

The Auchmuty Information Common: Implementation and Success at the University of Newcastle

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WHERE IS NEWCASTLE?



FEATURES

1965





- Student population of over 26,000
- 3,500 international students
- Only 40% of the first year intake are school leavers
- 27.4% of the student cohort is in the lowest socioeconomic bracket nationally
- Distance education students make up 4% of enrolment
- Indigenous student population is over 2% of intake, across all programs
- A research university with regional responsibility



LIBRARY PROFILE

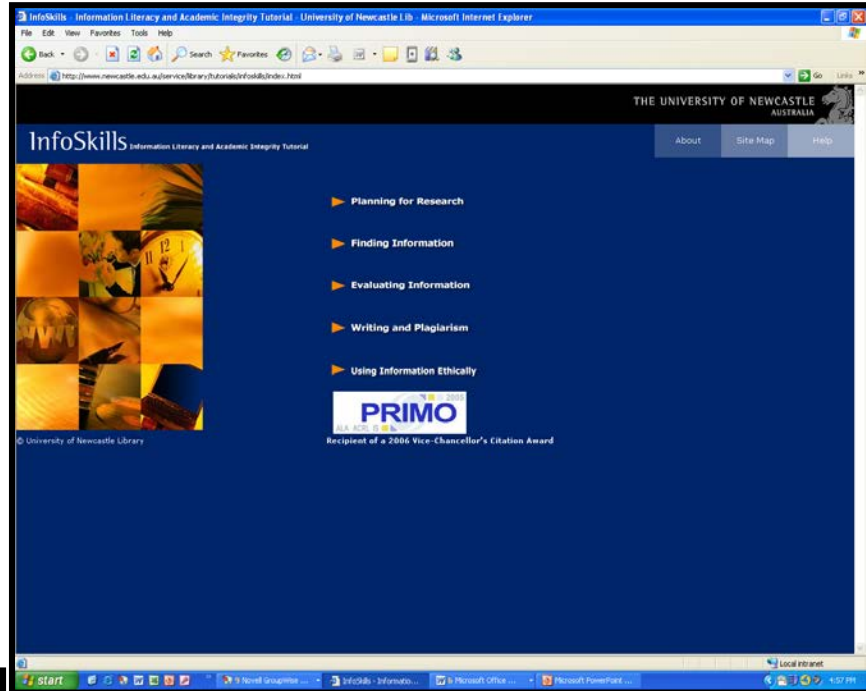
STAFFING





BUILDING BLOCKS

Preference for online
full text resources
and online reference
services



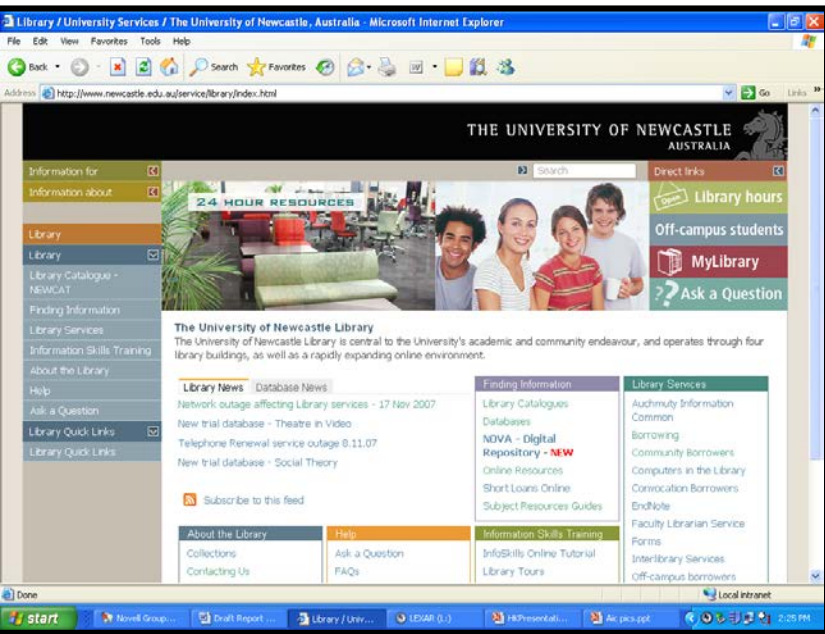
InfoSkills - Information Literacy and Academic Integrity Tutorial - University of Newcastle Lib - Microsoft Internet Explorer

THE UNIVERSITY OF NEWCASTLE AUSTRALIA

InfoSkills Information Literacy and Academic Integrity Tutorial

- ▶ Planning for Research
- ▶ Finding Information
- ▶ Evaluating Information
- ▶ Writing and Plagiarism
- ▶ Using Information Ethically

PRIMO
Recipient of a 2006 Vice-Chancellor's Citation Award



Library / University Services / The University of Newcastle, Australia - Microsoft Internet Explorer

THE UNIVERSITY OF NEWCASTLE AUSTRALIA

24 HOUR RESOURCES

Library hours
Off-campus students
MyLibrary
Ask a Question

The University of Newcastle Library
The University of Newcastle Library is central to the University's academic and community endeavour, and operates through four library buildings, as well as a rapidly expanding online environment.

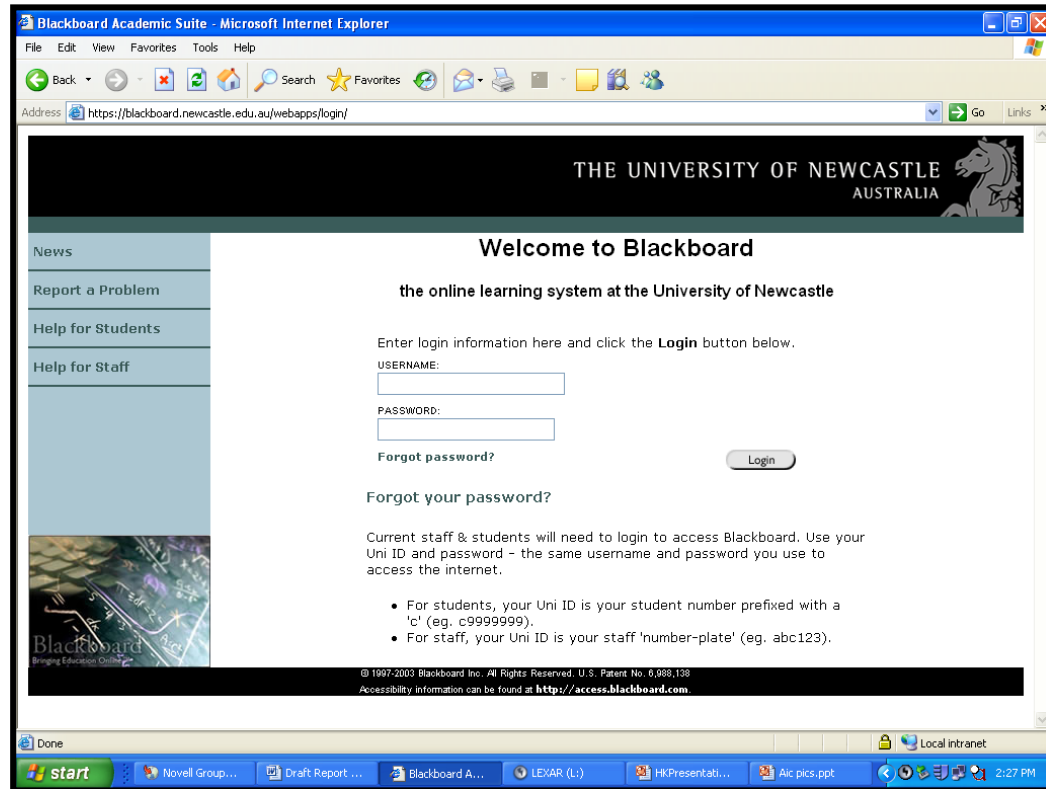
Library News Database News	Finding Information	Library Services
Network outage affecting Library services - 17 Nov 2007 New trial database - Theatre in Video Telephone Renewal service outage 8.11.07 New trial database - Social Theory	Library Catalogues Databases NOVA - Digital Repository - NEW Online Resources Short Loans Online Subject Resources Guides	Audmity Information Common Borrowing Community Borrowers Computers in the Library Convoction Borrowers EndNote Faculty Librarian Service Forms Interlibrary Services Off-campus borrowers

Library Quick Links

BUILDING BLOCKS

Expanding use of Blackboard for on-campus, online and offshore student cohorts

- 40% of courses now offered online



Facilities on Campus

- Poor facilities
- Unfriendly Cinta Block labs
- Not enough computers




FACILITIES ON CAMPUS

- Performance and benchmarking tool since 1998
- Communication; Service Quality & delivery; Facilities & equipment; Staff; Virtual Library
- 2004 -Newcastle's performance was average/below average - availability of computer facilities set a new low level Awareness Campaign

THE UNIVERSITY OF NEWCASTLE
AUSTRALIA

I'd give my hat
for an iPod ...




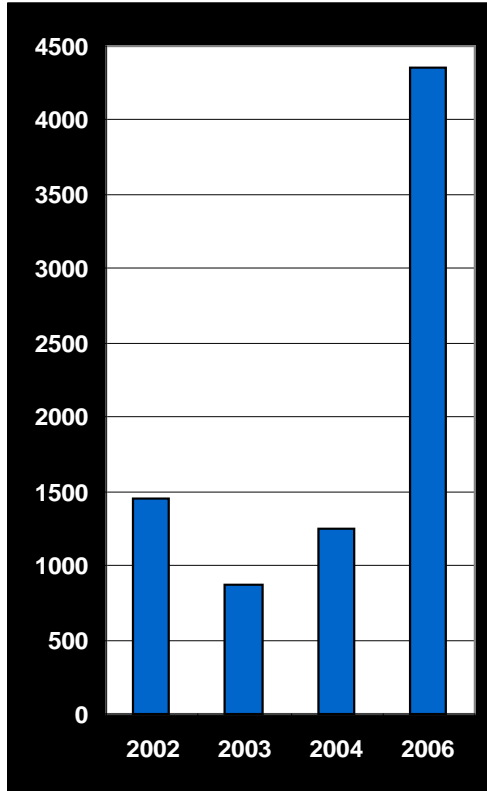
We don't want your hat. Just your opinion

RODSKI SURVEY

14th - 28th August

Your chance to win a 1GB Apple iPod Shuffle
Find out how at www.newcastle.edu.au/library/





IN THE PAST

Poor response rates led to questionable / unreliable results

Fewer numbers tend to pick up people who are taking the time to make a complaint

TO THE PRESENT

The higher the response the more reliable the results – high degree of confidence this year 99% +/-3%

IN 2006 a large proportion of the staff and student population responded giving overall confidence in results (4,349 surveys returned)



TOP 10 IDENTIFIED MOST IMPORTANT ISSUES

Adequate opening hours

Computer access

Access to electronic resources

Friendly & helpful Library staff

Easy to use catalogue

User friendly, informative web site

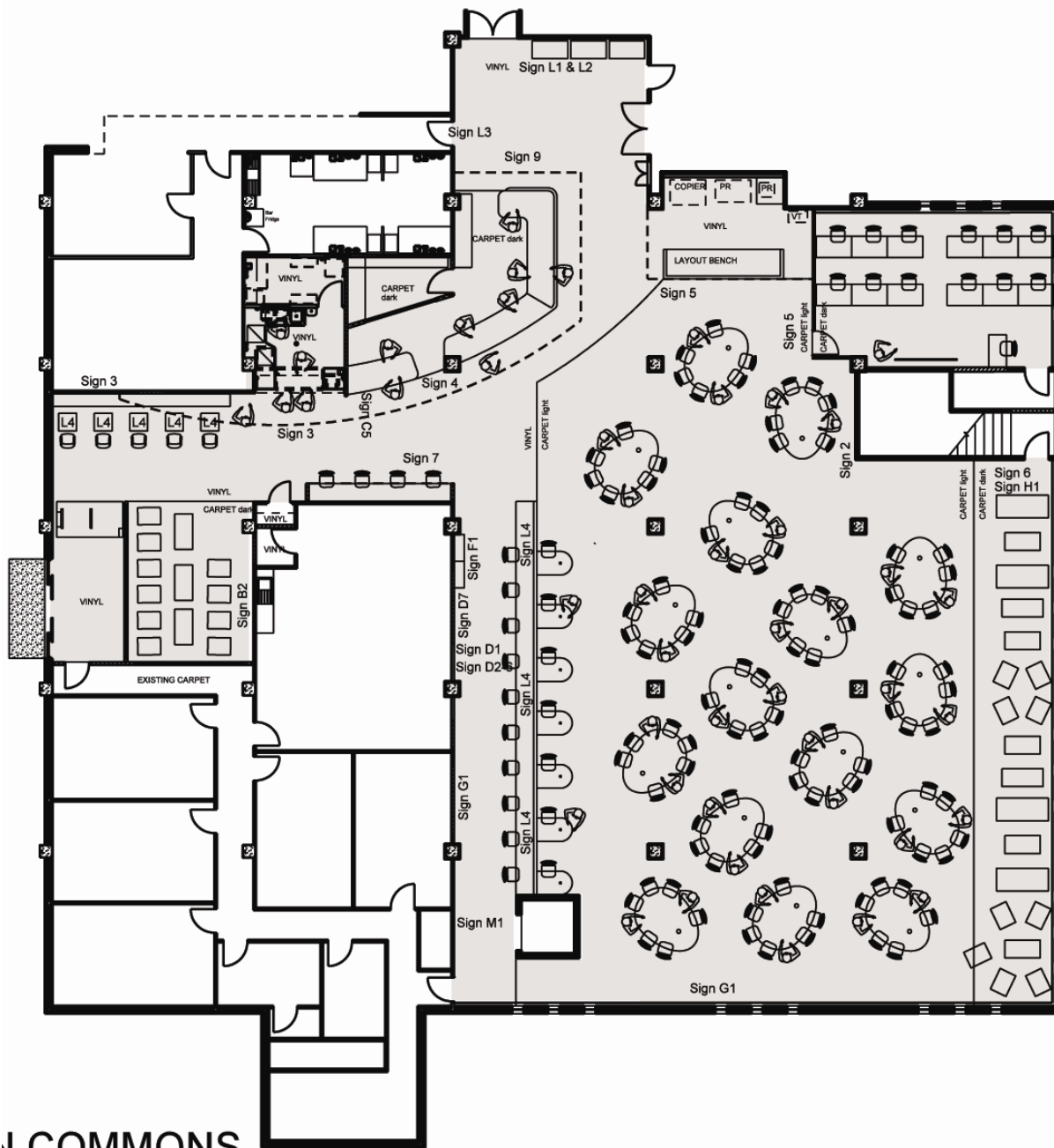
Adequate collection

Easy to find course specific resources

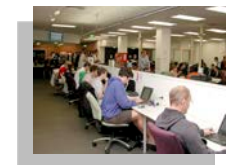
Photocopying & printing facilities

Treated fairly & without discrimination

WHAT USERS CONSIDERED IMPORTANT



J COMMONS

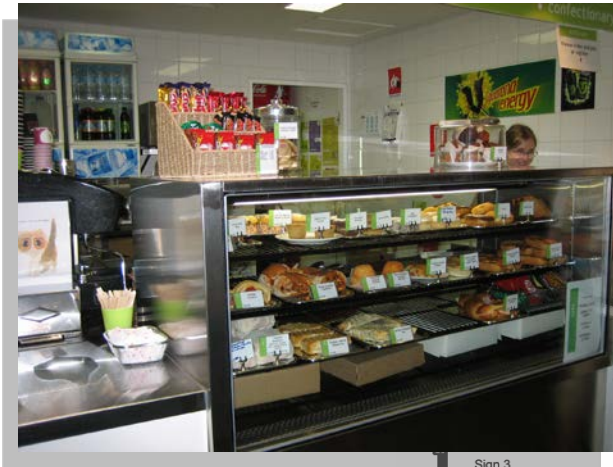




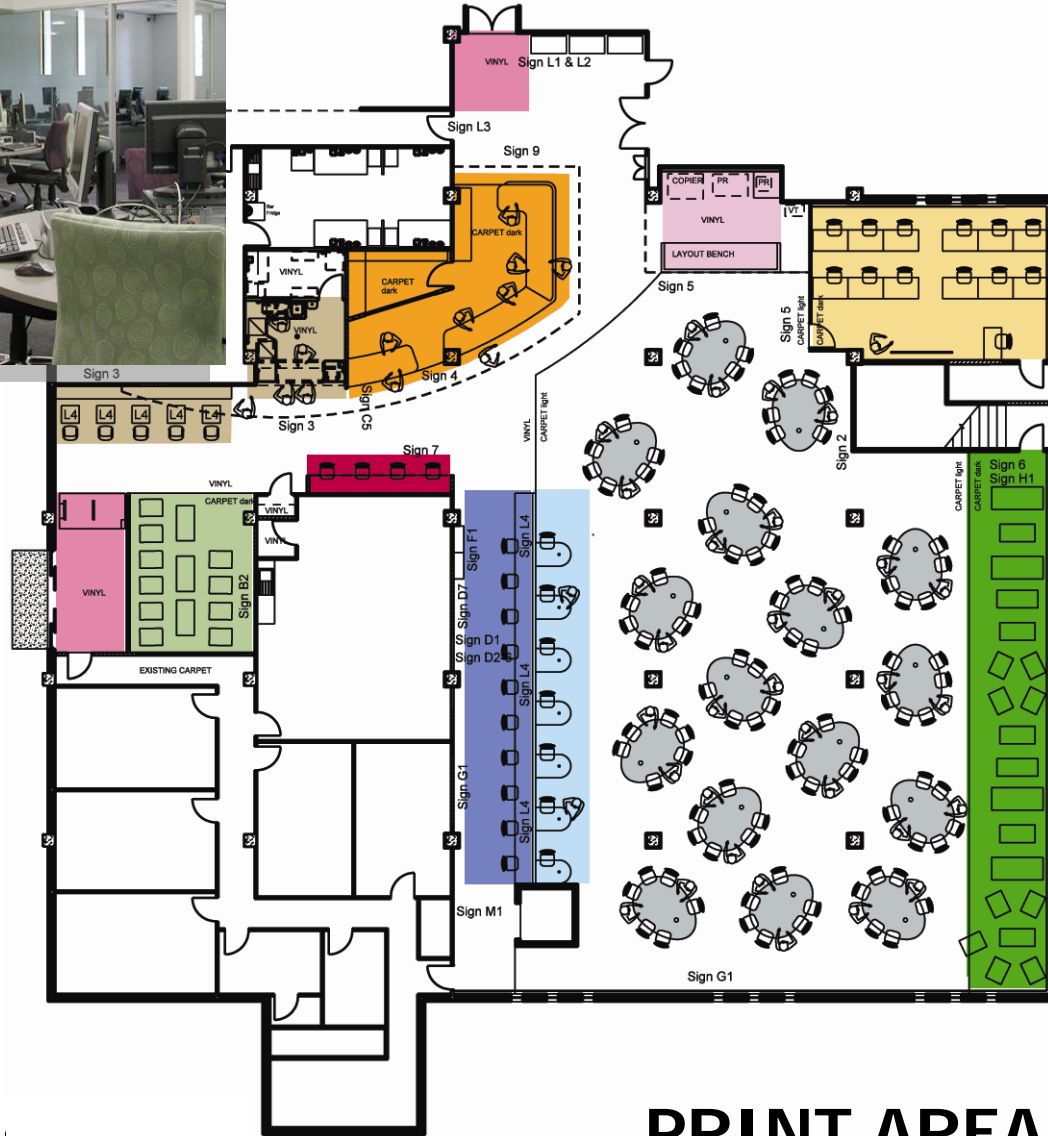
ENTRY



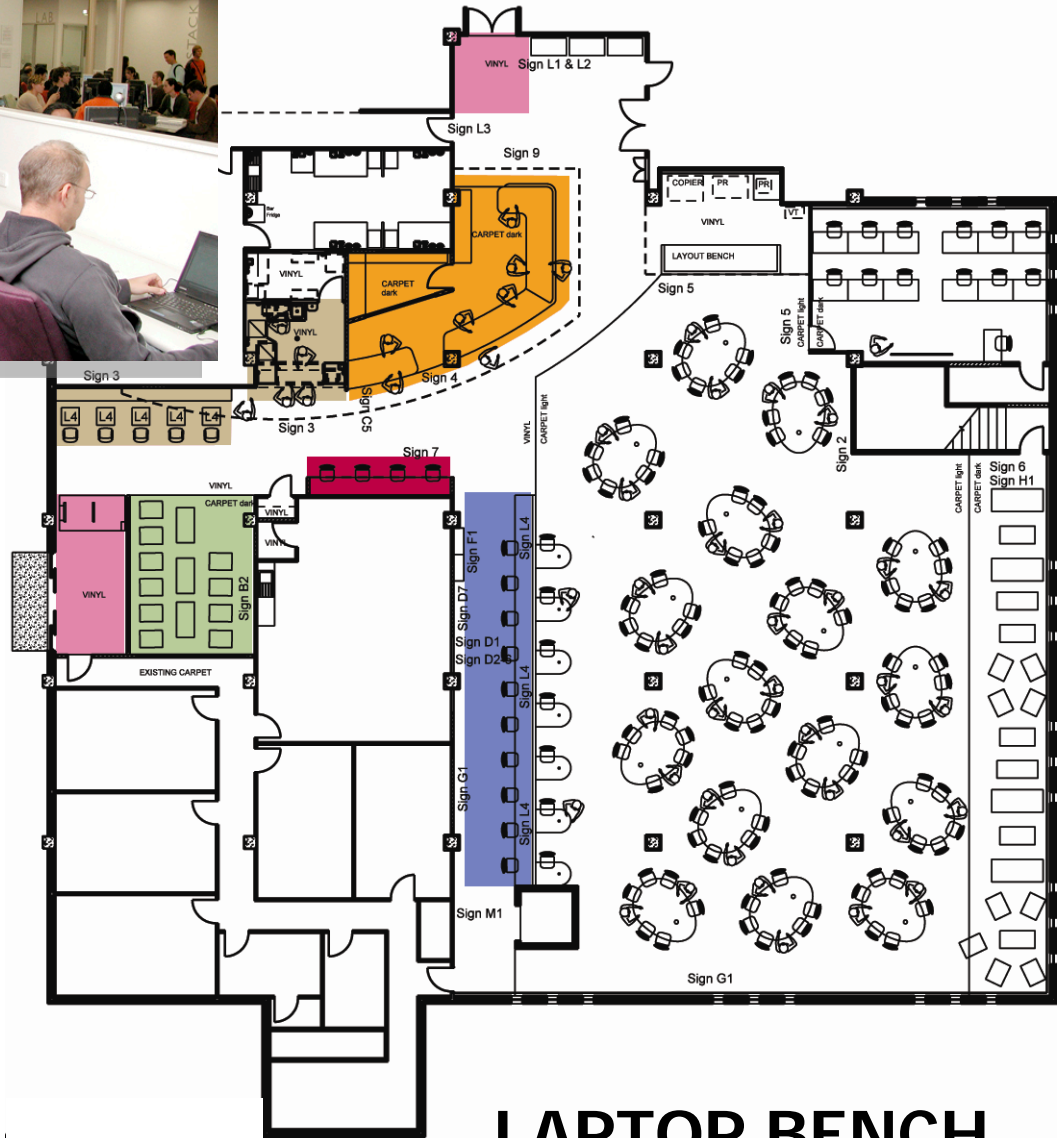
NEWSPAPER LOUNGE



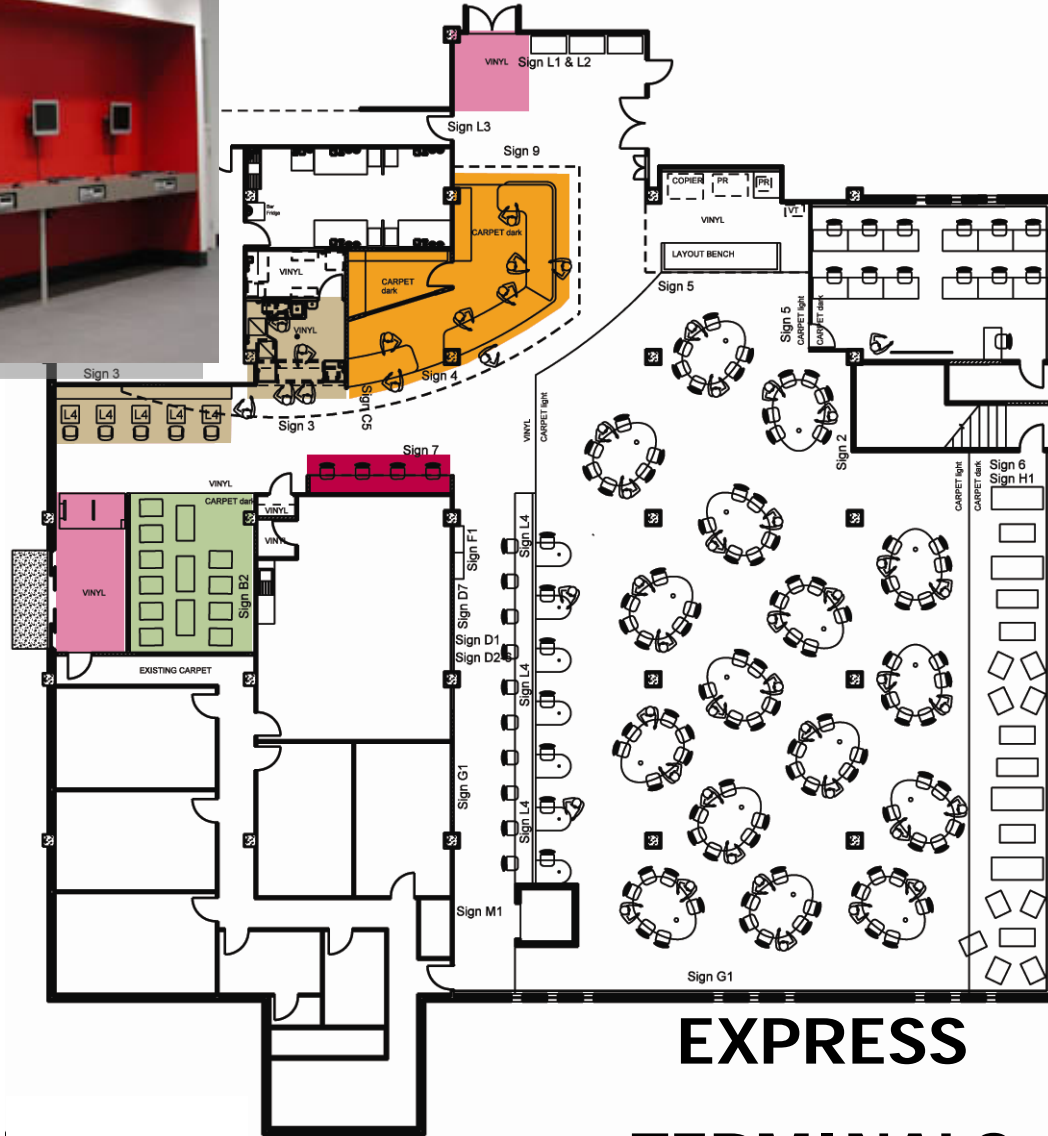
CAFE



PRINT AREA

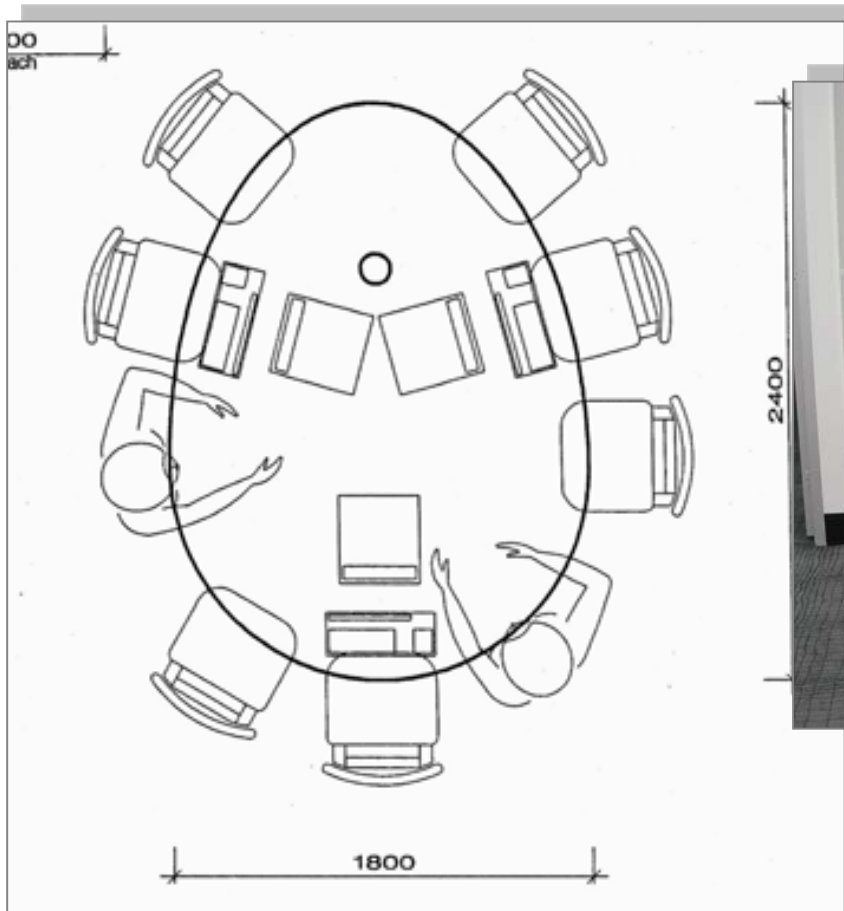


LAPTOP BENCH



EXPRESS TERMINALS

- Facilitate collaborative work



S
D
O
E

SEATING



- Enhance client experience
- Enhances the casual ambience
- Extremely successful from client service and commercial perspective
- Percentage of profits returned to the Library



CAFE OPERATION

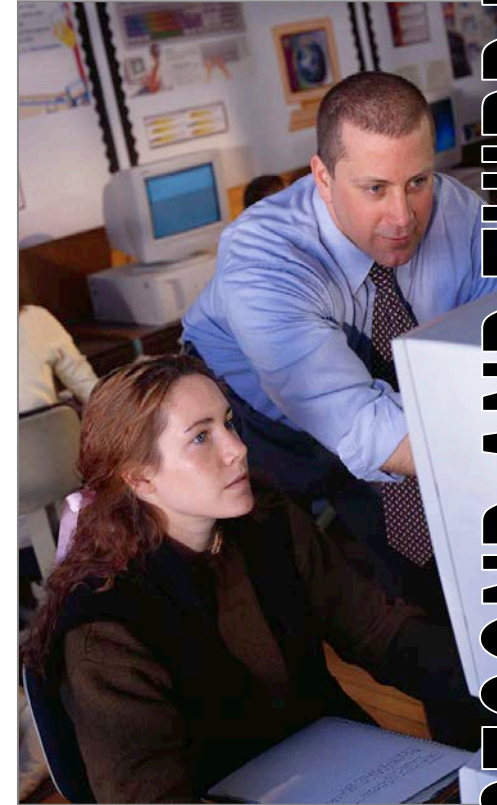
- Rover provides elementary IT support proactively
- ‘How to’ enquiries; relating to software applications, IT devices, as well as general maintenance of equipment (including cleaning)
- Rovers are primarily students with solid IT backgrounds
- Rover support is provided whenever the IC is open, including the late night shift between 10pm and 8am



**SERVICE MODEL-
FIRST TIER**



- Library and IT staff provide more in depth assistance
- Enquiries may be referred by rovers
- Library staff have acquired sufficient skills through commitment to converged service model to assist with complex enquiries in the absence of an IT professional
- In depth consultation for complex enquiries
- Referred by IT and library staff to IT specialists at University service desk and Faculty Librarians



SECOND AND THIRD TIER

- The Public Face of the AIC 24 hours a day.
- The positions are casual but recognised as being an essential part of the Information Common



- The relationship with the client drives the philosophy of the AIC
- During any shift Rovers will encounter a variety of enquiries and demands
- As the AIC is the only 24 hour service on campus the Rover needs to be prepared to deal with a range of customer situations.



- Recruitment 2008 – 100 applicants
- We train the ten successful applicants and the five on the eligibility list
- Provides the opportunity to develop rapport between trainers & new rovers
- Transition from student to staff member

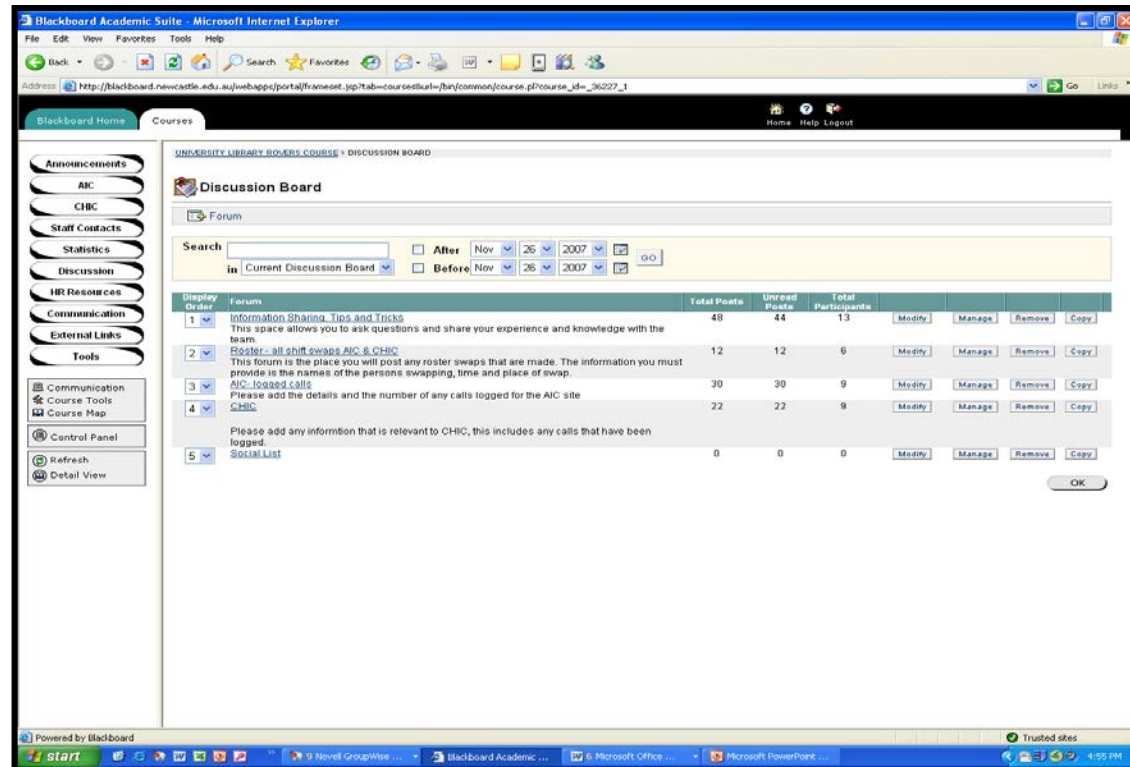


- 3 day training program
- Occupational Health & Safety - Mop training
- Evacuation
- Guest Speakers
- Client Service Training
- Orientation desk shifts



WHAT DO THEY LEARN?

- Effective communication with the group is vital
- Rovers are subscribed to an email list
- Blackboard course which has ongoing training information, procedures and a discussion board for hot topics.



The screenshot displays the Blackboard Academic Suite interface in Microsoft Internet Explorer. The page title is "UNIVERSITY LIBRARY ROVERS COURSE - DISCUSSION BOARD". The main content area is titled "Discussion Board" and contains a "Forum" section. A search bar is visible with filters for "Current Discussion Board" and date ranges. Below the search bar is a table listing forum topics:

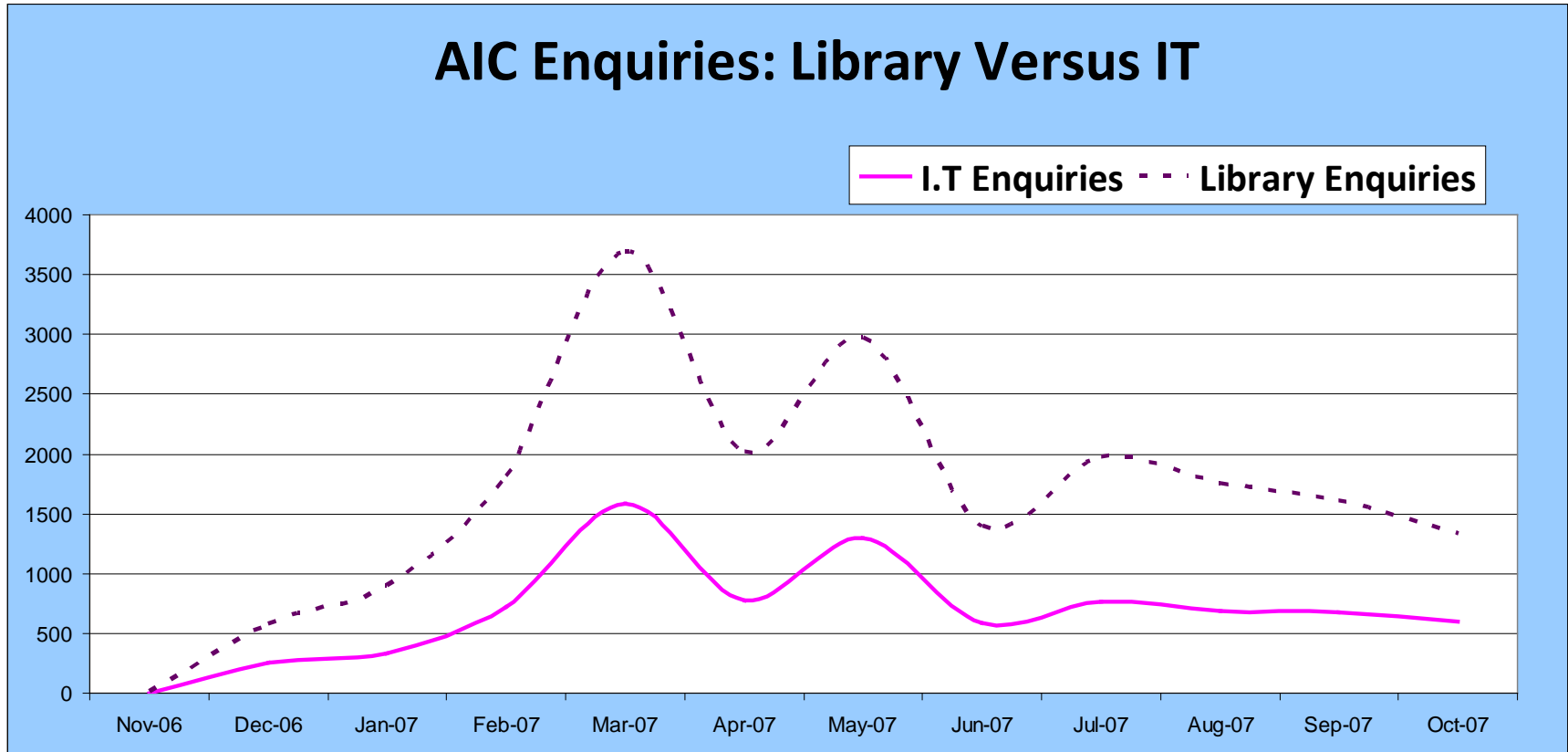
Display Order	Forum	Total Posts	Unread Posts	Total Participants	Modify	Manage	Remove	Copy
1	Information Sharing, Tips and Tricks This space allows you to ask questions and share your experience and knowledge with the team.	48	44	13	Modify	Manage	Remove	Copy
2	Roster - all shift swaps AIC & CHIC This forum is the place you will post any roster swaps that are made. The information you must provide is the names of the persons swapping, time and place of swap.	12	12	6	Modify	Manage	Remove	Copy
3	AIC loaded calls Please add the details and the number of any calls logged for the AIC site	30	30	9	Modify	Manage	Remove	Copy
4	CHIC Please add any information that is relevant to CHIC, this includes any calls that have been logged.	22	22	9	Modify	Manage	Remove	Copy
5	Social List	0	0	0	Modify	Manage	Remove	Copy

The interface also includes a left-hand navigation menu with options like "Announcements", "AIC", "CHIC", "Staff Contacts", "Statistics", "Discussion", "HR Resources", "Communication", "External Links", "Tools", "Control Panel", "Refresh", and "Detail View". The bottom of the browser window shows the Windows taskbar with the Start button and several open applications.

- Staff provide support for Blackboard and Turnitin
- If the AIC expands then a learning support area would be included in the new layout.



Library vs. IT Enquiries

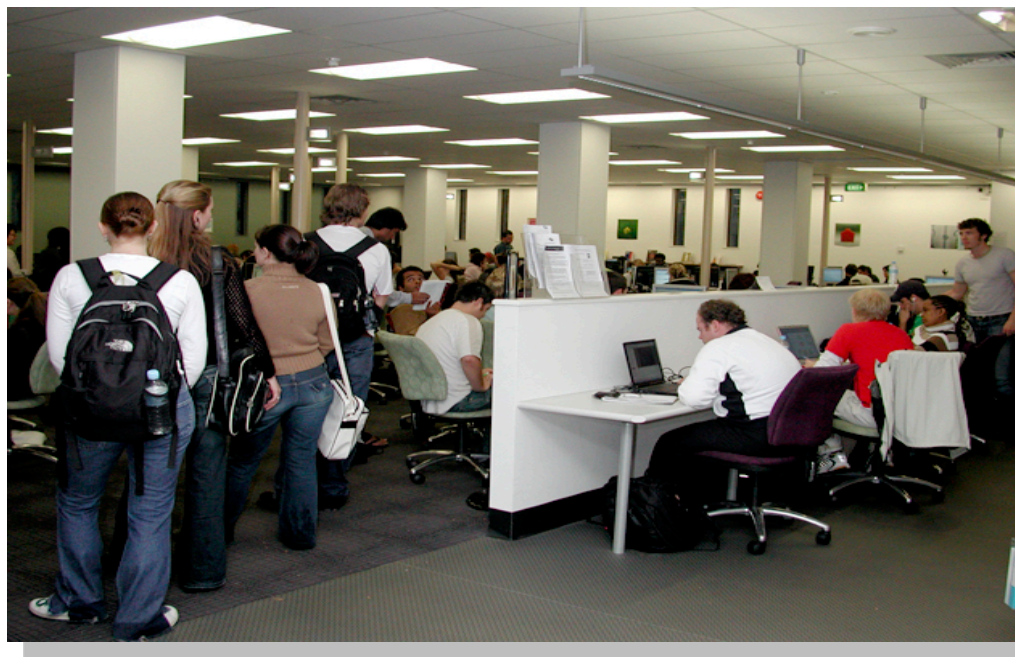




- Staff enjoy lively atmosphere and work environment
- Wider knowledge of University service environment is essential
- Ongoing training in software & technology
- Communication network on campus



- AIC officially opened November 2003
- Total visits to library increased by 22% in 2004, has increased to 30% in 2007 compared to 2004
- New AIC entrance accounted for 42% of building entries in 2004, increase to 55% in 2007
- Approximately 3,000 people per day visit the AIC.



- 100 % capacity 9am -6pm
- Dramatic decline in use of other on-campus labs resulted in reduction of their opening hours during nights, weekends and vacations
- Operates 24 x7 during semester





24 x 7

24 x 7 opening

24 x 7 staffing

24 x 7 reference service via email, SMS and phone

- A week in August:-
 - 3049 people accessed the AIC after 5pm.
 - 10pm to 2am, average 50-60 people per hour
 - Quietest time between 6am and 7am



DEMAND FOR 24x7

CLIENT SURVEY

788 patrons surveyed over 7 days

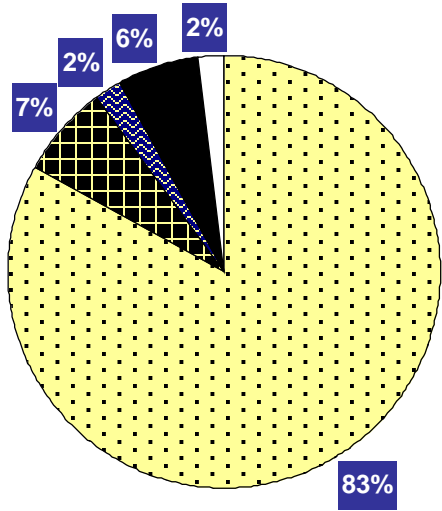
Who they are?

How they used the Common?

Did the service contribute to improved learning outcomes?



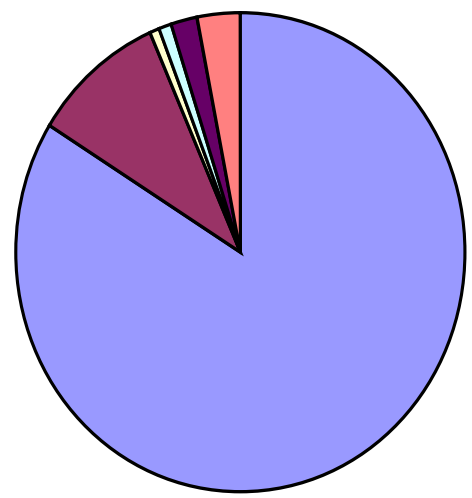
2007
2008
2009
2010



2004

- 83% undergraduate**
- 7% postgraduate**
- 6% enabling programs students**
- 2% staff**
- 2% other (ie non-university)**

% Participant Position

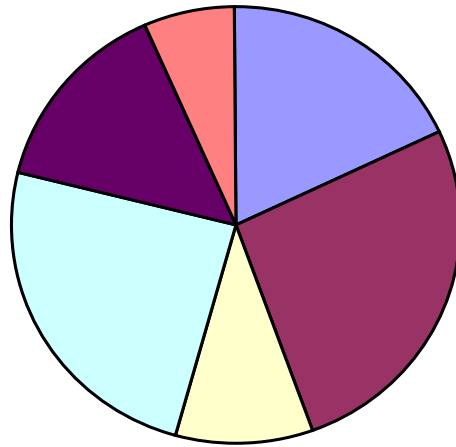


2007

- 84% undergraduate**
- 9% postgraduate**
- 2% enabling programs students**
- 1% academic staff**
- 1% general staff**
- 3% other (ie non-university)**



% Participant Faculty



- Bus & Law
- Health
- Engineering & Built Environment
- Science & IT
- Education & Arts
- Other

26% Health – enrolment 18%

24% Science and Information Technology – enrolment 14.7%

18% Business and Law – enrolment 17.3%

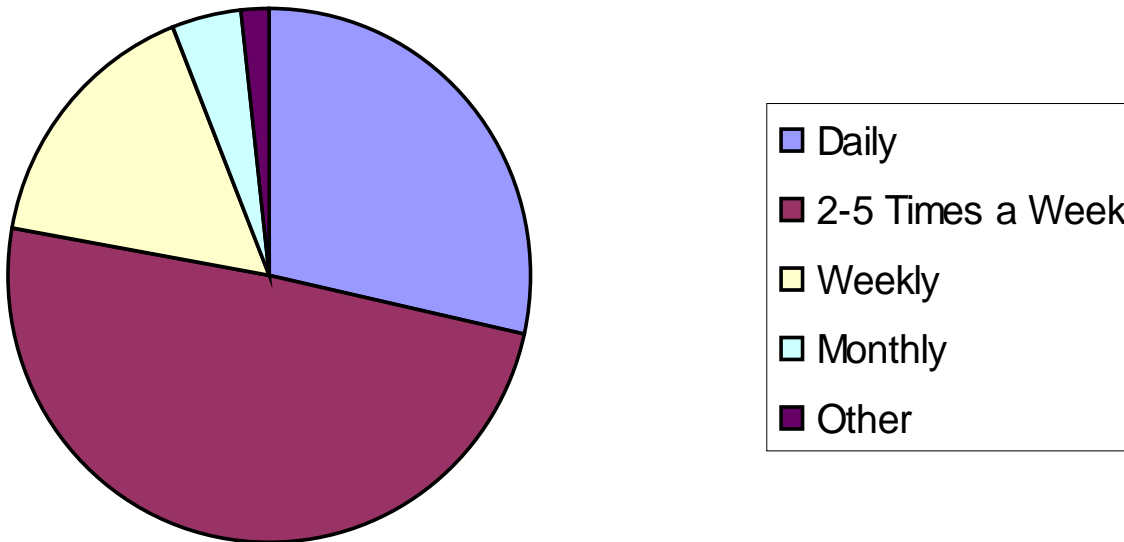
15% Faculty of Education and Arts – enrolment 26.5%

10% Faculty of Engineering and Built Environment – enrolment 11.6%

7% English Language and Foundation Studies – enrolment 5.3%

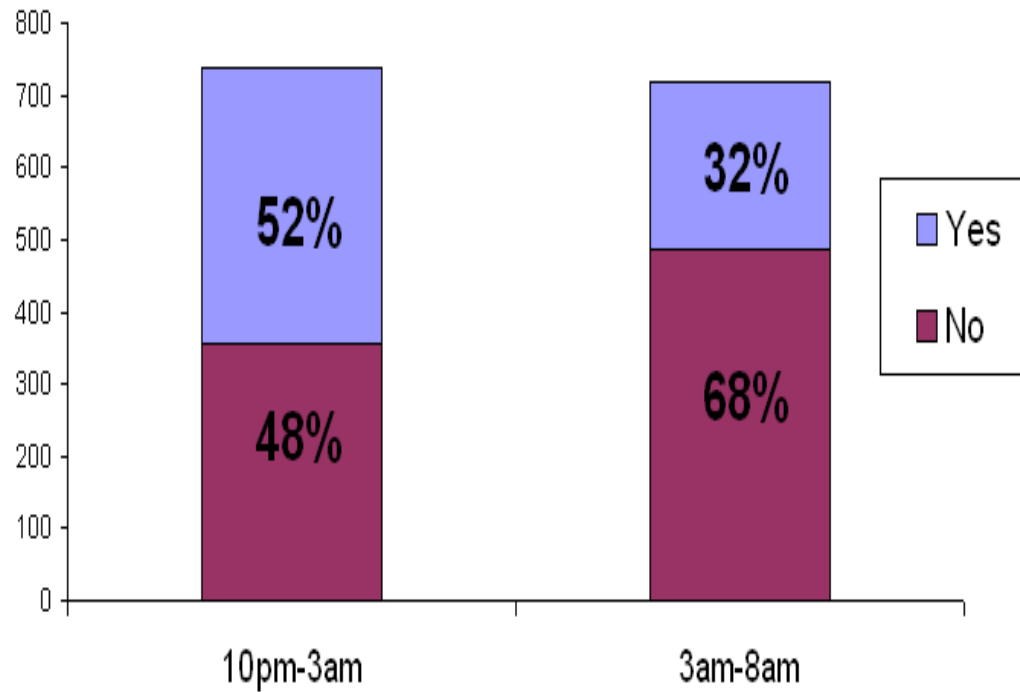
29% visit the Common daily
 49% visit the Common 2-5 times a week
 16% visit the Common once a week
 5% visit the Common once a month
 Average stay – 2 hours

Frequency of Patronage





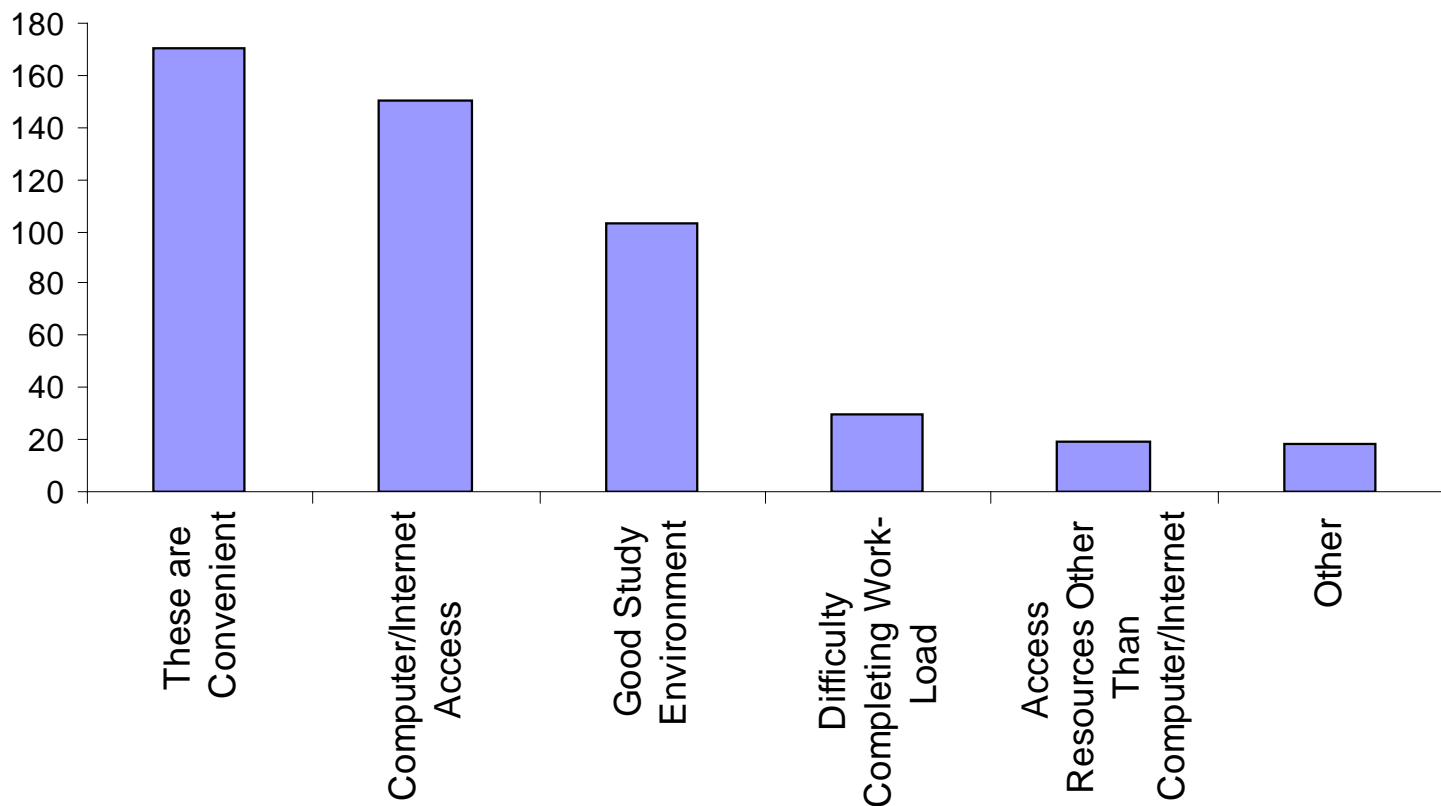
Participants Utilising AIC Overnight



SURVEY



Why Patrons Visit During These Hours



SURVEY

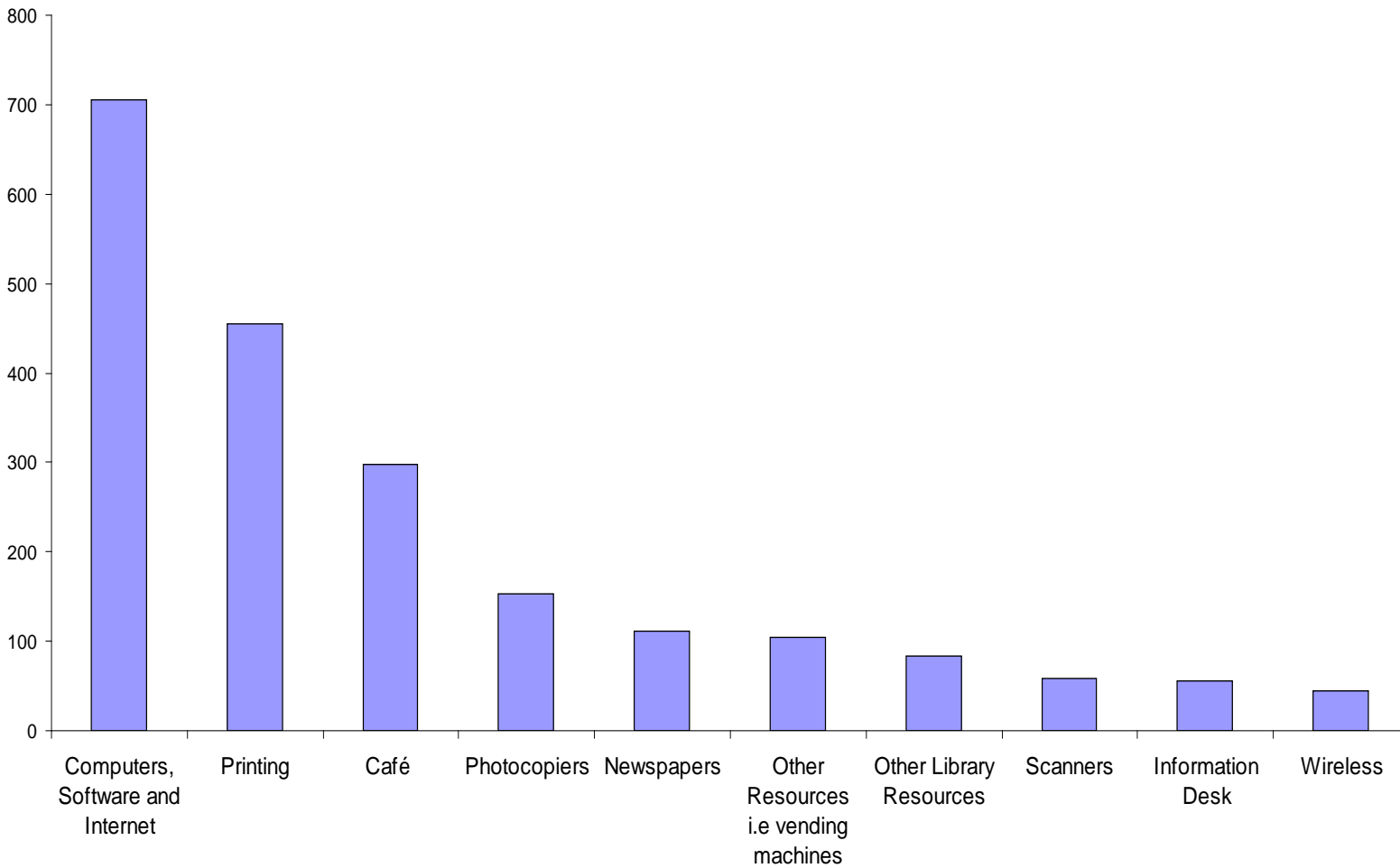


- “Its when I have the most free time and my best studious mind”
- “No internet access at home...fast net access”
- “Quiet location with no distractions ”
- “Necessary to my life style, free parking”
- “When I have a lot of work to do and when the deadlines are approaching”
- “stuff due, easy to get computer, can’t sleep”



What services or facilities do you use in the Common? List as many as you like.

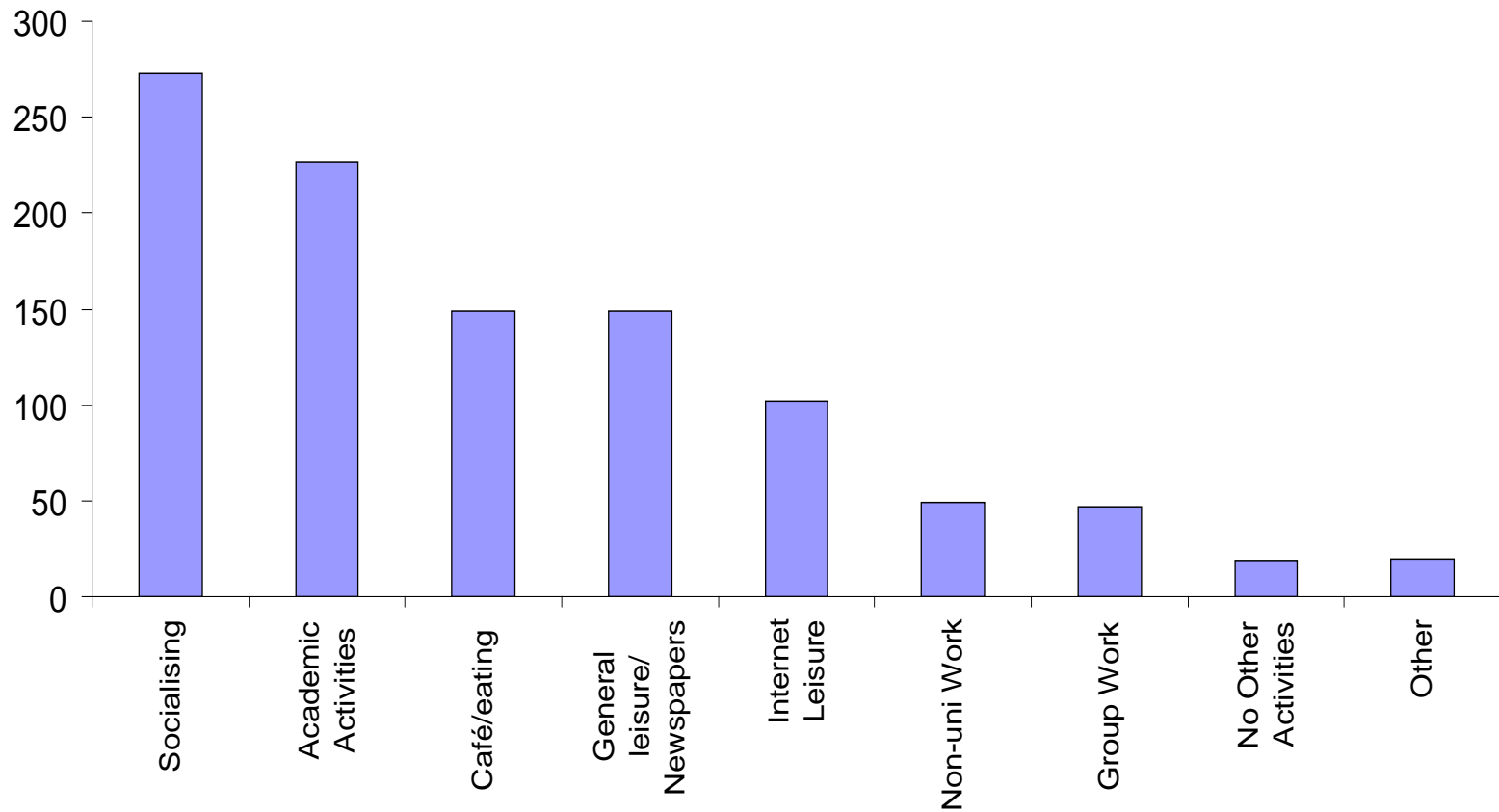
Use of Information Common Facilities



SURVEY

What other activities (whether learning, social or leisure) do you use the Common for?

Other Activities the Common is Used For

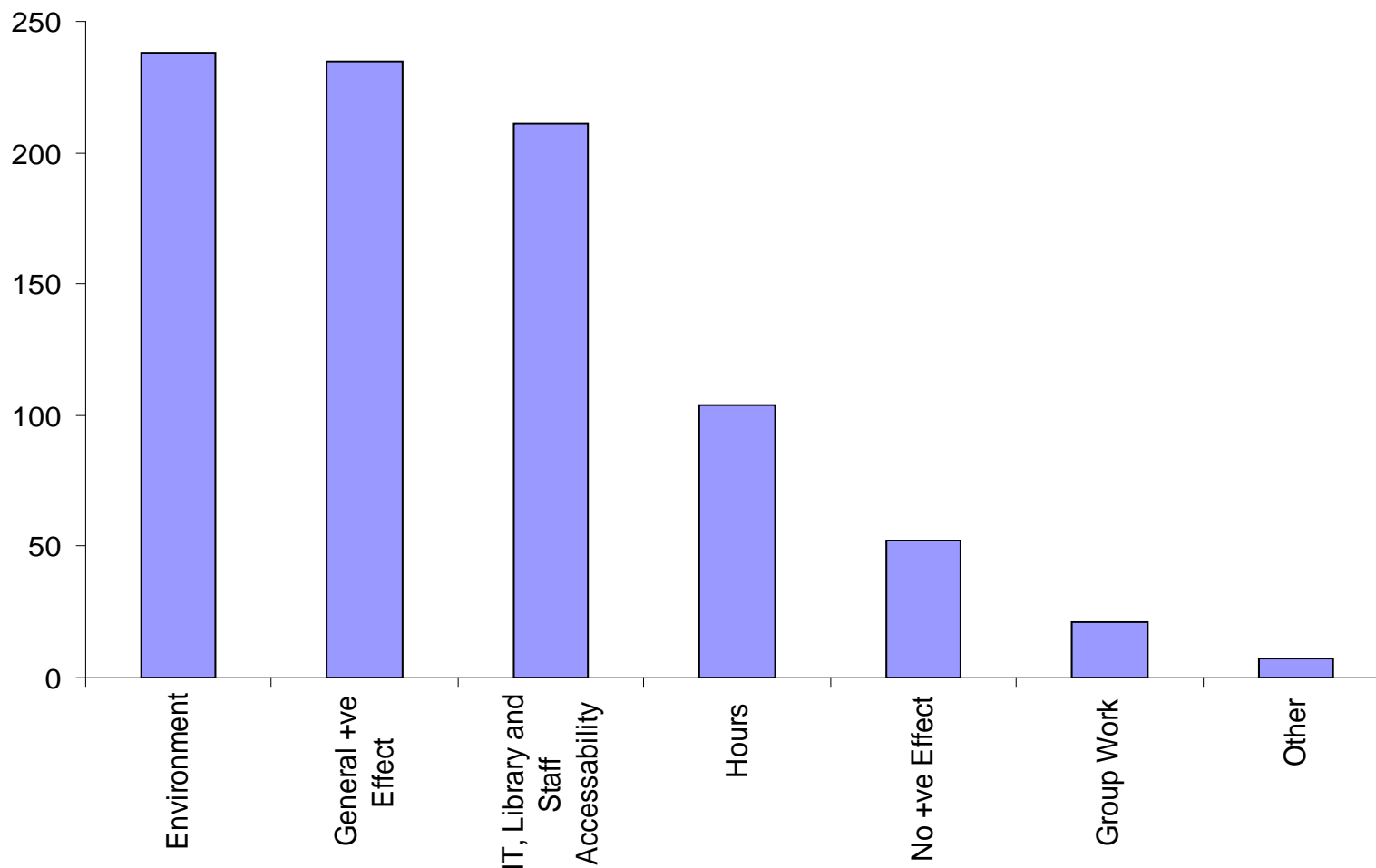


SURVEY



How do you think learning & studying using the Information Common has affected your assessments & quality of assignments?

Aspects Information Common Positively Affecting Performance



SURVEY

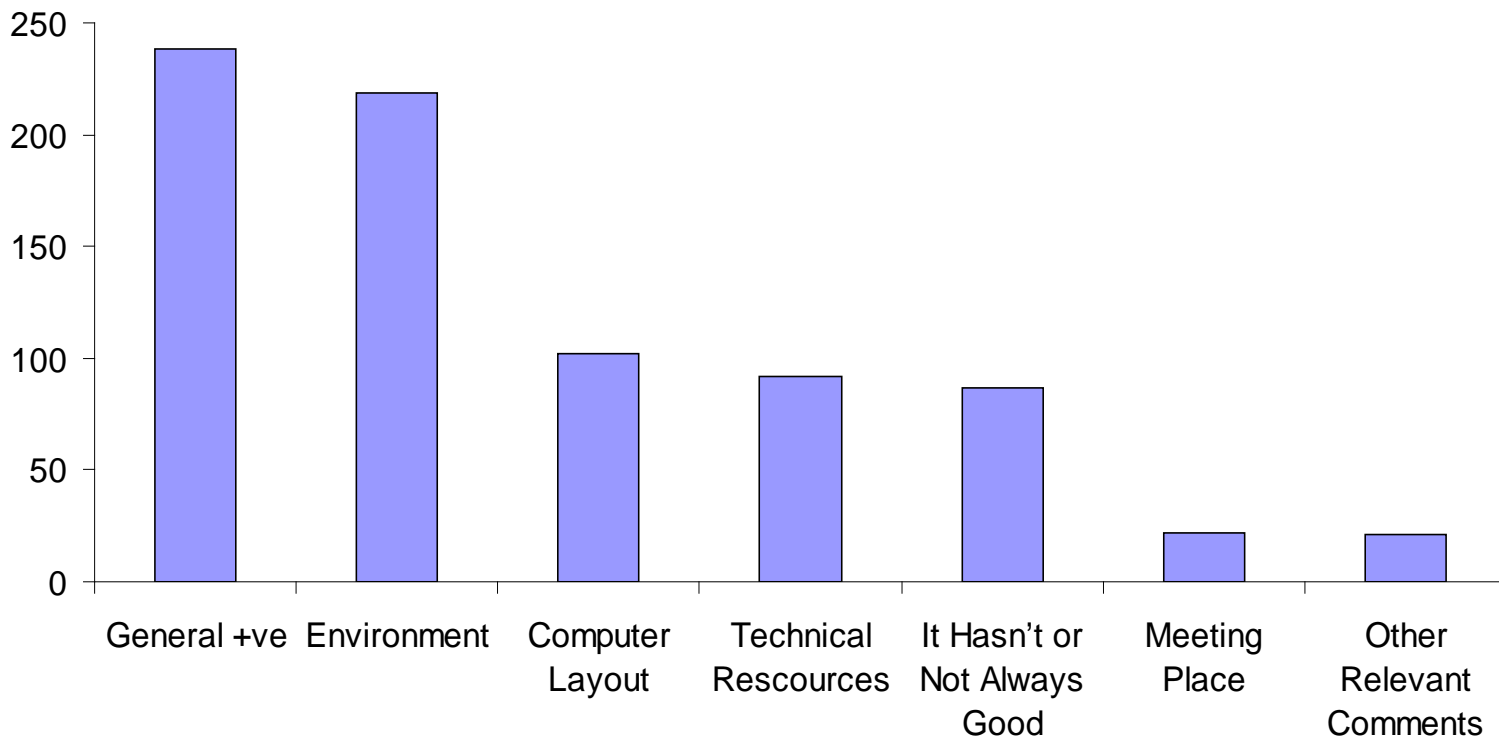


- “Improved - gives a fun place to study”
- “Staff always available to help out. With anything.”
- “Allows use of faster internet resources”
- “Amazing, easy info and access to help”
- “Its provided 24 hour access to a computer with internet access and printing facilities”
- “Has impacted in a positive manner on group work – individual assignments haven't impacted as all the resources I need can be accessed at home”



How does the Information Common contribute to collaborative work and learning ?

Aspects of Information Common Contributing to Collaborative Work and Learning



SURVEY



“Make working in a group easier”

“It’s a very good place which tolerates talking, very good collaborative environment”

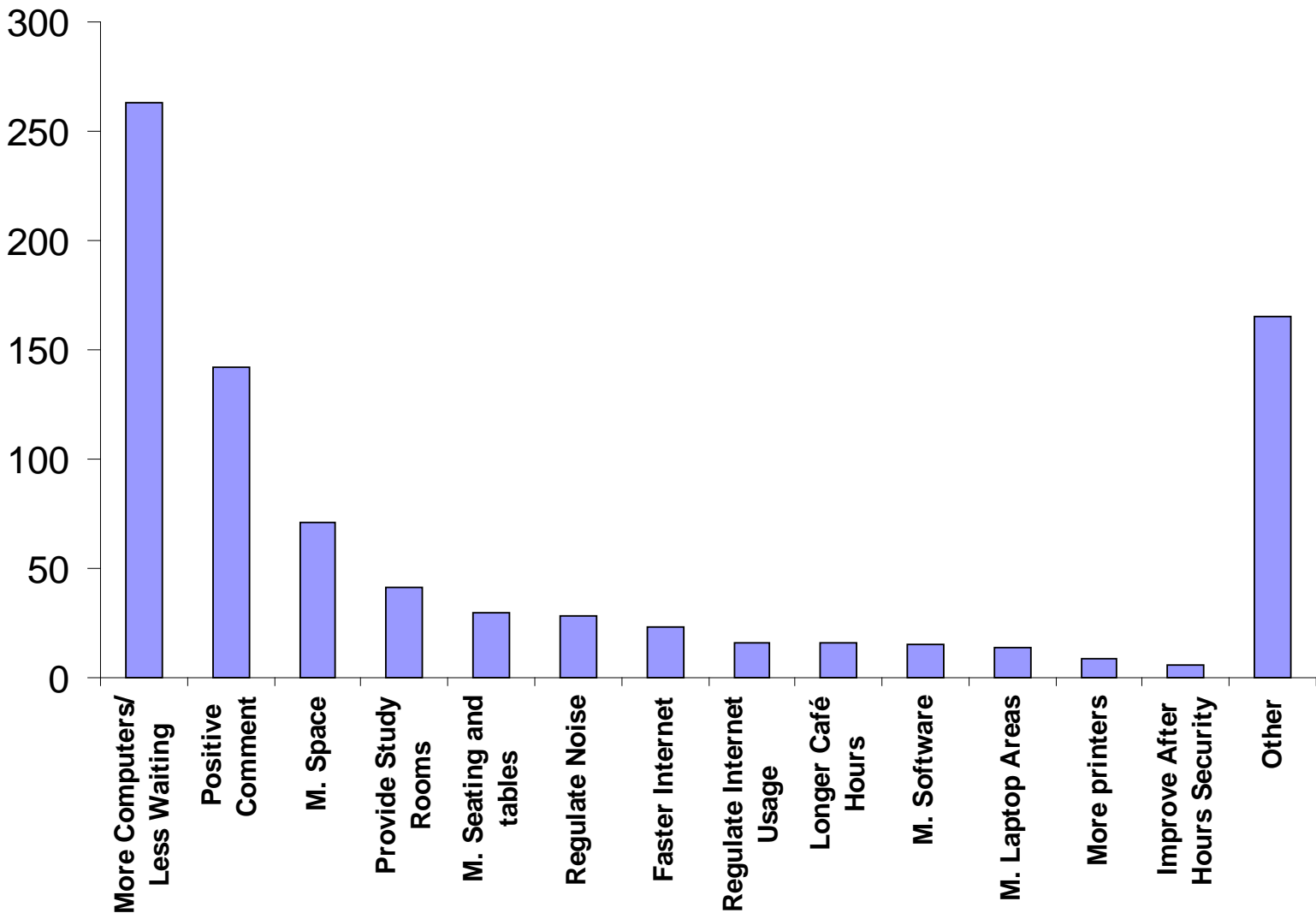
“Couple of friends can sit together with computer and doing assignments”

“Good, I come here to do group assignments, as we can all have access to a computer at the same time”

“The layout limits the potential for effective group work - lounges along side wall are the only suitable area”

SURVEY

How the Information Common Could Provide Greater Support to Student Learning



SURVEY



“More computers! At peak times the wait can be long”

“Faster internet and more computers”

“Providing enclosed breakout rooms”

“Having done a degree at another uni that had NOTHING like the AIC I think it is FABULOUS!”

“Have signs asking people to keep noise to a minimum”

“Hammocks”

SURVEY



- Facilities which support different learning styles
- Client focused service for IT/Library support
- Availability of staff – always there to help
- Informal ambience of an Internet Café - a pleasant place to do work in a community setting
- 24 hour availability



SUCCESS FACTORS

- Vice-Chancellors Citation for Outstanding Contributions for Teaching and Learning (2006)
- Carrick Institute Citation for Outstanding Contributions to Teaching & Learning



AWARDS

- City Hub and Info Common
- Student Academic Hubs





NEW FOYER



“a campus heart and
soul”

Thank You

Questions?

<http://www.newcastle.edu.au/service/library/aic/>

