From Ranganathan to Amazon: Are we there yet?

Gulcin Cribb
University Librarian
University of Adelaide Barr Smith Library to slash its collection by 70pc

September 4, 2018 12:38 pm

Tim Williams

MORE than half a million books, journals and other items will be removed from the University of Adelaide’s Barr Smith Library — reducing the collection by up to 70 per cent — as part of a major modernisation.

The historic library has 800,000 items in its main collection, the majority of which have not been loaned out in more than five years as borrowing rates decline about 10 per cent each year.

The university plans to hugely downsize the collection over the next two to three years to make way for more and better technologically equipped study spaces, with features such as loanable computer or tablet-vending machines, lockable desks, multimedia suites for video creation and editing, and “maker spaces” for activities like 3D printing.
£60m 'transformational' library opens at the University of Birmingham

Posted on 13 Sep 2016

A brand new Main Library, built at a cost of £60 million and described as heralding a new generation of libraries in UK higher education, opened its doors today (September 19) at the University of Birmingham.

The milestone building will give users a 'transformational experience', providing state-of-the-art facilities for students, staff and researchers, as well as a cultural hub for the University and the city, and with some facilities being open to the public.
Are Libraries ‘Vanity Projects’?
Former Fox News host Greta Van Susteren on Monday provoked the ire of academic librarians after she suggested their institutions are “vanity projects” and that the services they provide -- from acquiring scholarly journals and serving as a starting point for research to preserving materials and training faculty members and students -- “are on our smartphones.”
You can now download over 300,000 books from the NYPL for free

Our Passion, Our Commitment, Your Advantage
• What do we mean by the Library’s story?
• What is the academic institution’s story?
• What are the challenges and opportunities?
• How do we connect the stories? How do we strategise to do so for now and for sustainability?
• Are we reconfiguring our services Library around these stories?
• How agile are we?
• What is the context? The ecosystem?
SMU Libraries

• Li Ka Shing Library
  – Library opens in 2005 (2,500 students)
  – 8,800 sqm, 1,800+ seats
  – 41 staff – 25 professional librarians
  – 400,000 books (330,000 e-books); 80,000 e-journals
  – Almost 2 million visitors in 2016
  – Renovations to learning spaces (20% of the space) completed in 2014

• Kwa Geok Choo Law Library
  – Scheduled to open in 2017
How does the Library add value?

Student Learning

Faculty research productivity

Faculty teaching impact

Student experience

Reputation/impact on community

Innovation and Operational Excellence

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Changing roles of libraries & librarians

T & L

Research

Space

Demonstrating Value, Evidence-based decision making

Collaboration, Engagement, User-driven services
Student Learning
Student Experience

Collaboration

Visibility

Expertise

Resources

Partner/advocate

Spaces

Services

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Learning Spaces @ SMU Libraries

Learning Commons

Reflective Corner

Hive

Flexible use of space

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Input, data and evidence channels

SMUSA Surveys
• User perception & satisfaction

LibQual
• User perception & satisfaction

Focus Groups
• Student Feedback

• Student feedback & engagement
% who very frequently/ frequently.....

50.4% study alone
28.1% study in groups
48.7% charge devices
27.7% use library resources
45.4% do projects alone
36.7% do projects in groups
32.8% rest
21.5% socialize
Actual recorded behavior

- Visit the library at least once a month: 80%
- Visit the library for last 2 hours and more: >65%
- Borrow at least one book monthly: 18%
- Average Occupancy rate at Midnight: 61%
- Available PC hours utilized: 56%

Our Passion, Our Commitment, Your Advantage
SMU-X
Class Projects

“... intelligent collaborations between librarians and students is a partnership that enhances both the library and the students” – Logan (2012)
Lean Six Sigma @ SMU Libraries

Seat Hogging 101

Yuyun Ishak, Vincent Ong (with students from MGMT 317)

Define

Problem Statement:
From weeks 11-14, the library sees a surge in the percentage of hogged seats up to 31% of its capacity, which diverts manpower from its main operations to deal with both the problem and complaints from users that ensue.

Project Goals:
- Decrease # of hogged seats.
- Decrease time and effort required by library staff to address our hogging.

Business Case:
- By addressing the seat hogging and 100 hours per week of staffing time previously utilized for seat hogging, library staff can save 100 hours per week to better serve our users.

Score:
- Users
  - # of hogged seats in recent weeks: 100
  - Complaints related to seat hogging: 20
- Patron satisfaction and grade given to library: 5
- Complete customer experience: 5/10

Measure

Root cause analysis — why do students seat hog?

An experiment with a volunteer booking system didn’t work as well, but we learned from it.

Analysis and Action Plan

1. Seat Booking System
2. Main Rivals from Customers
3. Additional Non-Permanent Seats

Continuous improvement from the following term

Control

EDUCATION CAMPAIGN

SEAT HOG FREE ZONE

Be Kind
Do Not Seat Hog

Learning Points

- Do not simply rely on “gut instincts”.
- Go out there, walk, observe, and collect the correct data.
- Make use of the various analysis tools available to peruse.
- Don’t be too surprised at your findings.

Managing Process
Design Thinking and Innovation
Student outcomes?

- GPA
- Dean’s list
- Degree class
Having a storytelling plan is as important as having a business plan

~ Seth Godin~
References


• Bell, Steven Making a Rough Journey a Bit Smoother | From the Bell Tower http://lj.libraryjournal.com/2016/01/opinion/steven-bell/attending-to-the-whole-student-higher-eds-2016-trend-from-the-bell-tower/
