Information Commons University of Calgary

- What defines our service model?
- What have we learned?
- What are our next steps?


Information Commons Service Desk
SERVICE HOURS

Our service model

- Collaboration
- Integration
- User focus

Collaboration

- Who?
  - Library and UCIT – Library staff, and Technical experts
- What?
  - Face to face assistance, instruction, technical support, cost-sharing
- Where?
  - At the desk – one desk for integrated service
  - In the office
  - On the floor – student navigators

Collaboration

- When?
  - Always someone to help
  - Virtual presence is important too
- Why?
  - 2 of us is better than one of us
- How?
  - Always the biggest question
    - Common interests, communication, operational committee, customer focus, keep your eye on the prize

Integration

- Single desk
- One stop service for reference and technical service
- Access to print and virtual resources
- Shared costs

University of Calgary Information Commons

- User focus
  - Outcomes for the user
    - Skills
    - Acquire information
    - Support
    - Access

User skills

- Information literacy
  - Classroom instruction plus one on one
  - Development of website
  - Service desk hours- staff with experts
- Technical literacy
  - Classroom instruction – plus one on one
  - Student navigators
  - Post manuals on line


Quiet
Study
Area

Acquire information

- Growth of electronic resources
- Growth of collection generally
- Hardware and network support
- Software refresh load
- Information mix: print, data, spatial

User support

- Place succeeds because of the people
- Face to face as well as virtual
- Mix of experts and expertise – IT consultation as well as reference consultation
- Interconnections
- One step referral


IBM
Staff

User access

- Extended hours of service and access
- 24/5 – with reliable staffing –level of service will vary
- 24/7 response to user need
- Workstation and facility design
- Printing, scanning, update hardware
- Wireless, laptops, USB and ??

What do they like?

- Online Feedback form
  - Wait time
  - Workrooms
  - Helpful and friendly
  - Answer questions
  - Facility-welcoming, safe and clean
  - Signage - clear

What have we learned

- Wait times
  - They hate to wait
  - They perceive their wait times as longer than they really are
  - Laptops and wireless access have reduced lines and wait times

What have we learned

- There are not enough workrooms –we have 12 - 3 with pcs, 7 plain with ethernet and 2 with video monitors
- They use workrooms for solitary and group activities
- They use workrooms to practise for presentations
- They use workrooms and tables and lounge space and don’t always need a computer

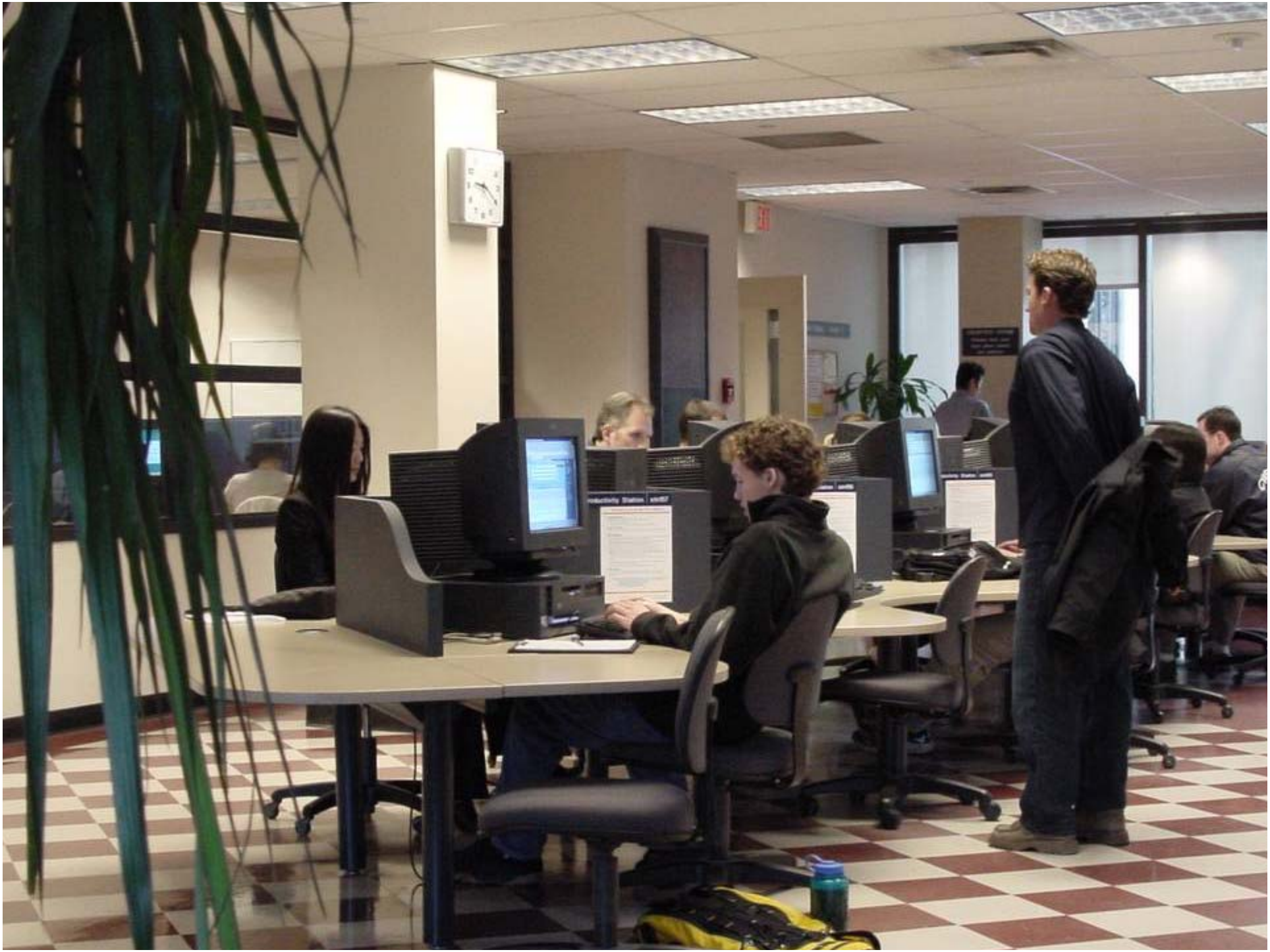

No Food or Drink

What have we learned

- We are rated well on helpful and friendly staff
- We need to pay close attention to this aspect of training

What have we learned

- Users come just in case they need help.
- Reference service is more challenging because of the growth in resources – we need to find a better way to offer the resources to the user
- Integrated service: Technical assistance and reference define the Commons. There is always technical assistance available.
- Service is a just in time service

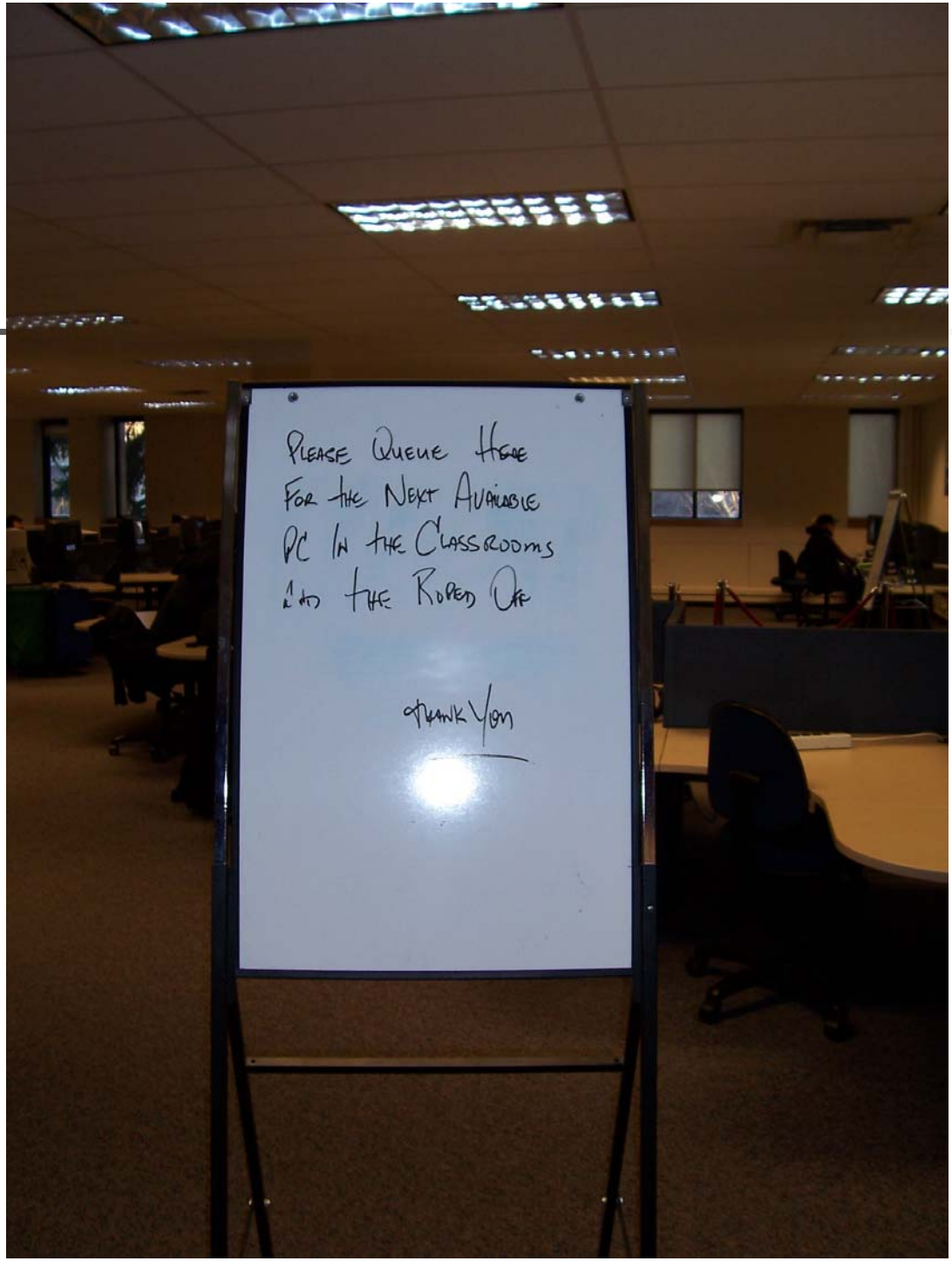


What have we learned about our facility

- The workstation design is good
- Space is important – make it welcoming
- Keep it clean and neat – don’t forget the washrooms
- Adjust your policies to meet the next generation e.g. food and drink
- Provide a variety of seating – table, lounge, pc, laptop

What have we learned about signage?

- Provide a central spot for information to be posted
- A whiteboard is your friend
- The Web is not necessarily the first place people look
- Provide information in a variety of formats and places
- Keep it professional and keep it fresh


Please Queue Here
For the Next Available
PC In the Classrooms
Into the Roped Off
Thank You

Wish list

- More space
- A variety of seating and workrooms
- Proximity of staff improves collaboration
- Mobility and flexibility of furniture
- More time
- More partners to support learning


FRIENDS

Next steps

- Campus Calgary Digital library
  - http://ccdl.ucalgary.ca
- Integrated services for the student
  - Information Resources
  - Student and Academic Services
  - Teaching and Learning Centre
  - Information Technologies