Learning Commons Monthly Report

October 2014

Table of Contents

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:

- *Online Filter Bubbles*

- *Academic Support on Campus*

- *Open Access*

- *Introduction to Endnote*

Tours

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

- *BizHawks Living Learning Community*

- *Regina Elementary Lego League Team*

- *College of Liberal Arts & Sciences*

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 128 sessions.*

- *Writing Centering Tutoring offered 48 appointments for 45 students.*

- *SWAT Tutoring helped 339 students.*

- *History Department held 8 Write-In sessions.*

- *Tech Connection offered 2 free Tech Topics workshops.*

    o *How to Remember Everything with Evernote*

    o *OS X Yosemite*

- *IDEAL held break out sessions in the Learning Commons for their Assignment Design Institute.*

- *Learning Commons participated in a Library Crawl with University Libraries.*

- *International Programs held one informational session about the Semester at Sea program.*

- *Rhetoric held 7 class presentations.*

- *Student Health & Wellness held 3 workshops.*

    o *Fitting in Fitness*

- o   *Body Scan Relaxation Study Break*
- o   *Fat Talk Free Week*

- *University Libraries held 2 library Instruction courses.*

- *Financial Aid held 2 STEP – Workforce Development sessions.*

- *Pomerantz Career Center held a Finding Internship workshop.*

- *University Libraries held 1 zine workshop for the Explore. Dream. Discover. Experience. Living Learning Community.*

- *UISG held 1 Campus Sustainability Day event.*

- *Elementary Latin 1 course held class in the Learning Commons 2 times.*

- *University Libraries held a Campus Walking Challenge sign up drive.*

- *University Libraries Special Collections department held a Ghosts in the Stacks event.*

- *VP of Student Life held an Iowa Themed Dessert Contest*

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:

- *Application Deadline, Obermann Graduate Institute*

- *Cultural Showcase, CAB*

- *Haunted House, CAB*

- *As Above So Below, CAB*

- *Guardians of the Galaxy, CAB*

- *Maleficent, CAB*

- *Lucy, CAB*

- *United Way 5K, Uiowa Homecoming*

- *Tech Topics: Intro to OS X Yosemite, Tech Connection*

- *Mom or Dad of the Year, Family Weekend 2014*

- *Renting 101, Student Legal Services*

- *Migration is Beautiful, Chief Diversity Office*

- *The Abuse and Mistreatment of People with Disabilities, WRAC?*

- *Eliminate Maternal & Neonatal Tetanus Through Pancakes, Circle K International*

- *Internship 101, Pomerantz Career Center*

- *The Great American Smokeout, LiveWell*

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

- *Have an Internship? Pomerantz Career Center*

- *Get your Flue Vaccine, Student Health & Wellness*

- *Themed Dessert Contest, CAB*

- *Dia de los Muertos, Chief Diversity Office*

- *Footprints of Our International Students, University of Iowa Libraries*

- *#WHATSAFTERCOLLEGE: I want to go to Grad School, Pomerantz Career Center*

- *#WHATSAFTERCOLLEGE: What can I do with my major?, Pomerantz Career Center*

- *#WHATSAFTERCOLLEGE: What should go on my resume?, Pomerantz Career Center*

Services

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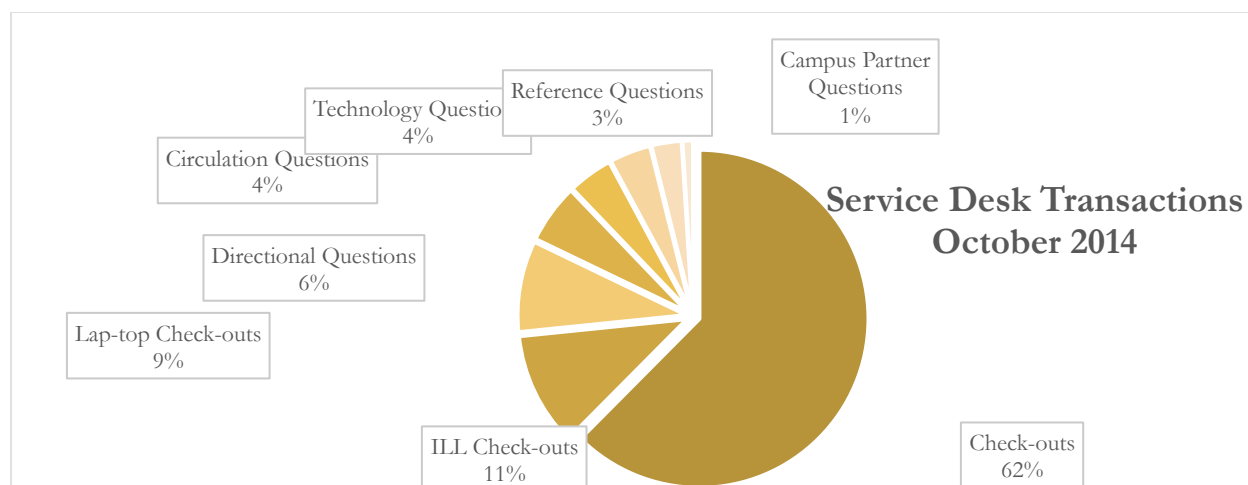
Service Desk

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 12,762 total transactions at the Service Desk:

- 7,969 book/media check-outs

- 1,396 ILL check-outs

- 1,117 notebook check-outs

- 728 directional questions

- 549 circulation questions

- 507 technology questions

- 368 reference questions

- 128 campus partner questions

Monday, October 20th, was the busiest day with 714 transactions
Saturday, October 4th, was the least busy day with 188 transactions

Service Desk Transactions October 2014

Campus Partner Questions 1%

Technology Questio... 4%

Reference Questions 3%

Circulation Questions 4%

Directional Questions 6%

Lap-top Check-outs 9%

ILL Check-outs 11%

Check-outs 62%

Roving

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 October.

Staff

Training Sessions for Service Desk staff are offered every other week. The following sessions were offered in October.

- *Learning Commons Cables and Adapters Review*

- *SUMA Headcounts*

Services

We strive to meet the needs of our users by expanding our core services. There were no new services offered in October.

Food For Thought Cafe

The Food For Thought Café had 40,892 transactions (33,551 transactions in October 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.

- *4,374 total reservations were made for the group rooms and areas*

- *Average of 182 reservations per room/area*

- *Average of 141 reservations per day*

- *Reservation method*

   o *3,408 made online*

   o *966 made on-site*

- *Group Room*

   o *1150 (Blue) most used with 278 reservations*

   o *Group Area F least used with 27 reservations*

- *Peak and Low times*

   o *Monday, October 27th, busiest with 212 reservations*

   o *Saturday, October 11th, least busy with 66 reservation*
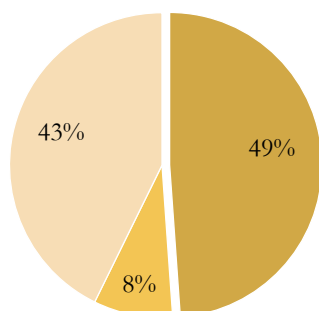
Computer Usage

The Main Library offers 90 desktop computers in the Learning Commons, 15 desktop computers in the first floor service commons, and 145 desktop computers in the second floor ITC. The following is the hours used, broken down by the zones.

- *Format*

   o *51,921 total PC hours.*

   o *3,550 total Mac hours.*

   o *55,471 total computer hours.*

- *Location*

   o *301 hours per computer (90 computers total) – learning commons.*

   o *311 hours per computer (15 computers total) – service commons (first floor).*

   o *163 hours per computer (145 computers total) – second floor ITC.*

Total Computer Hours, October 2014

■ 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 most used programs:

- *Google Chrome*
- *Microsoft Word*
- *Internet Explorer*
- *Firefox*
- *Adobe Reader*
- *Itunes*
- *Microsoft PowerPoint*
- *Microsoft Excel*
- *WinRAR*
- *Safari*
- *LanSchool Student*
- *Calculator*

Printing Usage

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

- *363,014 total pages printed*
- *Locations*
    - o   *80,193 – learning commons – north*
    - o   *61,969 – learning commons – east*
    - o   *86,664 – learning commons – south*
    - o   *43,131 – service commons (first floor)*
    - o   *91,057 – second floor ITC*

Printing Usage, October 2014

■ Learning Commons - East   ■ Learning Commons - North

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

■ Second Floor ITC
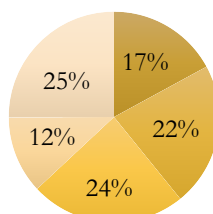
Cable Usage

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 291 times.*

- *PC notebook chargers (UISG provided) were checked out 83 times.*

- *Mini DisplayPort Mac (HDMI) adapters were checked out 71 times.*

- *Mac notebook chargers (UISG provided) were checked out 70 times.*

- *VGA cables were checked out 46 times.*

- *MagSafe to MagSafe2 converters were checked out 38 times.*

- *Dell mice checked out 31 times.*

- *Ethernet cables were checked out 31 times.*

- *Mini DisplayPort Mac (VGA) adapters were checked out 11 times.*

- *Wireless presentation advancers checked out 10 times.*

- *Lightning Mac (HDMI) adapters were checked out 6 times.*

- *30-pin Mac (VGA) adapters were checked out 5 times.*

- *Lightning Mac (VGA) adapters were checked out 2 times.*

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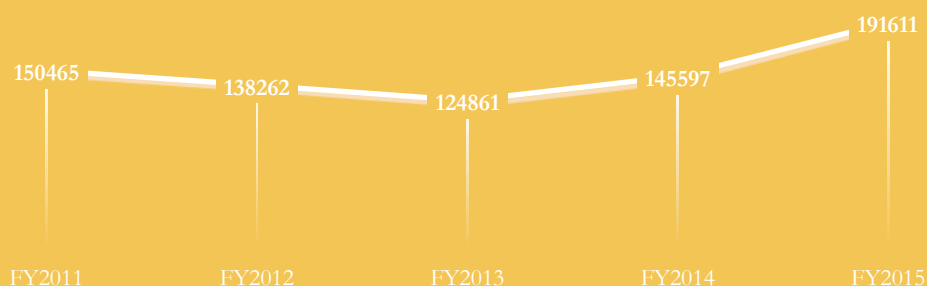
Usage

Building Entrances

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

- *191,611 entered the Main Library*
- *213,556 entered the Main Library Collections*

BUILDING ENTRANCES, OCTOBER

Number of People

150465	138262	124861	145597	191611
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 458,963 occupants counted in October.

- -1,672 in the Learning Commons.
- 460,635 in the Library Collections.

7pm to 8pm was the highest occupied hour with 35,310 users.
Monday, October 13th had the most occupants with 23,007 users.

User Activity

Student workers use an iPad and the Suma software to manually count users on the first and second floors of the Main Library, every hour the building is open. Users were counted in the Learning Commons during the last week of October. The accuracy of these categories is in question and are subject to change.

- 1,360 groups in the Group Rooms
  - o Number of users per room
    - ▪ 750 had 2-4 users
    - ▪ 327 had 1 user

- ▪ 164 had 4-6 users
- ▪ 78 had 6-8 users
- ▪ 41 were unattended (stuff but no people)
- o Reservations
  - ▪ 1,003 groups had reservations
  - ▪ 357 groups did not have reservations
- o Writing Surface
  - ▪ 919 groups were not using the writing surface
  - ▪ 441 groups were using the writing surface
- o Monitor
  - ▪ 1,115 groups were not using the monitor
  - ▪ 245 groups were using the monitor
- o Device
  - ▪ 898 groups were using a notebook
  - ▪ 222 groups were not using any device
  - ▪ 157 groups were using both a mobile device and a notebook
  - ▪ 83 groups were using a mobile device
- o Activity
  - ▪ 665 groups were collaborating, actively working together
  - ▪ 622 groups were studying, working silently
- • 253 groups in the Group Areas
  - o Number of users per area
    - ▪ 119 had 2-4 users
    - ▪ 56 had 1 user
    - ▪ 32 had 4-6 users
    - ▪ 23 had 6-8 users
    - ▪ 23 were unattended (stuff but no people)
  - o Reservations
    - ▪ 160 groups did not have reservations
    - ▪ 93 groups had reservations
  - o Writing Surface
    - ▪ 200 groups were not using the writing surface
    - ▪ 53 groups were using the writing surface
  - o Monitor
    - ▪ 221 groups were not using the monitor
    - ▪ 32 groups were using the monitor

- - - Device
    - 153 groups were using a notebook
    - 58 groups were not using any device
    - 27 groups were using both a mobile device and a notebook
    - 15 groups were using a mobile device
  - Activity
    - 114 groups were collaborating, actively working together
    - 109 groups were studying, working silently
- 5,601 users throughout the Learning Commons
  - Activity
    - 4,204 users were studying, working silently
    - 866 users were collaborating, actively working together
  - Device
    - 3,503 users were using a notebook
    - 1,203 users were sitting but not using any device
    - 658 users were using a mobile device
    - 228 users were using a desktop computer
    - 64 users were using both a desktop and notebook computer
- 4,726 users at desktop computers
  - Activity
    - 3,912 users were studying, working silently
    - 493 users were collaborating, actively working together
  - Device
    - 2,313 users were using a desktop computer
    - 1,018 users were sitting but not using the computer
    - 747 users were using both a desktop and notebook computer
    - 473 users were using a notebook only
    - 291 users were using a mobile device
- 2,634 users in Food for Thought
  - Activity
    - 1,662 users were studying, working silently
    - 686 users were collaborating, actively working together
  - Device
    - 1,592 users were using a notebook
    - 717 users were sitting but not using any device
    - 300 users were using a mobile device

- 32 users were using both a desktop and notebook computer
- 19 users were using a desktop computer
- 100 users in TILE classroom (after hours)
  - Activity
    - 24 users were collaborating, actively working together
    - 20 users were studying, working silently
  - Device
    - 69 users were using a notebook
    - 8 users were sitting but not using any device
    - 8 users were using a mobile device
    - 16 users were using both a desktop and notebook computer