



Learning Commons Monthly Report

March 2015

Table of Contents

| | | |
|------|-------------------------|----------|
| I. | Programming..... | 2 |
| | Express Workshops | |
| | Tours | |
| | Partnerships | |
| | Digital Displays | |
| II. | Services | 3 |
| | Service Desk | |
| | Staff | |
| | Services | |
| | Food For Thought Cafe | |
| III. | Technology | 5 |
| | Group Rooms | |
| | Computer Usage | |
| | Software Usage | |
| | Printing Usage | |
| | Peripherals Usage | |
| IV. | Usage | 8 |
| | Building Entrances | |
| | Occupancy | |
| | User Activity | |

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:

- Muscatine Community College

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 46 sessions.
- Writing Centering Tutoring offered 20 appointments for 17 students.
- History Department held 3 Write In sessions.
- University of Iowa Student Government held 2 Midterms Study Break Events.
- 6 Class Presentations were held in the Learning Commons.
- Office of Student Financial Aid held 2 Know Your Loan workshops.
- Center for Teaching held 1 workshop in the Learning Commons.
- University Lecture Committee held 1 Letter Writing Campaign to JK Rowling.
- Institute for Clinical & Translational Science held 2 Certificate in Clinical informational sessions.
- University Libraries held 1 Pi Day.
- University Libraries held 1 Research & Library Instruction Info Sharing Meeting.
- University Libraries held 1 Iowa Women's Archives Pop Up Museum.
- Office of Student Financial Aid held 1 STEP – Workforce Development Session.
- Tech Connections offered 1 free Tech Topic workshop.
 - Connect with Your Apple Device
- Pomerantz Career Center held 1 Internship 101 workshop.
- University Libraries & the Center for Teaching held 1 Critical Conversations workshop.

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?*, Office of Student Financial Aid
- *Financial Literacy*, Office of Student Financial Aid
- *How Do I Cut Costs?*, Office of Student Financial Aid
- *UI Student Health Fair*, Center for Student Leadership & Involvement
- *How Can I Budget for My Career?*, Office of Student Financial Aid
- *Writing Center Tutoring*, Writing Center
- *Into the Woods*, Campus Activities Board
- *\$5,200 Carver Scholarship*, Office of Student financial Aid
- *Graduate on Schedule*, University of Iowa
- *Edible Book Festival*, University Libraries
- *Apply for Financial Aid*, Office of Student Financial Aid
- *Energy Cultures in the Age of the Anthropocene*, Obermann Center
- *Obermann Humanities Symposium*, Obermann Center
- *Dave Gould: The City as Classroom*, Obermann Center
- *Hardin Open Workshops*, University Libraries
- *Hawkeye Photo Scavenger Hunt*, Campus Activities board
- *Interstellar*, Campus Activities Board
- *Undergraduate Video Art Show*, Learning Commons
- *Small Bytes Microcinema*, Learning Commons
- *Casino Night*, Campus Activities board
- *Tour de St. Louis*, Campus Activities Board
- *Life After Graduation: Theatre Major*, University Libraries
- *Know Your Loans*, Financial Literacy Services
- *Managing Your Midterms*, UISG
- *Medical narratives*, Obermann Center
- *Instagarm*, University Libraries
- *Undergraduate Certificate in Clinical & Translational Science*,
- *Dr. Sandra Steingraber*, Obermann Center
- *Tech Topics*, Connect with your current Apple Devices, Tech Connection
- *#Uianthropocene*, Obermann Center

Services



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

Service Desk

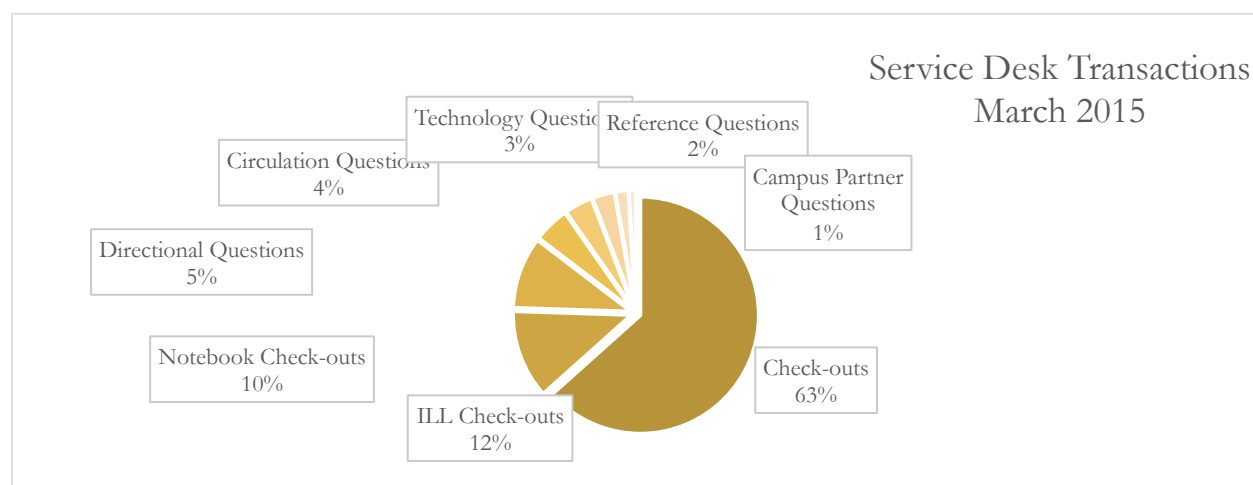


Library staff and student workers use Suma software to manually count circulation, directional, technology, reference, and campus partner questions asked at the Service Desk. Reports are provided that count book/media check-outs, ILL check-outs, and notebook check-outs.

There were 8,897 total transactions at the Service Desk:

- 5,639 book/media check-outs
- 1,079 ILL check-outs
- 877 notebook check-outs
- 439 directional questions
- 345 circulation questions
- 273 technology questions
- 160 reference questions
- 85 campus partner questions

Monday, March 30th, was the busiest day with 524 transactions
Saturday, March 14th, was the least busy day with 69 transactions



Staff



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

- How to use group room monitors and reservations.

Services



We strive to meet the needs of our users by expanding our core services. 4 additional MagSafe to MagSafe 2 converters were added to the collection to meet demand.

Food For Thought Cafe



The Food For Thought Café had 32,349 transactions (24,146 transactions in March 2014 and 12,148 in March 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.

- 3,505 total reservations were made for the group rooms and areas
- Average of 146 reservations per room/area
- Average of 113 reservations per day
- Reservation method
 - 2,897 made online
 - 608 made on-site
- Group Room
 - Group Room 1115 (orange) most used with 203 reservations
 - Group Area F least used with 20 reservations
- Peak and Low times
 - Wednesday, March 11th, busiest with 204 reservations
 - Wednesday, March 18th, least busy with 1 reservation

Computer Usage

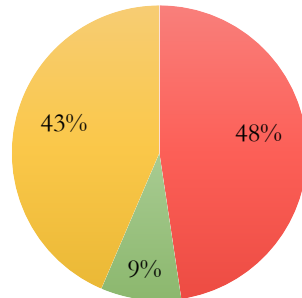


The Main Library Learning Commons offers 90 desk-top computers. The following is the hours used, broken down by the zones.

- Format
 - 39,460 total PC hours.
 - 2,739 total Mac hours.
 - 42,199 total computer hours.
- Location
 - 223 hours per computer (90 computers total) – learning commons.
 - 248 hours per computer (13 computers total) – service commons (first floor).
 - 127 hours per computer (149 computers total) – second floor ITC.

Total Computer Hours, March 2015

■ 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 programs used:

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

Printing Usage

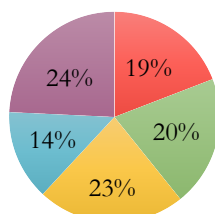


The Main Library has the largest amount of printing on campus.

- *302,427 total pages printed*
- *Locations*
 - *60,710 – east LC*
 - *57,897 – north LC*
 - *68,621 – south LC*
 - *41,821 – service commons*
 - *73,378 – second floor*

Printing Usage, March 2015

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



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 649 times.
- HDMI cables were checked out 342 times.
- Mac notebook chargers (UISG provided) were checked out 225 times.
- Mini DisplayPort Mac (HDMI) adapters were checked out 115 times.
- MagSafe to MagSafe2 converters were checked out 84 times.
- PC notebook chargers (UISG provided) were checked out 65 times.
- Dell mice checked out 35 times.
- VGA cables were checked out 21 times.
- Ethernet cables were checked out 14 times.
- Wireless presentation advancers checked out 8 times.
- Mini DisplayPort Mac (VGA) adapters were checked out 6 times.
- Lightning Mac (HDMI) adapters were checked out 6 times.
- 30-pin Mac (VGA) adapters were checked out 2 times.
- Lightning Mac (VGA) adapters were checked out 2 times.

Usage

Building Entrances

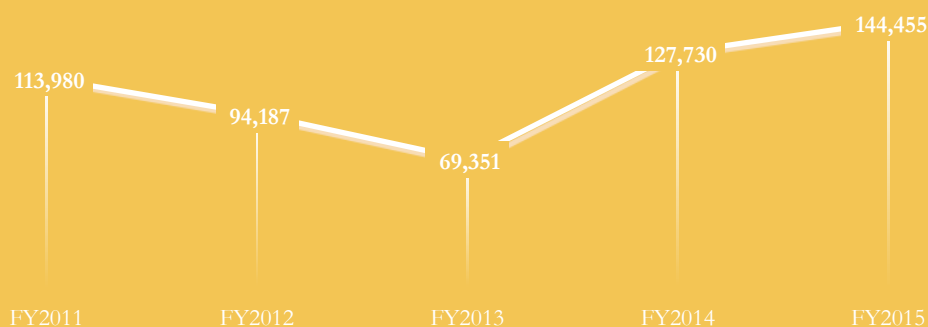


Cameras installed at each entrance and at the Service Desk count bodies entering the building and entering the library collections. There was also a glitch on March 8th due to daylight savings time and data was not collected for this day.

- 144,455 entered the Main Library
- 81,510 entered the Main Library Collections

BUILDING ENTRANCES, MARCH

Number of People



Occupancy



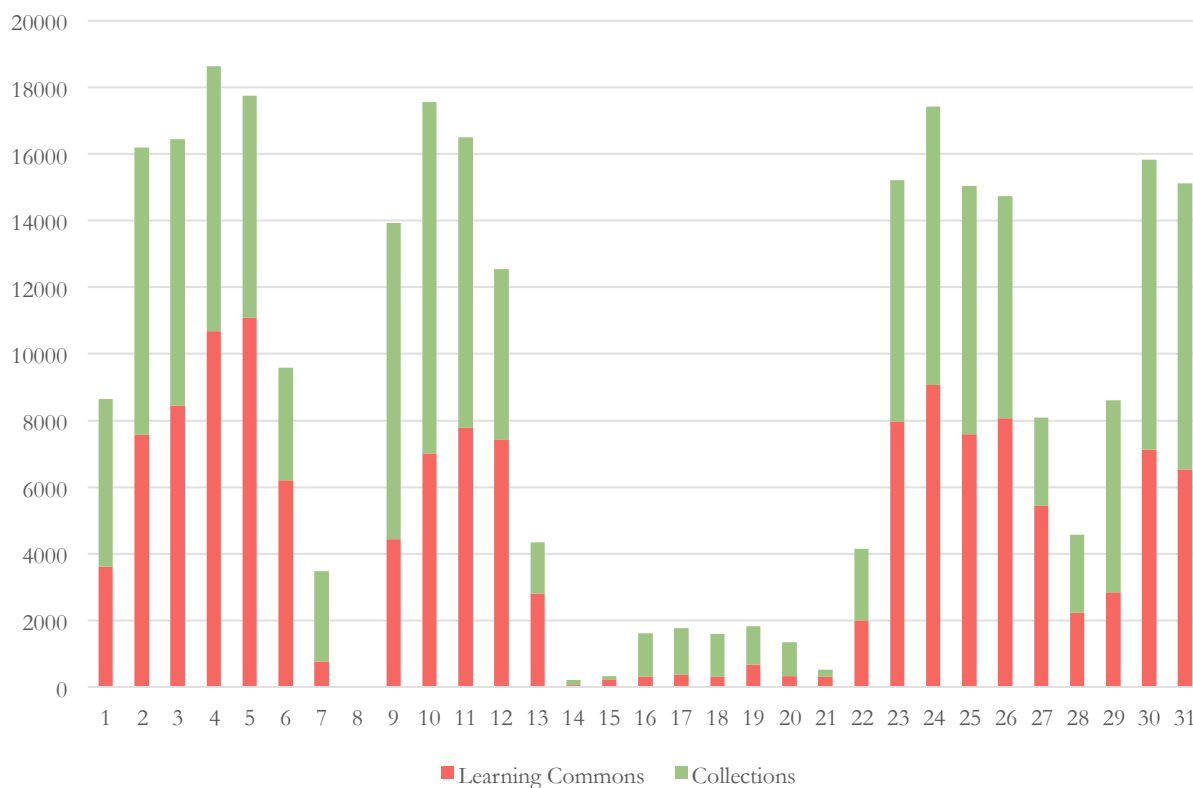
Cameras installed at each entrance and at the Service Desk count bodies entering and exiting, generating an occupancy count for both the Learning Commons and the Library Collections. The cameras at the Madison Street entrance are currently being evaluated and adjusted to improve accuracy. There was also a glitch on March 8th due to daylight savings time and data was not collected for this day.

There were a total of 285,600 hourly occupants counted in March.

- 141,280 in the Learning Commons.
- 144,320 in the Library Collections.

2pm to 3pm was the highest occupied hour with 21,985 total hourly occupants. Wednesday, March 4th, had the most total hourly occupants with 18,636.

Main Library Occupancy: March 2015



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