

ARLICON Conference Visiting  
LUT Library

23.3.2011

# Welcome to the renovated LUT Library



Since your last visit, the Library has gone through a massive renovation

- Planning started during the winter 2010
- Renovation time was 7 months
- All three floors were renovated
- Costs appr 1.5 M€

All this because two libraries merge

- Libraries of LUT and Saimaa University of Applied Sciences
- More space for the printed collections
- More workplaces for the personnel
- More computers for the customers

# Planning principles



- Proper space for using printed and digital material → customers must be able to use them in one place
- Customers need help in finding material
- Remote use of the electronic collections requires customer education and consulting
- Workplaces for 24/7 use → students study outside Library opening hours
- Workshop rooms close to or in the Library for group work
- Students working on their theses need a quiet space near the Library

# Digital material



- Access to electronic information sources via the Nelli portal  
→ common user interface makes it easier for the customer to use different sources
- Licenses mainly university wide → accessible anywhere on campus
- Remote access allowed to *nearly* all sources
  
- Electronic journals ~ 12.000
- Electronic books ~ 15.000
- Number of electronic documents altogether nearly 16.500
- Number of databases 120

# Seats in the Library



- Planned number of computers **150** (now 100)
  - desktops in the open space (48 on the 3<sup>rd</sup> floor, 16 on the 4<sup>th</sup> floor)
  - laptops e.g. by the railing (**24 to be**) on the 4<sup>th</sup> floor
  - desktops in the basement (**16 to be**)
  - computer classrooms (17 + 18) are free for students' use if there is no teaching going on
  - workshop rooms (7 + **4 to be**)
- Seats for private laptop users → provided with wireless networks, network cables, electricity outlets
- Seats for readers

# Workshop rooms



- 8 rooms
- 1-2 computers, seats for 6
- Reservations at the Origo helpdesk or via the Outlook calendar or email
- Maximum time per group 3 hours in the daytime
- 24/7 → evening / night use until the following morning
- Close to the Library → easy access to printed material as well

**To be solved:** how do the evening users get their books from the Library?

# Thesis rooms



- 5 seats now, 8 more to be
- Reservations for 3-6 months depending on the need
- Available 24/7

**Question:** Should we have desktop computers available or should the students use their own laptops in the thesis room in the future?

# Customer support



- Information service helpdesk
  - Daily 12-15
- Origo helpdesk → mainly for students
  - Open during the Library opening hours
- Remote help by email
- Instruction about library use available on the web pages

**Question:** How to use social media in customer support?

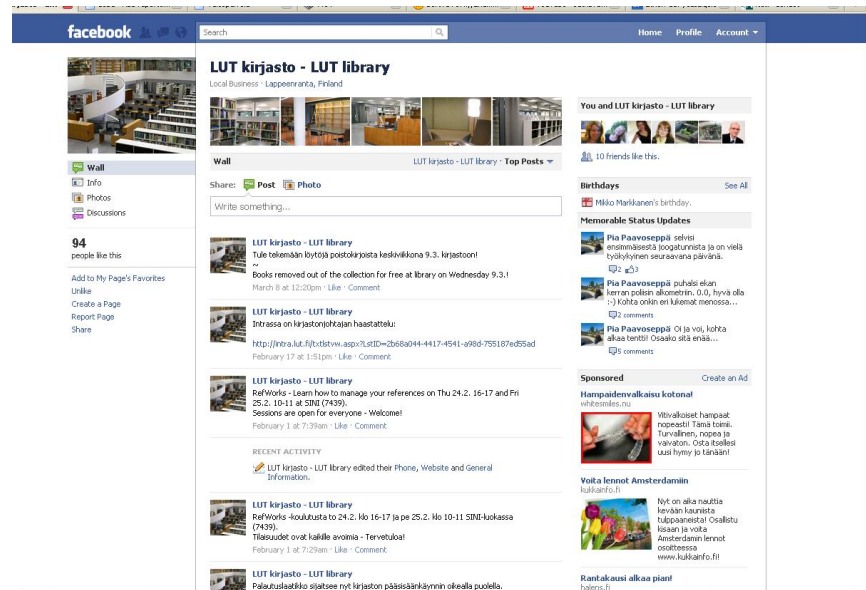


# Social media

- "A must" in a modern library
- One of the top things to be developed
- 2 Facebook pages now for instant information delivery (in addition to the formal LUT web pages)

**Question 1:** How to get (instant) feedback from the customers?

**Question 2:** What other social media should we utilize and how?



# Opening hours



- The increasing amount of electronic information sources and their remote use reduces the pressure to have longer opening hours
- 24/7 rooms allow customers access to electronic material which is not available remotely according to the licensing agreement

## Current opening hours

During the terms	Mon - Thu	8:30-18:00
	Fri	8:30-15:30
In the summer	Mon - Fri	8:30-15:30

# In the future



- More text books needed in electronic form
- All services on the customer's desktop - e.g. via social media
- The need for customer education will increase
  - More information is available online
  - More possibly unreliable sources available for the information users
  - The right sources must be found and customers must know how to use them!
- Customers are increasingly IT literate → more routines can be handled by self service → customer support personnel can concentrate on more demanding questions