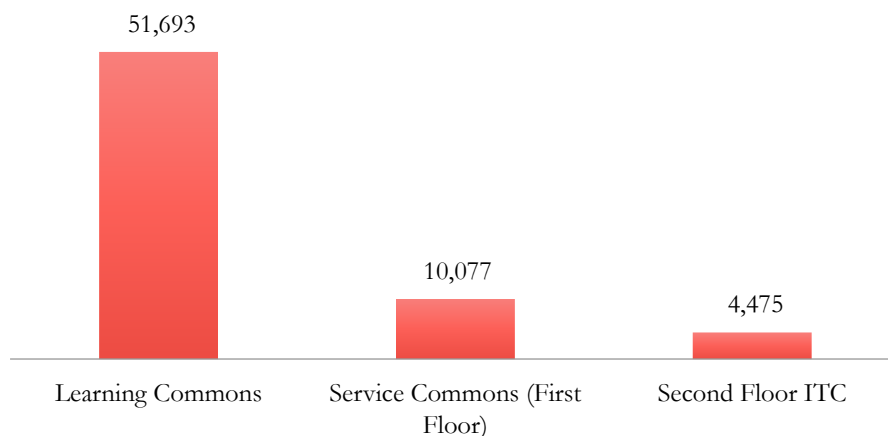
Peripherals Usage

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 213 times.*

- *HDMI cables were checked out 54 times.*

- *Mac lap-top chargers (UISG provided) were checked out 26 times.*

- *MagSafe to MagSafe2 converters were checked out 13 times.*

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

- *Dell mice checked out 9 times.*

- *PC notebook chargers (UISG provided) were checked out 6 times.*

- *VGA cables were checked out 2 times.*

- *Ethernet cables were checked out 2 times.*

- *Wireless presentation advancers checked out 2 times.*

- *Mini DisplayPort Mac (VGA) adapters were checked out 1 time.*

- *Lightning Mac (HDMI) adapters were checked out 1 time.*

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

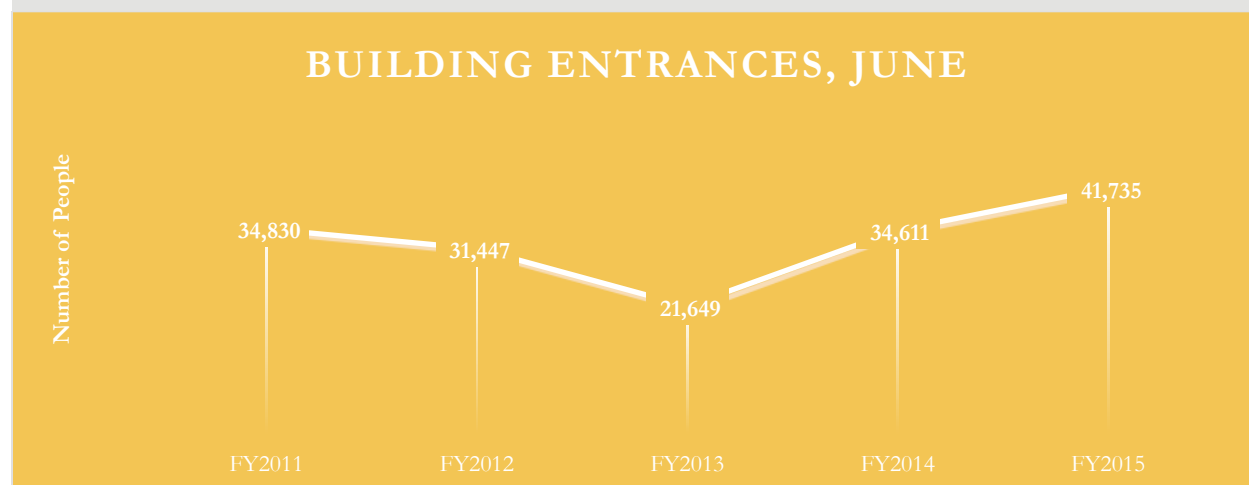- *30-pin Mac (VGA) adapters were checked out 0 times.*

Usage

Building Entrances

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

- *41,735 entered the Main Library*

- *21,737 entered the Main Library Collections*

BUILDING ENTRANCES, JUNE

Number of People

FY2011	FY2012	FY2013	FY2014	FY2015
34,830	31,447	21,649	34,611	41,735

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. The cameras at the Madison Street entrance were physically moved and were not calibrated, resulting in exits being counted and entrances and vice versa. The numbers should not be considered accurate for the Learning Commons during June.

There were a total of 8.157 hourly occupants counted in June.

- -23,539 in the Learning Commons.

- 31,696 in the Library Collections.

11am to Noon was the highest occupied hour with 1,588 total hourly occupants.
Tuesday, June 9th, had the most total hourly occupants with 2,330.
Monday, June 29th, had the least total hourly occupants with -1,767.

Main Library Occupancy: June 2015

Legend: ■ Learning Commons ■ Collections
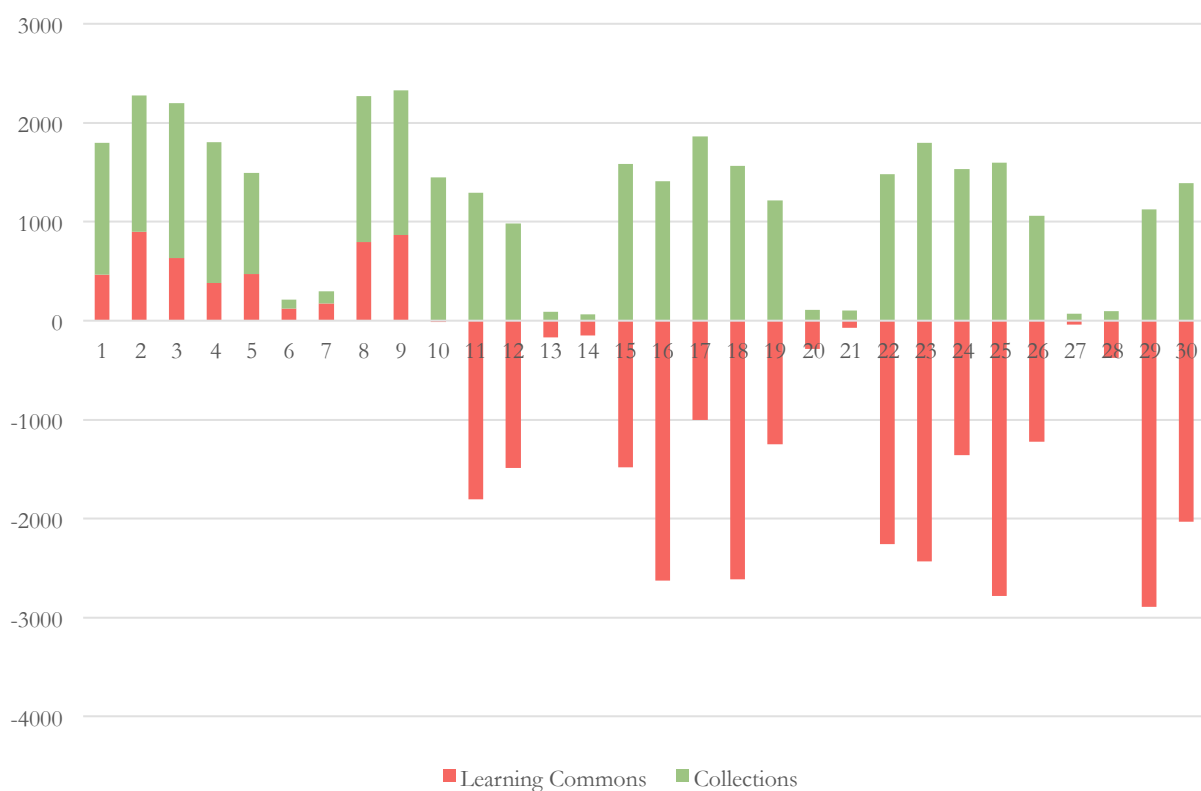
User Activity

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. June was not a reference sampling month and counts were not taken.