



# Learning Commons Monthly Report

September 2014

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# Programming

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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:

- *Printing Wirelessly with WebPrint*
- *Taking Notes Comic Book Style*
- *Establishing Relationships with your Instructors*
- *Budgeting Your Financial Aid*
- *How to Build a Website*

## Tours



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

- *UI Foundations Tour*
- *Athletics Transition Seminar (4 tours)*
- *CLAS Tour*
- *Arts Leadership Seminar 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 40 sessions and had 127 students attend.*
- *Writing Centering Tutoring offered 11 appointments for 11 students.*
- *SWAT Tutoring*
- *Rhetoric held 8 class presentations and hosted a "Show What You Know" event*
- *TRIO held 1 workshop on Resume Writing*
- *Tech Connection offered 1 free workshop: Backing up Your Mac*
- *Pomerantz Career Center held 6 Prepare for the Job & Internship Fair workshops*
- *UISG held 1 voter registration drive*
- *Financial Aid held 2 STEP – Workforce Development workshops*
- *The Digital Studio for Public Arts & Humanities held Hack & Help Office Hours 4 times*

## 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:

- *Hack & Help Office Hours, Digital Studio for Public Arts & Humanities*
- *Express Workshops, Main Library Learning Commons*
- *Speed Friending Around the World, CAB*
- *Marvel's The Avengers Movie Marathon, CAB*
- *The Purge: Anarchy, CAB*
- *A Million Ways to Die in the West, CAB*
- *Brick Mansions, CAB*
- *Edge of Tomorrow, CAB*
- *Godzilla, CAB*
- *Think Like a Man Too, CAB*
- *180 for Haiti, Community Health Initiative*
- *Comedian Retta, CAB*
- *Ultimate Laser Tag, CAB*
- *The Norman Magic Experience, CAB*
- *U.S. Constitution Day, University Libraries*
- *Career Series for International Students, Pomerantz Career Center*
- *Job & Internship Fair, Pomerantz Career Center*
- *Hardin Library Fall Open House, University Libraries*
- *Incarcerated in Iowa,*
- *The Internet's Own Boy, University Libraries*
- *It Was Rape Documentary Screening, Council on the Status of Women*
- *Pink Floyd: The Wall, CAB*
- *Open Access and the Public Good, University Libraries*
- *EntreDays: Startup Stories, JPEC*
- *EntreDays: Student IdeaStorm, JPEC*
- *EntreDays: 1,000 Pitches Launch Party, JPEC*
- *Twitch Documentary Film Screening, Huntington's Disease Society of America Center of Excellence*
- *EntreDays Movie: Jobs, JPEC*
- *WISE Ambassadors, Women in Science & Engineering*
- *Badges @ the Libraries, University Libraries*
- *Writing Center Tutoring, Main Library Learning Commons*
- *SWAT Tutoring, Main Library Learning Commons*

- *Tech Topics: How to Backup Your Mac, Tech Connection*
- *Library Crawl, University Libraries*
- *2014 Hansen Leadership Award and Lecture,*
- *Where do I go for help?, Financial Aid Services*

## Services

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

### Service Desk

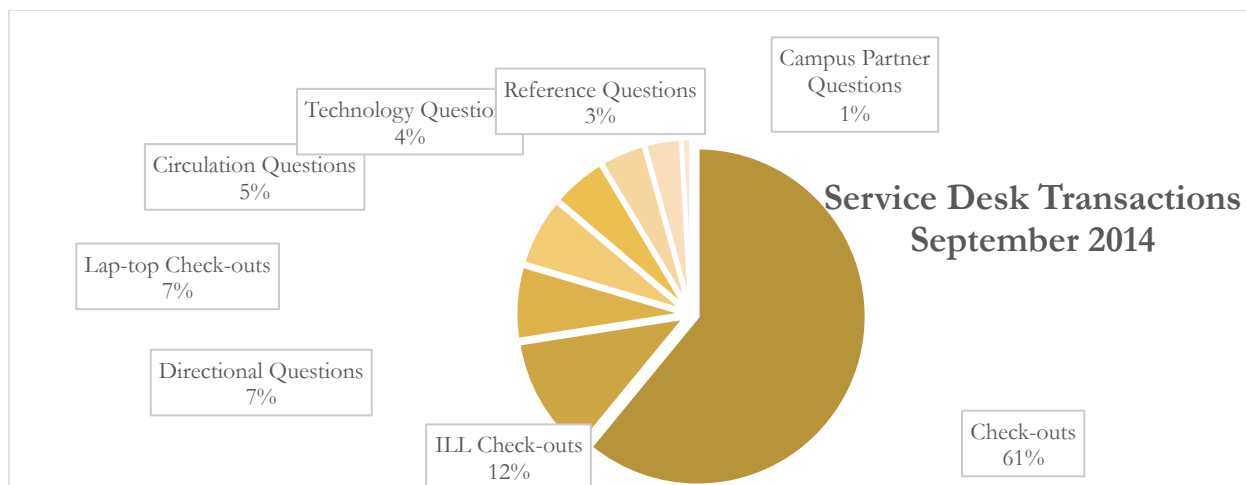


Library staff and student workers use Suma software to manually count circulation, directional, technology, reference, and campus partner questions asked at the Service Desk. Reports are provided that count book/media check-outs, ILL check-outs, and notebook check-outs.

There were 12,549 total transactions at the Service Desk:

- 7,648 book/media check-outs
- 1,454 ILL check-outs
- 885 directional questions
- 656 circulation questions
- 828 notebook check-outs
- 537 technology questions
- 429 reference questions
- 112 campus partner questions

Monday, September 29th, was the busiest day with 620 transactions  
 Sunday, September 21<sup>st</sup>, was the least busy day with 151 transactions



## 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 September.

## Staff



Training Sessions for Service Desk staff are offered every other week. Sessions were not offered in September.

## Services



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

## Food For Thought Cafe



The Food For Thought Café had 35,148 transactions (26,246 transactions in September 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.

- 3,513 total reservations were made for the group rooms and areas
- Average of 146 reservations per room/area
- Average of 117 reservations per day
- Reservation method

- 2,436 made online
  - 1,077 made on-site
- *Group Room*
  - 1117 (orange) most used with 228 reservations
  - Group Area F least used with 17 reservations
- *Peak and Low times*
  - Tuesday, Sept 30<sup>th</sup>, busiest with 192 reservations
  - Saturday, Sept 13<sup>th</sup>, least busy with 47 reservation

## Computer Usage

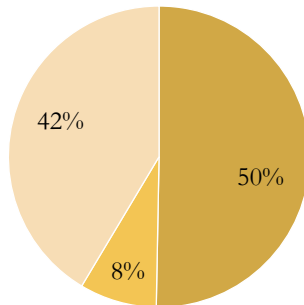


The Main Library offers 90 desktop computers in the Learning Commons, 15 desktop computers in the first floor service commons and 145 desktop computers in the second floor ITC. The following is the hours used, broken down by the zones.

- *Format*
  - 48,828 total PC hours.
  - 3,190 total Mac hours.
  - 52,018 total computer hours.
- *Location*
  - 291 hours per computer (90 computers total) – learning commons.
  - 287 hours per computer (15 computers total) – service commons (first floor).
  - 149 hours per computer (145 computers total) – second floor ITC.

## Total Computer Hours, September 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 top 10 programs used:

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

## Printing Usage



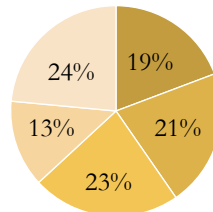
The Main Library has the largest amount of printing on campus.

- *416,825 total pages printed*
- *Locations*
  - *80,309 – learning commons – east.*
  - *87,929 – learning commons – north.*
  - *94,899 – learning commons – south.*
  - *55,709 – service commons (first floor).*
  - *97,979 – second floor ITC.*



## Printing Usage, September 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 206 times.
- Mac notebook chargers (UISG provided) were checked out 146 times.
- Mini DisplayPort Mac (HDMI) adapters were checked out 55 times.
- PC notebook chargers (UISG provided) were checked out 40 times.
- Dell mice checked out 35 times.
- Ethernet cables were checked out 34 times.
- MagSafe to MagSafe2 converters were checked out 20 times.
- VGA cables were checked out 11 times.
- Wireless presentation advancers checked out 9 times.
- Mini DisplayPort Mac (VGA) adapters were checked out 6 times.
- Lightning Mac (HDMI) adapters were checked out 5 times.
- 30-pin Mac (VGA) adapters were checked out 1 time.
- 30-pin Mac (HDMI) adapters were checked out 0 times.
- Lightning Mac (VGA) adapters were checked out 0 times.

# Usage

## Building Entrances

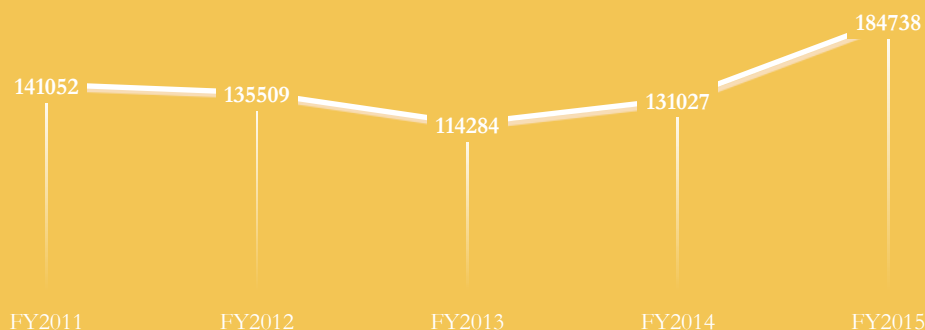


Cameras installed at each entrance and at the Service Desk count bodies entering the building and entering the library collections.

- 184,738 entered the Main Library
- 199,679 entered the Main Library Collections

### BUILDING ENTRANCES, SEPTEMBER

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. This report is still being configured and the accuracy is in question.

There were a total of 449,294 occupants counted in September.

- 14,599 in the Learning Commons.
- 434,695 in the Library Collections.

3pm to 4pm was the highest occupied hour with 34,506 users.

Thursday, September 11<sup>th</sup> had the most occupants with 29,629 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 not counted in September.