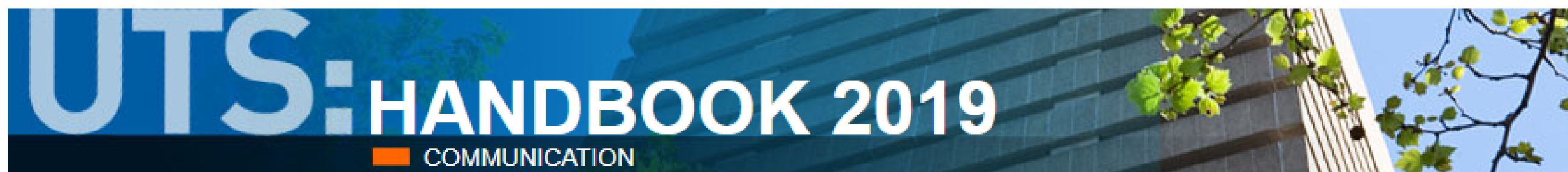


UTS Library





57202 Information Research Methodologies

8cp

*Requisite(s): **57100** People, Information and Knowledge*

These requisites may not apply to students in certain courses.

There are course requisites for this subject. See [access conditions](#).

Anti-requisite(s): 57089 Information Research and Data Analysis

Description

This is a core subject in the Master of Digital Information Management (**C04298**). Students are introduced to a range of the research methodologies used in the study of people and information and develop skills in collecting, analysing and presenting research data. Students apply their knowledge and skills to proposing, designing and executing a pilot research project. A range of key issues are addressed including: the relationship between theory, research and professional practice; the ethics and politics of research; and the changing role of the researcher in the 21st century.



Survey for chocolate



UTS LIBRARY SURVEY FOR CHOCOLATE!



Hi there,

We're trying to find out a little more about how you use the Library. Complete this survey, drop it back to the Enquiries & Loans Desk and pick up a thank you chocolate!

For each question, please tick the answer(s) that apply to you.

1. What do you do in the Library?

- | | |
|---|--|
| <input type="checkbox"/> Study alone | <input type="checkbox"/> Relax |
| <input type="checkbox"/> Study with a friend | <input type="checkbox"/> Sleep |
| <input type="checkbox"/> Study with several friends | <input type="checkbox"/> Other (please describe) |
| <input type="checkbox"/> Group work | |

2. Where is your favourite place to sit in the Library and why?





Semi structured interviews & observations



Results

- Students want easy access to electric outlets
- Noisy & quiet areas should not be collocated
- Students like privacy and a sense of personal space
- Love being around books
- Students use different zones for different purposes
- High book use on the quietest floors, which are seen as the serious study floors
- High number working in pairs.

New Library 2019/20

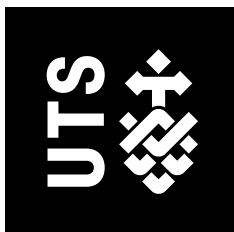
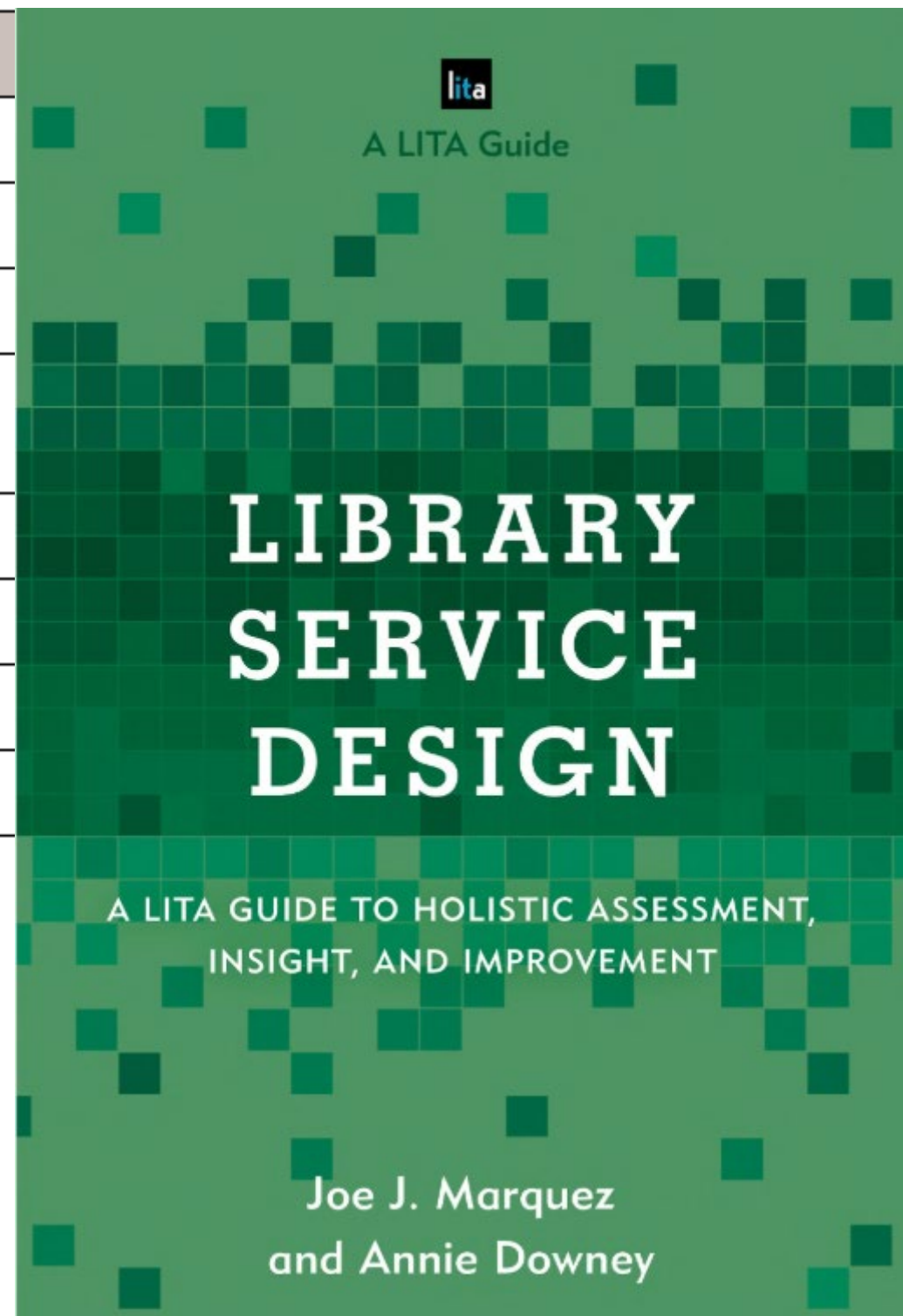


Service Design

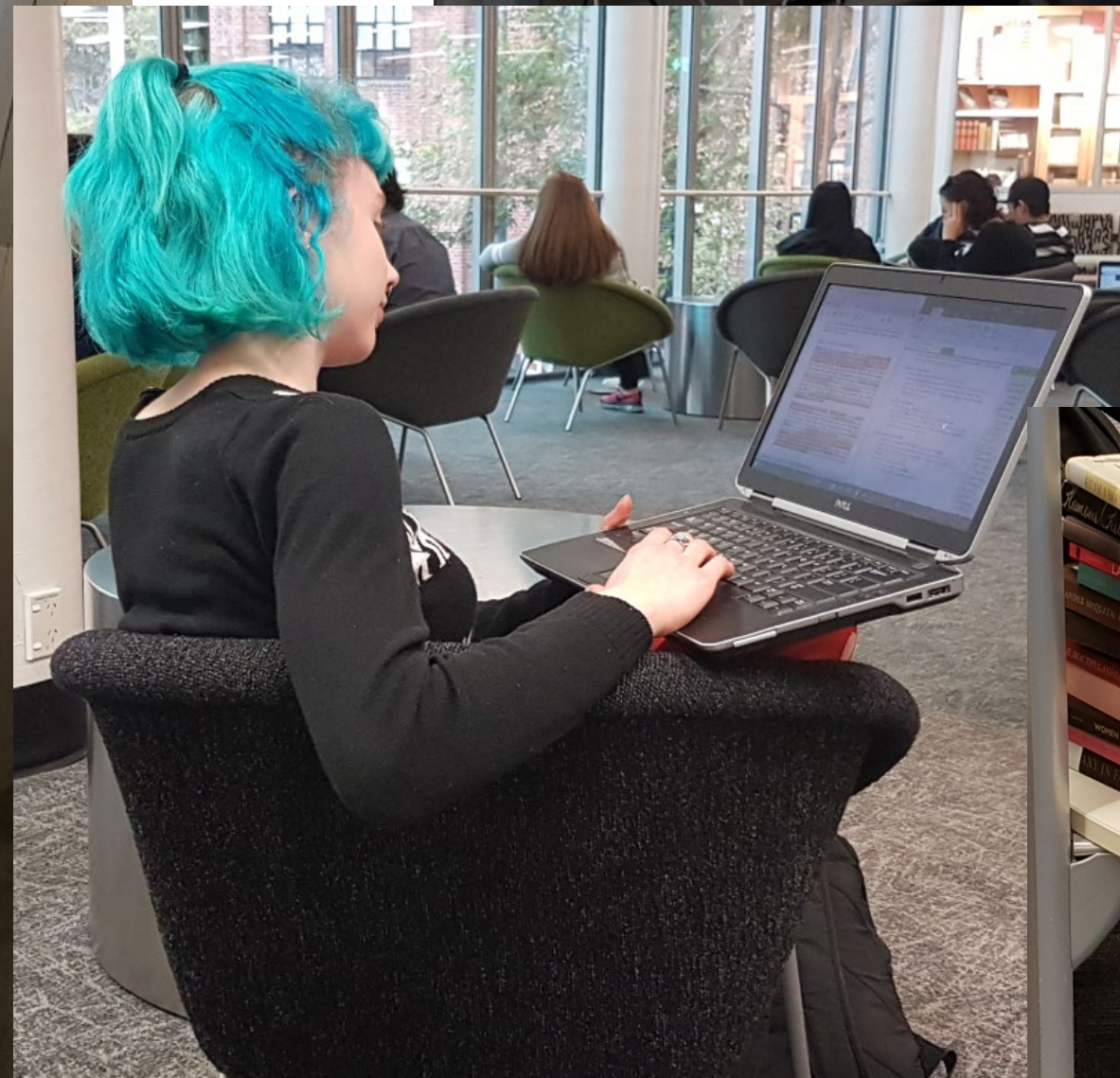
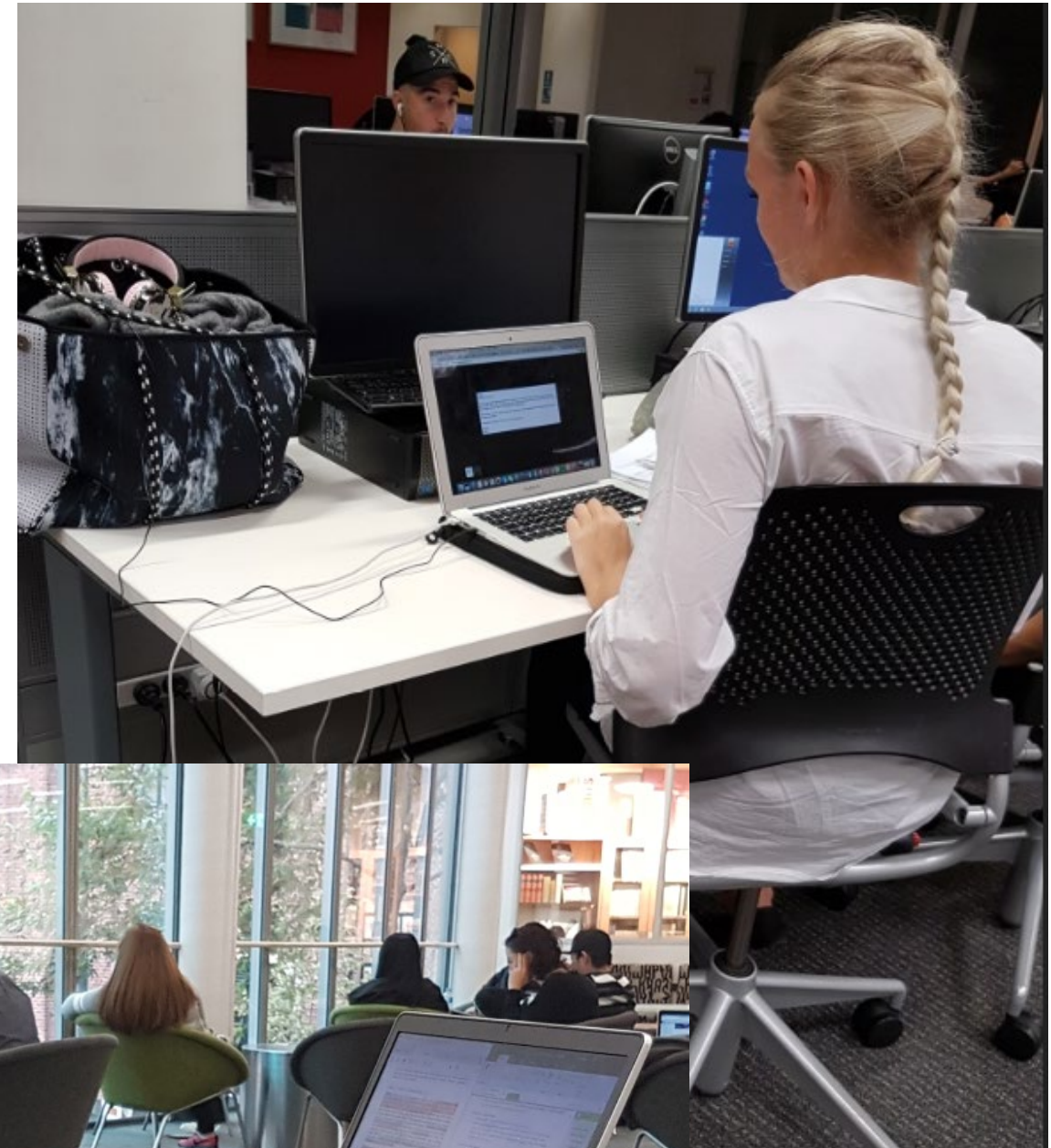
February

Course
Library of Congress Classification
Metadata Design
Business Information
Do-It-Yourself Usability Testing
Growing, Developing, and Retaining Dynamic Staff
An Introduction to the Scholarship of Teaching and Learning
Introduction to Accessibility and Universal Design in Libraries
Service Design: Towards a Holistic Assessment of Library Services

<http://libraryjuiceacademy.com/courses.php>



Observations



Survey for chocolate reprise



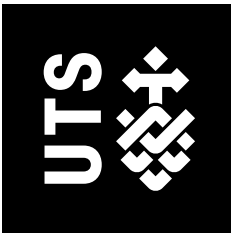
Survey for chocolate

Student survey held in library May 2017

Do you ever use these services provided by the Library?

	Never	Never/Sometimes	Sometimes	Sometimes/Often	Often
RHD	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Chat	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
HELPS drop in	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rovers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Phone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you answered Never to any of the above why have you not used these services?



Are there any new services you would like the Library to offer?

Long answer text

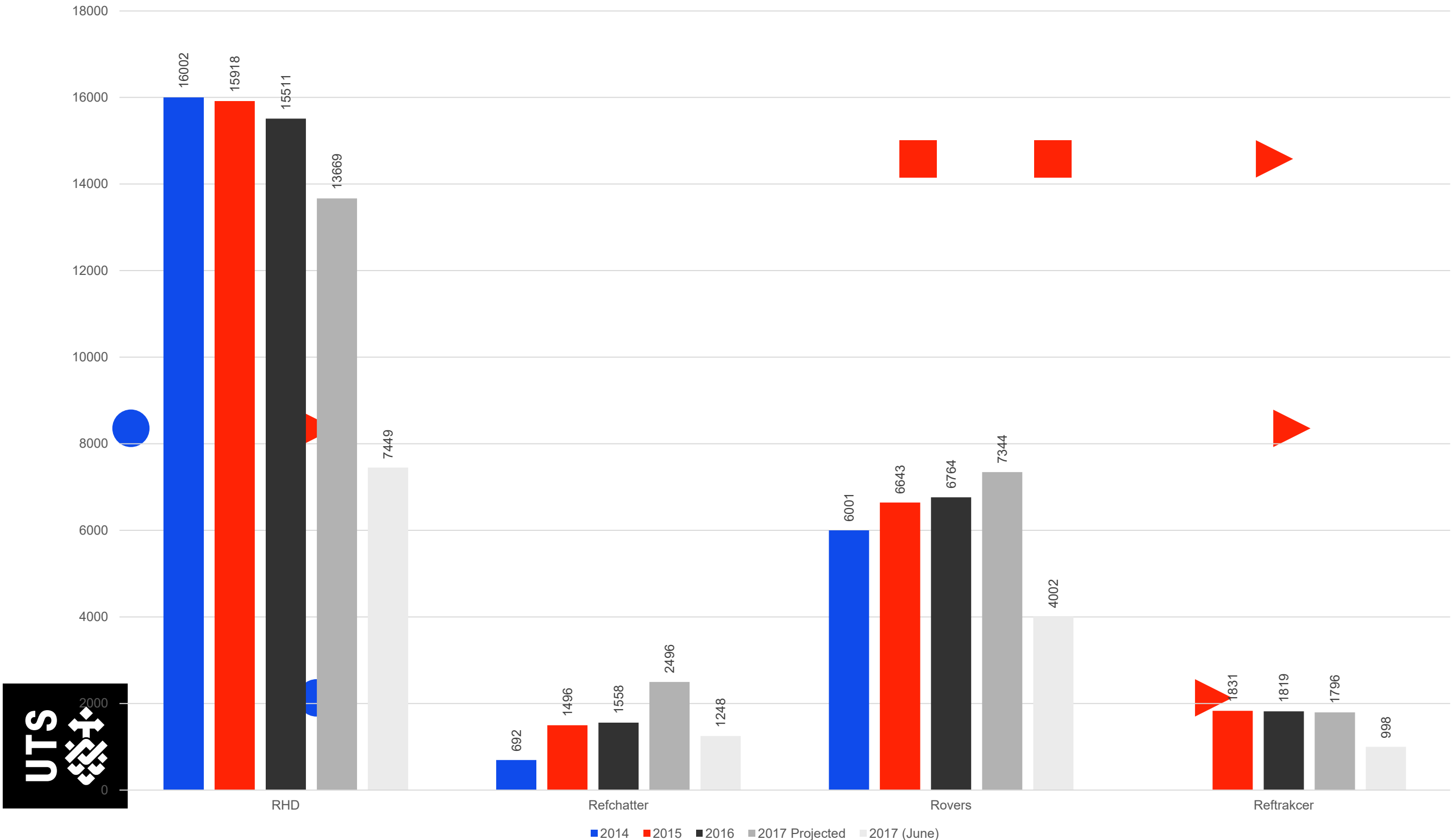
Results

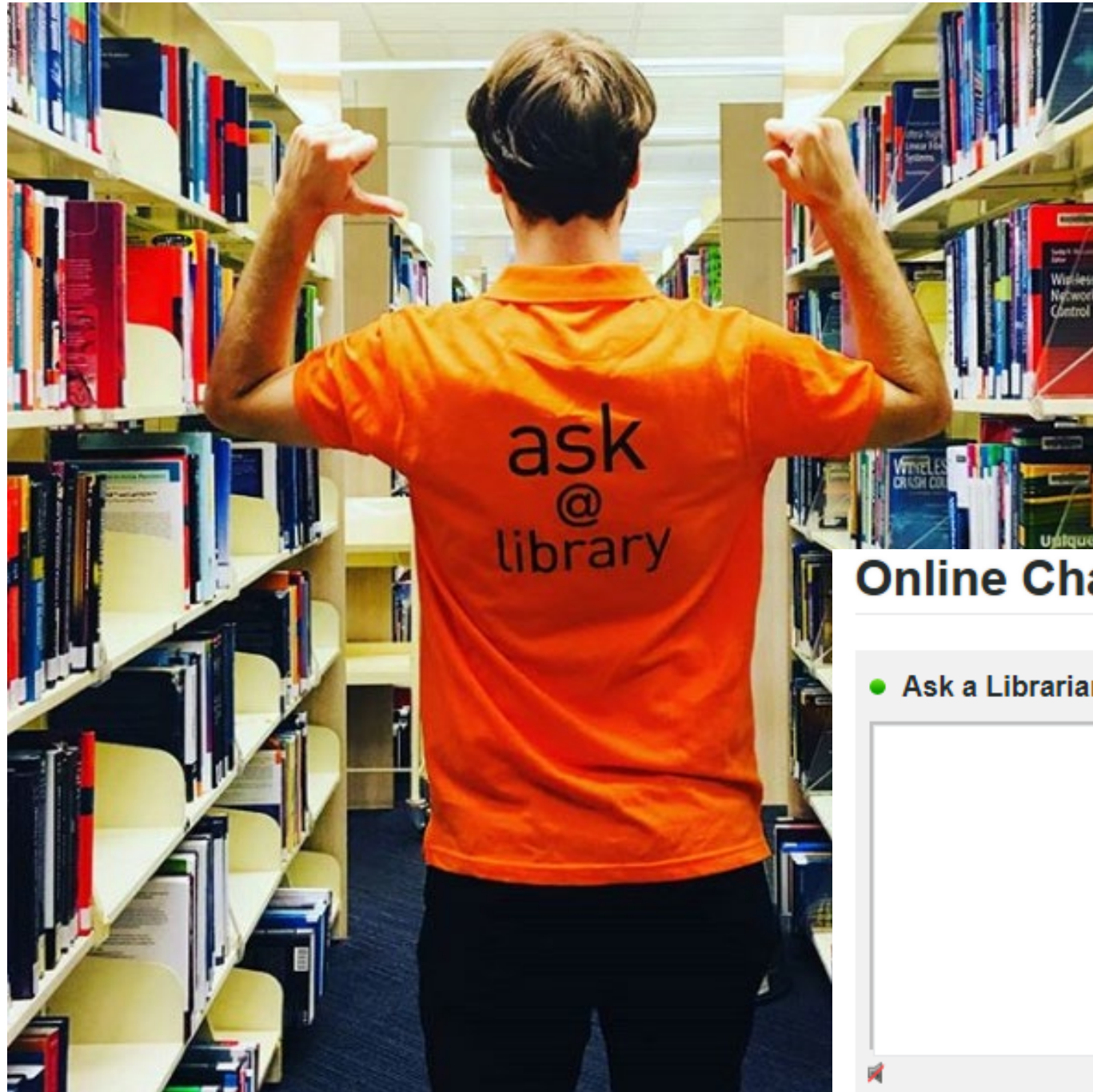
- Chairs need to have back support
- Most students come to the library to study quietly and alone.
- Single desks/carrels heavily used
- Want access to kitchen facilities eg hot water & microwave
- Using multiple devices – 14%
- Added built in phone booths to new library

Reference Services Review



Total client enquiries per service, per year.





Online Chat

● Ask a Librarian

Type here to chat. Press ENTER to send.

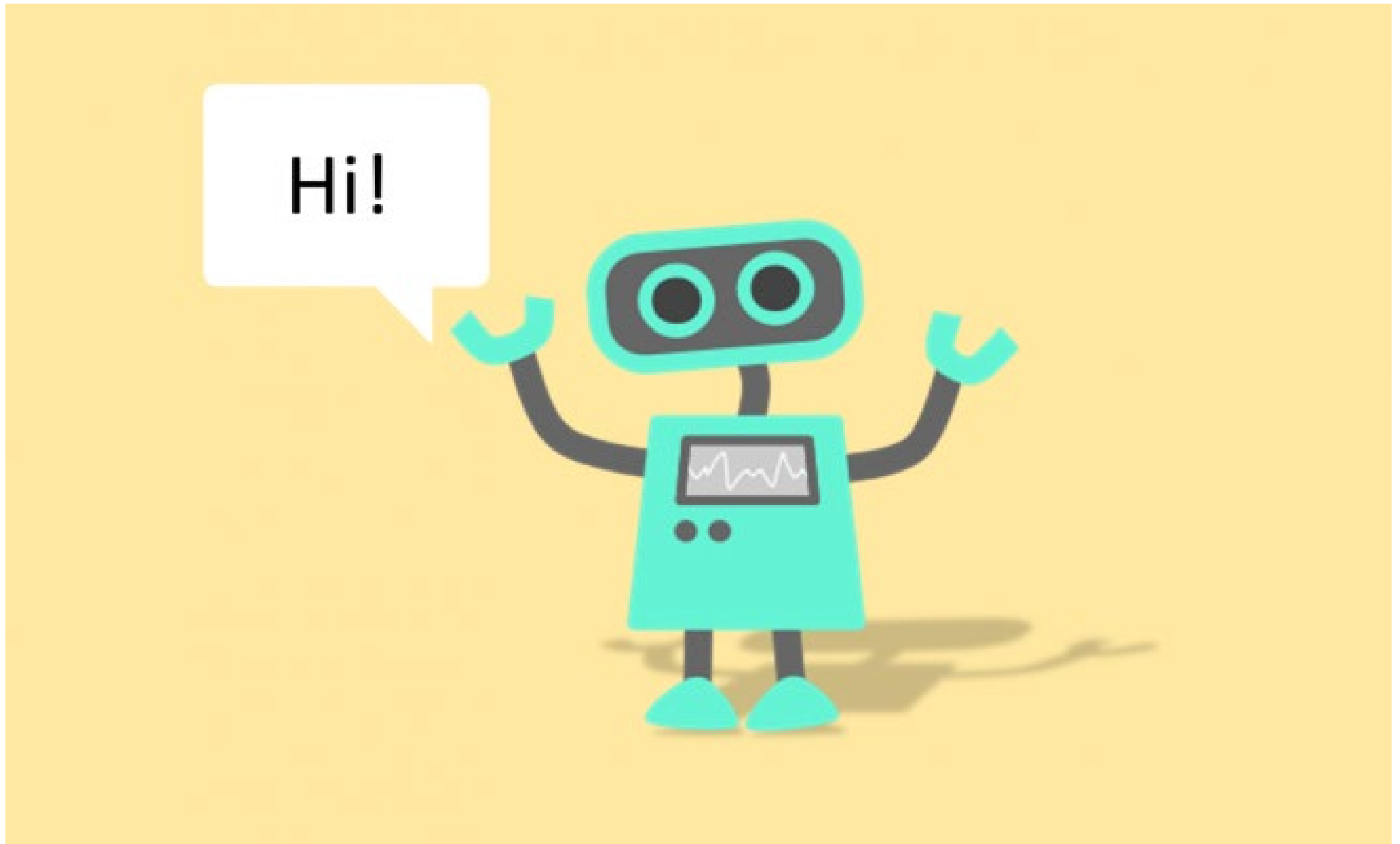
You can Chat LIVE! with a Librarian during session from:

- 12pm to 8pm Mondays to Thursdays (extended hours)
- 1pm to 5pm Friday

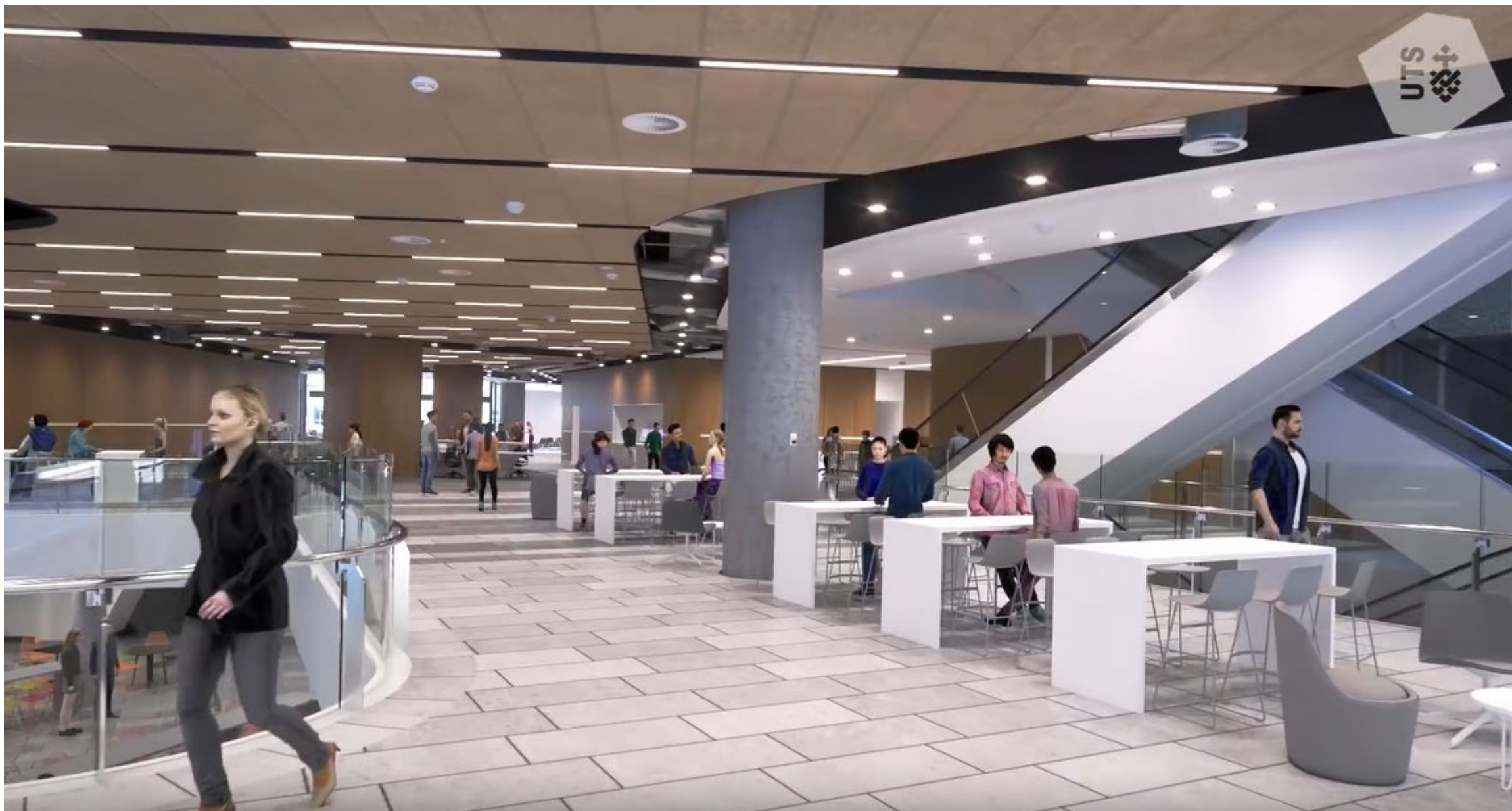
Self service kiosks



Chatbot!



■ Whole of building approach ■ ■ to service delivery



Thank you!

