The final design 2014
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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!