Learning Commons Monthly Report

May 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:

- *College of Pharmacy faculty*

-

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 9 sessions.*

- *Writing Centering Tutoring offered 8 appointments for 7 students.*

- *School of Journalism & Mass Communication held 1 Food for Thought themed poster exhibit.*

- *Vice President for Student Life held 1 Capture Iowa Exhibit.*

- *Learning Commons partnered with several departments and groups across campus to host some Finals Week Activities:*

  - *Post a Secret Board*

  - *Alumni Association mailed 69 postcards for the Send a Postcard Home activity*

  - *University Libraries developed 9 Break from Busyness study break activities with 68 students completing 3 or more activities*

  - *Free Popcorn & Coffee*

  - *Campus Leaders Today student group handed out 200 Survival Kits*

  - *University Counseling Services offered 1 Getting Through Finals Destress Event*

- *University Libraries Special Collections held 1 Royal Society streaming event with a pop up museum.*

- *Center for Teaching offered 1 Graduate Reading Group session.*

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:

- *Break from Busyness, University Libraries*
- * Research Consultations, University Libraries*
- *Finals Week Survival Checklist, Learning Commons*
- *Take a Study Paws, University Libraries*
- *Free Popcorn, Learning Commons*
- *Free Coffee, Learning Commons*
- *How Do I Cut Costs?, Office of Student Financial Aid*
- *Focus, Campus Activities Board,*
- *Kingsmen, Campus Activities Board*
- *Country Night, Campus Activities Board*
- *Bioinformatics Short Course, Iowa Institute of Human Genetics*
- *Bijou After Hours, Campus activities Board*
- *Chappie, Campus Activities Board*
- *Fifty Shades of Grey, Campus Activities Board*

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 7,895 total transactions at the Service Desk:

- 5,167 book/media check-outs
- 988 notebook check-outs
- 702 ILL check-outs
- 337 directional questions
- 289 circulation questions
- 203 technology questions
- 123 campus partner questions
- 86 reference questions

Monday, May 11th, was the busiest day with 437 transactions
Sunday, May 17th, was the least busy day with 90 transactions

Service Desk Transactions
May 2015

Technology Questions
3%

Campus Partner Questions
1%

Circulation Questions
4%

Directional Questions
5%

Reference Questions
1%

Notebook Check-outs
9%

Check-outs
65%

ILL Check-outs
12%
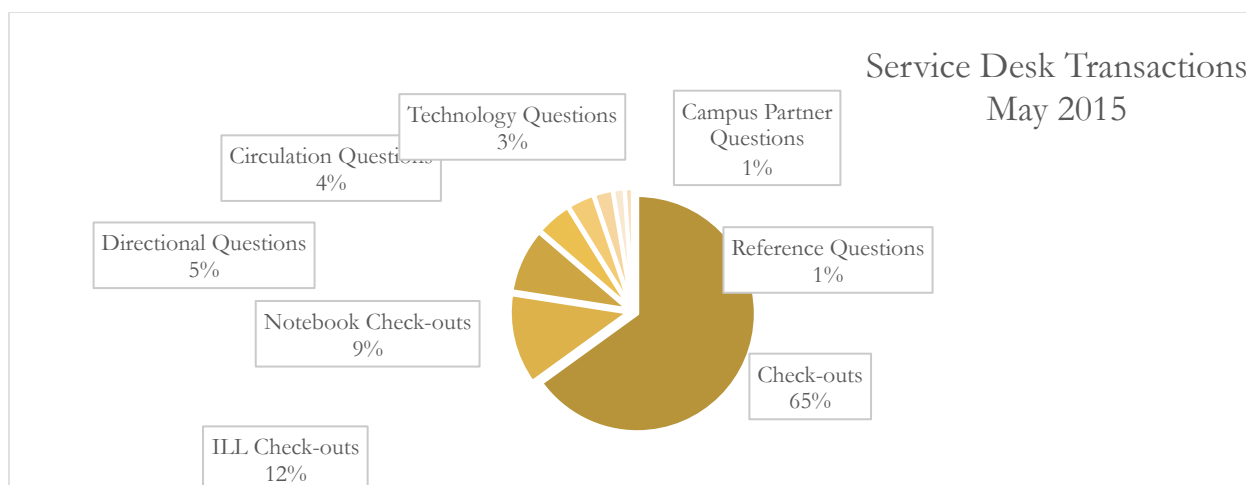
Staff

Training Sessions for Service Desk staff are offered as needed. The following session was offered in May.

- Personal Safety and Self-Protection (Alton Poole).

Services

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

Food For Thought Cafe

The Food For Thought Café had 24,496 transactions (21,935 transactions in May 2014 and 11,194 in May 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.

- *2,718 total reservations were made for the group rooms and areas*

- *Average of 113 reservations per room/area*

- *Average of 88 reservations per day*

- *Reservation method*

  - o *2,180 made online*

  - o *538 made on-site*

- *Group Room*

- o *1117 (orange) most used with 167 reservations*
- o *Group Area B least used with 0 reservations*
- • *Peak and Low times*
  - o *Tuesday, May 11th, busiest with 206 reservations*
  - o *Monday, 25th. least busy with 2 reservations*
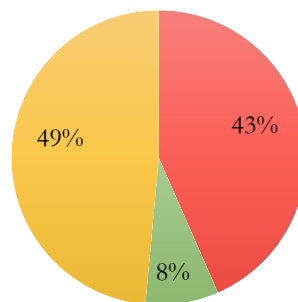
Computer Usage

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

- • *Format*
  - o *28,035 total PC hours.*
  - o *1,902 total Mac hours.*
  - o *29,937 total computer hours.*
- • *Location*
  - o *144 hours per computer (90 computers total) – learning commons.*
  - o *160 hours per computer (13 computers total) – service commons (first floor).*
  - o *100 hours per computer (149 computers total) – second floor ITC.*

Total Computer Hours, May 2015

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

49%   43%   8%

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*

- *Adobe Reader*

- *Firefox*

- *Microsoft PowerPoint*

- *iTunes*

- *Microsoft Excel*

Printing Usage

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

- *236,119 total pages printed*

- *Locations*

    o   *44,062 – east LC*

    o   *39,496 – north LC*

    o   *55,053 – south LC*

    o   *26,725 – service commons (first floor)*

    o   *70,783 – second floor ITC*

Printing Usage, May 2015

■ Learning Commons - North   ■ Learning Commons - East

■ Learning Commons - South   ■ Service Commons (First Floor)

■ Second Floor ITC

17%

19%

23%

11%

30%
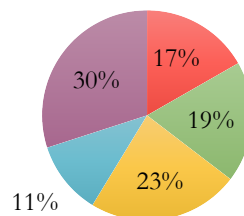
Peripherals Usage

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 536 times.*

- *HDMI cables were checked out 292 times.*

- *Mac lap-top chargers (UISG provided) were checked out 227 times.*

- *Mini DisplayPort Mac (HDMI) adapters were checked out 88 times.*

- *MagSafe to MagSafe2 converters were checked out 59 times.*

- *PC notebook chargers (UISG provided) were checked out 48 times.*

- *VGA cables were checked out 29 times.*

- *Dell mice checked out 27 times.*

- *Mini DisplayPort Mac (VGA) adapters were checked out 15 times.*

- *Ethernet cables were checked out 8 times.*

- *Wireless presentation advancers checked out 7 times.*

- *Lightning Mac (HDMI) adapters were checked out 5 times.*

- *Lightning Mac (VGA) adapters were checked out 3 times.*

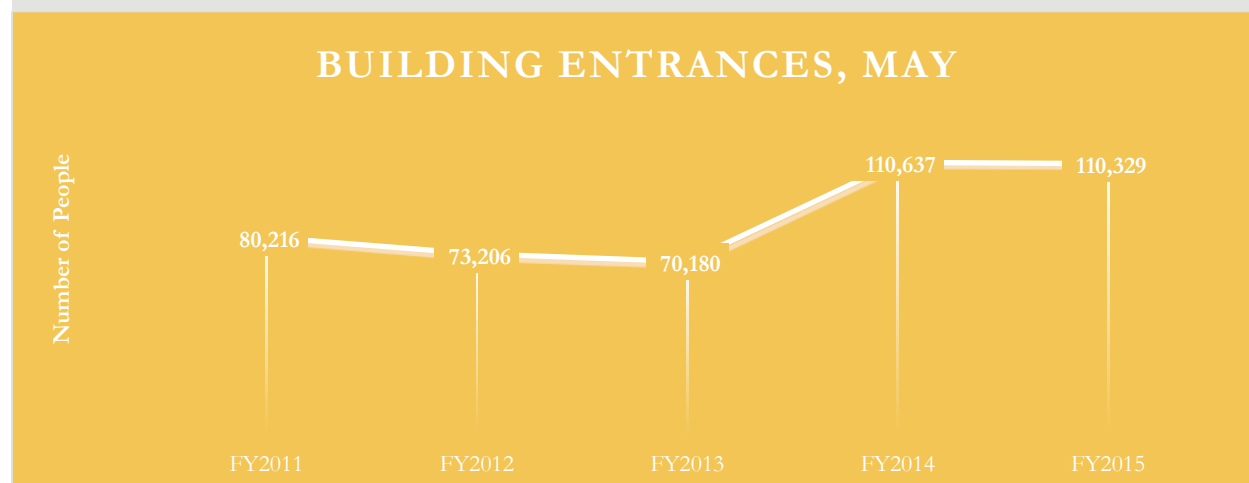- *30-pin Mac (VGA) adapters were checked out 1 times.*

Usage

Building Entrances

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

- *110,329 entered the Main Library*
- *73,615 entered the Main Library Collections*

BUILDING ENTRANCES, MAY

Number of People

80,216	73,206	70,180	110,637	110,329
FY2011	FY2012	FY2013	FY2014	FY2015

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 to be physically re-located to improve accuracy.

There were a total of 219,461 hourly occupants counted in May

- -20,906 in the Learning Commons.
- 240,367 in the Library Collections.

2pm to 3pm was the highest occupied hour with 17,181 total hourly occupants.
Tuesday, May 12th, had the most total hourly occupants with 20,025.
Saturday, May 16th, had the least total hourly occupants with 136.

Main Library Occupancy: May 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. May was not a reference sampling month and counts were not taken.