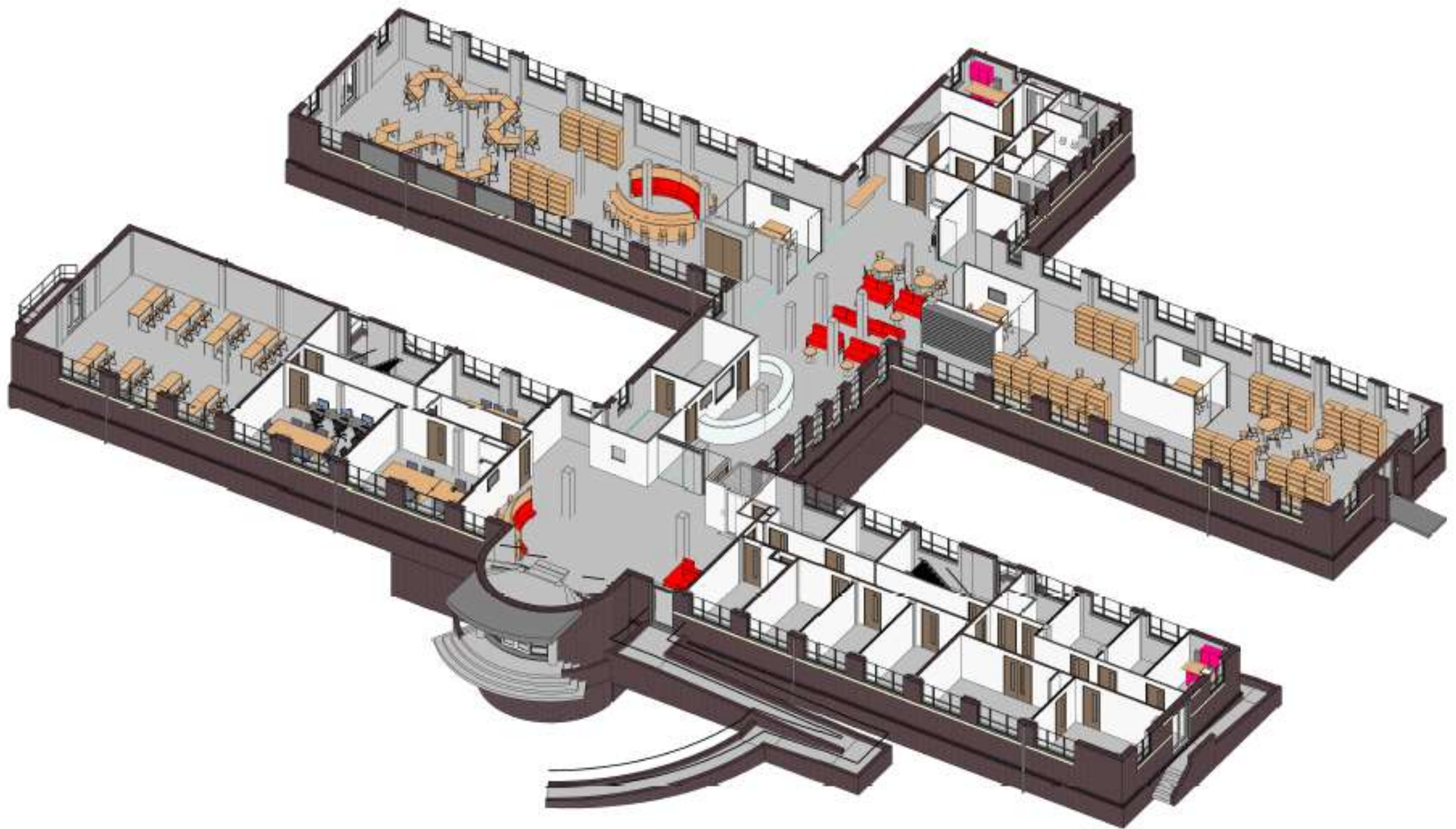


The final design 2014



The final design 2014













It's the little things that matter most...

- Some of the most popular aspects of the new library were things directly requested by students and often the cheapest/easiest to implement
 - Signage e.g. what software can I access?
 - Mobile charging
 - Cooled drinking water

How has the space worked out?

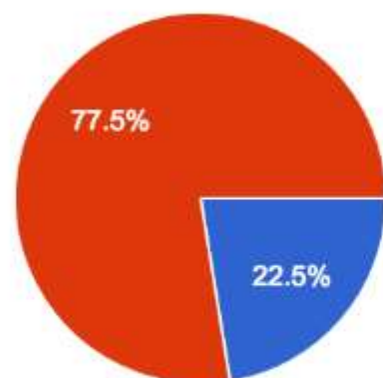
Enquiries

- Distributed telephone IT Helpdesk across all UoC libraries
- vs students using the space at Thornton

1060 responses

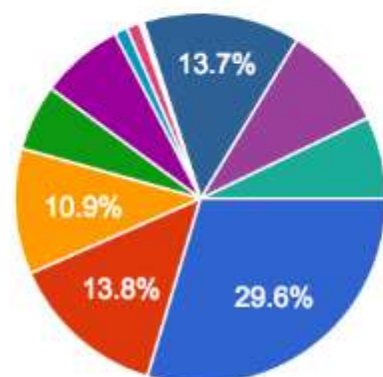
Summary

Enquiry type



Phone	238	22.5%
Walk in	822	77.5%

Enquiry



Library circulation	314	29.6%
Library information / directional	146	13.8%
Room bookings	116	10.9%
Stationery sales	61	5.8%
Print credits	77	7.3%
ID cards	12	1.1%
Subject enquiries (inc. library online resources)	12	1.1%
Guidance on referencing	2	0.2%
E-learning guidance	2	0.2%
IT enquiries (resolved at Helpdesk)	145	13.7%
Supportworks incident	97	9.2%
Non-LIS enquiries (inc. other University departments)	76	7.2%

Library induction and info lit teaching

- Inductions – quizzes in the library and tours
- Info lit teaching across all undergraduate levels and postgraduate
- Still developing as new Engineering and Natural Sciences programmes are now at Level 5





Continuing feedback

- Library forum draws student representatives from each departmental staff-student liaison committee
- These meet once a term to seek feedback and brainstorm on improvements that can be made.
- Library forum one of a number of student forums that run on new campus (e.g. transport forum) to ensure student experience is continuously monitored

Conclusions

- Surprising how reasonable / straight-forward it was to provide a lot of what students felt they really wanted
- A new site/service is only “new” and therefore relevant for a short period - vital to keep seeking student feedback regularly to make sure services / facilities stay relevant

You won't know until you ask!



But hopefully we've challenged their perceptions of what libraries are like and given them something they will use!