Learning Commons Monthly Report
November 2013

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

- 110,328 entered the Main Library.
- 128,529 entered the Library Collections.

Users, 1st and 2nd floors
Student workers use an iPad and the SUMA software to manually count users on the 1st and 2nd floors of the Main Library, every hour the building is open. 91,076 users were counted during these hours.

Student workers choose an activity that the user is engaging in: computing (using an ITS provided desktop computer, ITS provided notebook, or a personal notebook or device, not including phones); studying alone; working in groups; using smartphones, waiting, eating, and sleeping.

- Peak and Low Times
  - 8pm busiest with 8,597 users.
  - 6am least busy with 303 users.
• Activity
  o 44,802 were using ITS provided desk-top computers, ITS provided notebooks, or personal notebooks or devices (not including phones).
  o 26,284 were studying by themselves.
  o 13,886 were working in groups.
  o 3,372 were using smartphones.

User Activity, November 1st and 2nd Floors

Technology
Group Rooms
Students can reserve a group room or group space on-site using the Evoko touch screens by each location or by reserving online through their Hawkmail/email account.

• 3,064 reservations made for the group rooms and areas.
• Average of 128 reservations per room.
• Reservation Method
  o 1,923 reservations made online.
  o 1,141 reservations made on-site.
• Group Room
  o 1133 (red) most used with 182 reservations.
  o Open Area E least used with 5 reservations.
• Peak and Low Times
  o Tuesday, November 19th, busiest day with 168 reservations.
  o Saturday, November 23rd, least busy with 5 reservations.

Computer Usage
• Format
• 35,474 total PC hours
• 2,490 total Mac hours
• 37,964 total computer hours

• Location
  o 222 hours per computer (90 computers total) – learning commons
  o 46 hours per computer (15 computers total) – service commons (first floor)
  o 116 hours per computer (149 computers total) – second floor ITC

<table>
<thead>
<tr>
<th>Total Computer Hours, November 2013</th>
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<tbody>
<tr>
<td>Learning Commons</td>
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<td>45%</td>
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Software Usage (top 10)
• Google Chrome
• Microsoft Word
• Internet Explorer
• Firefox
• Adobe Acrobat
• Adobe Reader
• Microsoft PowerPoint
• Microsoft Excel
• iTunes
• Calculator

Printing Usage
• 229,216 total pages printed
• Location
  o 45,444 – learning commons - east
  o 44,207 – learning commons - north
  o 61,994 – learning commons - south
  o 6,561 – service commons (first floor)
  o 71,10 – second floor ITC
Cable check-outs

- PC Notebook chargers (UISG provided): 23
- Mac Notebook chargers (UISG provided): 23

Signage

Digital Signage

- CAB Films (Chronicles of Riddick, The World's End; We're the Millers; Elysium), CAB
- Andy Stoll Lecture, CAB
- Native American Heritage Month, Division of Student Life
- Adam Mamawala Event, CAB
- Beyond Volunteering Workshop, Pomerantz Career Center
- Diwali Festival, Indian Student Alliance
- Find Your Focus Info Sessions: Pomerantz Career Center
- Student IdeaStorm, JPEC
- Great American Smokeout, Student Health & Wellness
- Ultimate Laser Tag, CAB
- E.A. Franken, Jr. Lecture; Ulowa History of Medicine Society
- Jonathan Oerlander Lecture, HMP-CHPR Visiting Scholar Series
- Amy Toruno Concert, Ulowa
- Recycling Ad, UISG
- The New Census Reading, Rescue Press
- Express Workshop Series (Academic Resources; Animate a GIF; Google for Academics; Infographics;
- Food for Thought Hours
- Studio Talks (Chris Hopkins, Colleen Theisen, Paul Dilley), DSPAH
• Notes from the John Martin Rare Book Room, University Libraries
• Help Desk Hours, ITS
• Office 365 for Student Email, ITS

Print Signage
• Food for Thought Café Hours
• Women's Suffrage in Iowa Digital Collection; Iowa Women's Archive

Programming

Express Workshops
Express Workshops are offered every Wednesday at One and are held in Group Area C, in the Food For Thought Café area. The following were offered:

• Animate a GIF
• Google Chrome
• Introduction to Infographics

Tours
• LANA3
• Delta Tau Delta Fraternity
• College of Education

Programming
• Special Collections/Library of Congress
• SLIS Advisory Panel
• Social Media for Public Engagement
• SWAT
• Center for Teaching

Services

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 10,979 total transactions.

• Category of interaction
  o 6,713 were book/media check-outs.
  o 1,035 were ILL check-outs.
  o 874 were circulation questions.
  o 813 were directional questions.
  o 535 were notebook check-outs.
  o 391 were technology questions.
387 were reference questions.
49 were campus partner questions.

• Peak and Low Times
  o Monday, November 18th busiest with 634 transactions.
  o Saturday, November 23rd least busy with 123 transactions.

Services
• North end opens and Kathy, Amy, and Brittney greet users over the lunch hour.
• Last of furniture is installed.
• Furniture arrives for the newly re-carpeted area outside the Research and Library Instruction offices.

Staff
• Training sessions offered on de-escalation techniques (Alton Poole with UI Police) and print queue management (Les Neu with ITS).

Food For Thought
• 22,894 transactions.