Learning Commons Monthly Report

November 2014

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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

Express Workshops

Express Workshops are offered every Tuesdays at 4pm and are held in Group Area D, across from the Food For Thought Café. The following were held:

- *0 people attended Toss the Markers: Designing a Professional Research Poster*
- *0 people attended Concept Mapping*
- *0 people attended Getting Started with Health Sciences Research*

Tours

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

- *ISU/UNI tour*

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 55 sessions.*
- *Writing Centering Tutoring offered 27 appointments for 27 students.*
- *SWAT Tutoring helped 269 students.*
- *Perspectives of Diversity in American History course offered 2 study group sessions.*
- *TRiO offered 1 workshop on Interviewing Tips.*
- *Rhetoric offered 2 class presentations.*
- *The Learning Commons served as a satellite voting station for the 2014 elections.*
- *History Department held 6 Write-In sessions.*
- *Career Leadership Academy held 1 informational session.*
- *Special Collections held 1 reception for a new acquisition.*
- *Tech Connections held 1 workshop: Get in Snyc with iCloud*
- *Hancher Auditorium held 1 pop up museum including installtions and 3 events with performances.*
- *Pomerantz Career Center held 1 Q&A session.*
- *English Department held 1 Paradise Lost reading.*

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 Aid – where do I go for help*

- *Have an internship?, Pomerantz Career Center*

- *Ice Skating at the IMU, CAB*

- *Comedian Pete Holmes, CAB*

- *Annabelle, CAB*

- *Teenage Mutant Ninja Turtles, CAB*

- *Studio Talks, Digital Studio for Public Arts & Humanities*

- *UI Libraries on Twitter, University Libraries*

- *Hack & Help Office Hours, Digital Studio for Public Arts & Humanities*

- *Venture School, JPEC*

- *Holiday Thieves Market, Fine Arts Council*

- *MLK Day, Chief Diversity Office*

- *Running Symposium, University of Iowa Physical Therapy*

Services

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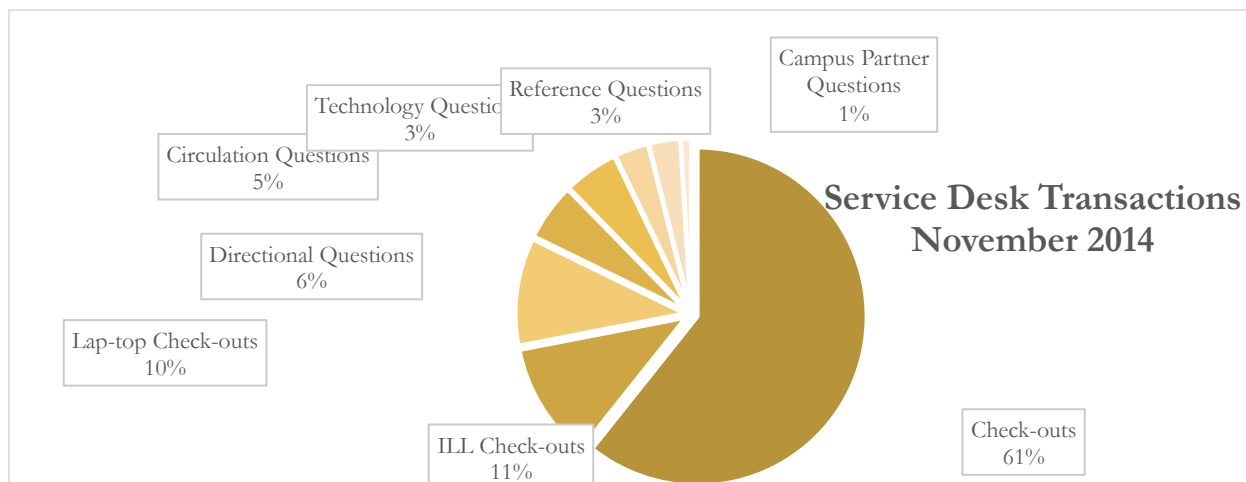
Service Desk

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 lap-top check-outs.

There were 8,774 total transactions at the Service Desk:

- 5,326 book/media check-outs

- 986 ILL check-outs

- 901 lap-top check-outs

- 479 directional questions

- 455 circulation questions

- 282 technology questions

- 260 reference questions

- 84 campus partner questions

Thursday, November 20th, was the busiest day with 587 transactions

Sunday, November 23rd was the least busy day with 46 transactions

Service Desk Transactions November 2014

- Campus Partner Questions 1%
- Reference Questions 3%
- Technology Questions 3%
- Circulation Questions 5%
- Directional Questions 6%
- Lap-top Check-outs 10%
- ILL Check-outs 11%
- Check-outs 61%

Roving

ℹ️ Library staff used Suma software to manually count questions asked while stationed at an "ask me" booth located at each entrance. This service was not offered in November.

Staff

ℹ️ Training Sessions for Service Desk staff are offered every other week. No sessions were offered in November.

Services

ℹ️ We strive to meet the needs of our users by expanding our core services. The following new service was offered in November.

- 8 additional Mac chargers were purchased and added to be checked out, based on high usage of this cable.

Food For Thought Cafe

ℹ️ The Food For Thought Café had 28,463 transactions (22,894 transactions in November 2013).

Technology

ℹ️ 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 lap-top, to checking out a lap-top charger.

Group Rooms

ℹ️ 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.

- *3,043 total reservations were made for the group rooms and areas*

- *Average of 127 reservations per room/area*

- *Average of 101 reservations per day*

- *Reservation method*

    o   *2,469 made online*

    o   *574 made on-site*

- *Group Room*

    o   *1110 (red) most used with 188 reservations*

    o   *Group Area F least used with 14 reservations*

- *Peak and Low times*

    o   *Tuesday, November 18th, busiest with 182 reservations*

    o   *Wednesday, November 26th and Thursday, November 27th least busy with 0 reservations*
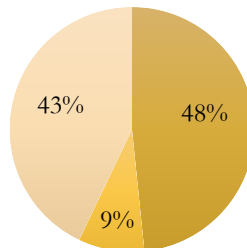
Computer Usage

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

- *Format*

    o   *38,007 total PC hours.*

    o   *2,710 total Mac hours.*

    o   *40,717 total computer hours.*

- *Location*

    o   *219 hours per computer (90 computers total) – learning commons.*

    o   *237 hours per computer (15 computers total) – service commons (first floor).*

    o   *120 hours per computer (145 computers total) – second floor ITC.*

Total Computer Hours, November 2014

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

Software Usage

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

- *Google Chrome*
- *Microsoft Word*
- *Internet Explorer*
- *Firefox*
- *Adobe Reader*
- *iTunes*
- *Microsoft Powerpoint*
- *Microsoft Excel*
- *Minitab*
- *LanSchool Student*

Printing Usage

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

- *243,676 total pages printed*
- *Locations*
    - o *57,235 – learning commons – north*
    - o *41,377 - learning commons – east*
    - o *54,666 - learning commons - south*
    - o *30,162 - service commons (first floor)*
    - o *60,236 – second floor ITC*

Printing Usage, November 2014

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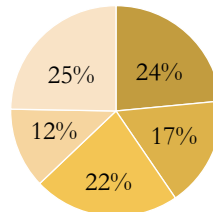
Cable Usage

Different cables and cords are available for check-out at the Service Desk to facilitate usage of the monitors in the group rooms and areas.

- HDMI cables were checked out 298 times.

- PC lap-top chargers (UISG provided) were checked out 45 times.

- Mac lap-top chargers (UISG provided) were checked out 90 times.

- Mini DisplayPort Mac (HDMI) adapters were checked out 53 times.

- VGA cables were checked out 37 times.

- Ethernet cables were checked out 22 times.

- Mini DisplayPort Mac (VGA) adapters were checked out 17 times.

- Dell mice checked out 16 times.

- MagSafe to MagSafe2 converters were checked out 4 times.

- Lightning Mac (HDMI) adapters were checked out 4 times.

- Wireless presentation advancers checked out 1 time.

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

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

- 30-pin Mac (HDMI) adapters were checked out 0 times.
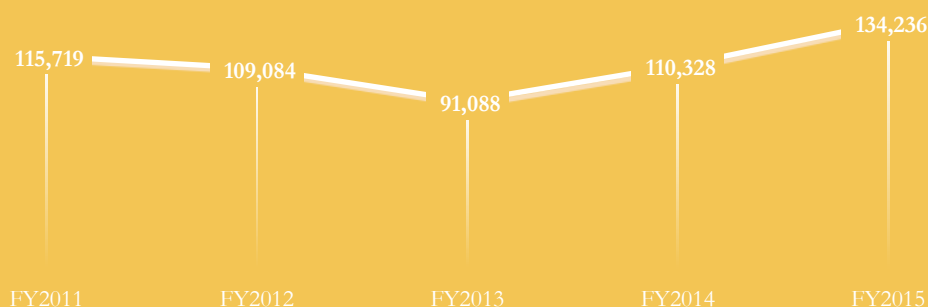
Usage

Building Entrances

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

- *134,236 entered the Main Library*
- *148,556 entered the Main Library Collections*

BUILDING ENTRANCES, NOVEMBER

Number of People

115,719	109,084	91,088	110,328	134,236
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. This report is still being configured and the accuracy is in question for the Learning Commons.

There were a total of 289,421 occupants counted in November.

- -19,363 in the Learning Commons.
- 308,784 in the Library Collections.

3pm to 4pm was the highest occupied hour with 23,689 users.
Wednesday, November 12th had the most occupants with 20,827 users.

User Activity

Student workers use an iPad and the Suma software to manually count users in the Learning Commons during the reference sampling week. Users were not counted in November.