Reference Services in the Information Commons Environment:

The UIUC Experience

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# UGL Reference Stats 2009-2010

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<thead>
<tr>
<th></th>
<th>In Person</th>
<th>Electronic (IM+email)</th>
<th>Phone</th>
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<tbody>
<tr>
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<td>9590</td>
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<tr>
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<tr>
<td>Directional Reference</td>
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<td>368</td>
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- **Circulation increase:** 46.3%
- **Twitter Followers increase:** 61%
- **Gate Count Increase:** 50%
- **Chat Ref 15% increase**
- **Library Instruction-22% increase**
- **Online Subject Guides 50% increase**
Upper Floor - Group Study

Lower Floor - Quiet Study Collections
Do they really care what it’s called?
- Loanable Technology
- Technology throughout the Library
- Technology Support
  - Wireless
  - Cites Laptop Clinics
  - ICS Student Computer Lab
  - Gaming
  - Scanning
Equipment for Check-Out

The following equipment is available thanks to funding from student IT fee. Just ask at the Information Services Desk of the Undergraduate Library, located just inside the entrance to the upper level.

This technology is available for UIUC students, staff, and faculty upon completion of a simple loan agreement form at check out.

The name in parenthesis is what you can use for a "Start of Title" search in the catalog to see if the item is available or when it is due back.

- **USB Drives (USB)** - 2 gigabyte drives, available for 1 week checkout.
- **Laptops (Laptop)** - Available for 2 hours at a time in the Undergraduate Library.
  - USB laptop mouse (laptop mouse) - optical mouse for use with a laptop; available for 2 hour checkout, within UGL.
  - laptop power cords (laptop power supply) - sometimes you need a little extra juice, these can be checked out for 2 hours, within UGL.
  - laptop locks (laptop lock) - secure your laptop, or ours! Available for 2 hour checkout, within UGL.
- **TI-89 Graphing Calculators** (TI-89 graphing calculator) - Available for 1 week checkout.
- **TI-30xa Scientific Calculators** (TI-30xa scientific calculator) - Available for 1 week checkout.
- **MP3 Players** (iPod Nano & Sansa Clip) - players available for 1 week checkout.
- **Hard Drives** (External Hard Drive) - USB 2.0 Hard Drives available for 1 week checkout.
- **Digital Cameras** (Panasonic Digital Camera) - Available for 1 week checkout.
- **Tripod for cameras** (Tripod) - Available for 1 week checkout. Also works with digital cameras.
- **Video Camera** - (Flip Ultra) Available for 1 week checkout.
- **Voice recorder** (Panasonic) - Available for 1 week checkout.
- **GPS** (Garmin GPS60 Navigator) - Available for 1 week checkout.
- **Microphones** (Logitech USB Desktop Microphone) - Available for 1 week checkout.
- **Whiteboard markers & eraser** - Available for 2 hours at a time in the Undergraduate Library; whiteboards in the tunnel.
- **USB Micro B Cable** - Available for 2 hours at a time in the Undergraduate Library.
- **iPod USB 2.0 Cable** - Available for 2 hours at a time in the Undergraduate Library.
- **Universal Mini USB Cable** - Available for 2 hours at a time in the Undergraduate Library.

**Gaming accessories**

- **Nintendo DS** (Nintendo DS) - Available for 1 week checkout.
- **Sony PSP (PSP)** - Available for 1 week checkout.
- **Portable DVD Players** (Polaroid DVD Player or LG Portable DVD Player) - Portable DVD players available for 1 week checkout.
- **Game controllers**. These controllers are available only with an I-Card, and are available for 2 hour, in-UGL use only.
  - XBox 360 (XBOX 360 Controller)
WE ARE CURRENTLY OUT OF LAPTOPS. Sorry.
Online and in the UGL
Gaming Collection at the Undergraduate Library - University of Illinois

Check Out Videogames

Look downstairs for our awesome gaming collection!

We also have...
- Sony PSPs
- Nintendo DS
- Guitar Hero Controller
- DDR Controller
...Available for checkout

Located on the north side, upper level of the UGL by CITES

All you need is your i-card!

Games available downstairs in the media section
Controller and game checkout at the circulation desk on the upper level
Choose your game and play!

Just ask at the Circulation Desk!
Outside of a dog, a book is man’s best friend. Inside of a dog, it’s too dark to read.

—Groucho Marx

Did you know?...
You can return books from any campus library...

No problem!!

...And we’ll take care of the rest!
Monthly Exhibits
Unique Collections – by Student and Faculty Request

Graphic Novels

Gaming and DVDS
Collaboration/Presentation Rooms
Increased Online Resources and Instruction

- Subject/Research Guides
- Learning Objects Embedded
- Mobile Technology
- Videos
- Instructional Tutorials
- Ask a Librarian
Subject Research Guides

- Abortion
- Affirmative Action
- African American Vernacular English (Ebonics)
- Alternative Energy
- Animal Rights
- Arab-Israeli Conflict
- Assisted Suicide
- Chemical and Biological Weapons
- Climate Change/Kyoto Protocol
- Condoms in Schools
- Death Penalty
- Doping in Sports
- Drinking Age
- Eating Disorders
- European Union
- Evolution Debate
- Family and Domestic Violence
- Females in Politics
- Global Warming
- Gun Control
- Healthcare and Healthcare Reform
- HIV/AIDS
- Homeland Security
- Homelessness
- HPV Vaccine and Cervical Cancer
- Identity Theft
- Illegal Immigration
- Illegal Music Downloads
- International Aid
- The Iraq War
- Islam
- Media Bias
- Medical Ethics
- Medicare
- National Debt
- Native American Mascots in College Sports
- Natural Disasters
- No Child Left Behind
- Overpopulation
- Patriot Act
- Pornography
- Poverty in America
- Prescription Drug Costs
- Presidential Campaigns and Elections
- Prostitution
- Racial Diversity in Schools
- Rape
- Religion in Schools
- Same Sex Marriage
- School Shootings
- Social Security Reform
- Standardized Testing
- Stem Cell Research and Cloning
- Urban Sprawl
- U.S. Presidency - Powers and History
- Video Games and Gaming Research
- Violence in Popular Music
- Women in the Media

http://www.library.illinois.edu/ugl/subjects/subjects.html
Developed in collaboration with the faculty member in anticipation of a class assignment (Pro/Con)
Tutorials- Point of Need

Library Video Network

- Lightning LEARN
- Research Tutorials
- Database Tutorials
- Using Library Tools
- LEARN More about the Library

Lightning LEARN

These 2-3 minute video tutorials will help you to learn how to use the basic tools of the library.

Find Library Materials

Easy Search: Illinois Library Homepage
The new Easy Search function allows you to search across library applications.

Book Search: Illinois Library Homepage
Learn how to find books using the Easy Search.

Quick Search in Library Catalog: Search for Known Titles or Authors
Learn how to find items in the online library catalog using the quick search option.

Advanced Search in Library Catalog: Search by Subject
Learn how to perform an advanced search in the library catalog.

Find a Book that is Unavailable at Illinois
What do you do when the item you are looking for is already checked out or is not available at the University Library?

Find Journals by Title
Already know your journal title? Learn how to find your journal.

Find Journal Articles by Topic
Already know the topic? Learn how to find your journal articles by topic.
http://www.library.illinois.edu/ugl/about/videos.html
Call Numbers, Text Messages & You!

DigitalLiteracy 55 videos Subscribe

Describes the “text me a call number” feature in the Library catalog.
Library Orientation iPhone apps

**ugl4eva (iTunes link) - video tour of Undergraduate Library:**
http://sif.grainger.uiuc.edu/uglfaq

**also available through mobile safari browser:**
http://sif.grainger.uiuc.edu/uglfaq

**infopoint - a location-based iPhone tour app of the Main and Undergraduate Libraries**

**available through mobile safari browser:**
http://sif.grainger.uiuc.edu/tour
The library is developing a number of new iPhone apps.

Library apps for your iPhone or iPod touch (iPhone OS 3.0). The apps may change from day to day as we learn more about improving the way we send out library information through new technology.

New Book Apps - discover recently added books in your library or discipline
Orientation Apps - quick introduction to the library
Infopoint Tour App (iPhone only) - location-based tour of Main and Undergraduate Libraries

New Book iPhone app

New French Books (iTunes link)
New Germanic Books (iTunes link)
New LIS Books (iTunes link)

*please use mobile safari browser for the following:
New Stuff in Undergrad - http://sif.grainger.uiuc.edu/newugl
Music & Performing Arts Library - http://sif.grainger.uiuc.edu/mpal
New @ Grainger - http://sif.grainger.uiuc.edu/newgrainger
In Person and Chat Stats

Blue Line = Minutes of In Person Reference
Red Line = Minutes of IM Chat Reference

Sunday
Blue Line = Minutes of In Person Reference
Red Line = Minutes of IM Chat Reference

All Days Combined

Readjusting staff from in person to chat reference to accommodate need
MULTIPLE WAYS TO GET HELP

About Ask A Librarian
Connect by Subject
Privacy Policy
How Chatting Works

Library » Ask Us

Ask a Librarian

INSTANT MESSAGE US
Our AIM Buddy name is: askillinois

Type your question in the box below. Ask a Librarian questions are answered in real time by librarians with subject expertise in a wide range of disciplines.

Thanks for using Ask A Librarian. Please let us know how we can help you today.

Type here, press “Enter” to send.

Your Name: aimguest53150459

Text Us
217-686-4361 (available same hours as other Ask a Librarian services.)

You can SMS text the library from any cellphone that supports text messaging. Standard charges apply, based on your cell phone plan with your account provider, for both messages you send and receive from us.

CONNECT DIRECTLY WITH A SUBJECT EXPERT
Subject libraries offering their own online reference services.

EMAIL US
Send us your questions. Responses within one business day.

PHONE US
Main Reference: (217) 333-2290
Undergrad: (217) 333-8589

VISIT US
Reference & Information Desk : 200 Main Library
Undergrad : Upper level, Undergraduate Library

For hours, see Library hours schedule.
Ask A Librarian Options

- Question Board
- E-Mail
- IM Collaborator/Chat
- Google Voice
- Text a Librarian

Podcasts of responses
Publicizing Services

Digital Library @ Illinois

AIM BUDDY NAME: askIllinois

Text A Librarian
217-686-4361

Access Content from research databases from the comfort of home

Print out Full-text articles from popular magazines or from scholarly journals from your home computer
http://www.library.illinois.edu/askus/

This Week at the UGL

Sunday, September 12
- Resume Critiques: 2 – 9pm, Career Corner

Monday, September 13
- Study Abroad: Noon – 2pm, Research Desk
- DGS Advising: 2:30 – 4:30pm, Research Desk
- Resume Critique: 7 – 9pm, Career Corner

Need Help Starting a Research Assignment?

Text a Librarian
217-686-4361
Pushing Out the Commons

- Twitter
- Face Book
- Web Page
- Partners
- Large Flat Screens
- Library Tool Bar (on public computers/webpages)
Assessment

We would like to know...

Why do you use the Undergraduate Library in the evenings?

SUGGESTION BOARD

You write, we respond

What Book (Fiction) Would you like UGL to buy?

Tell us why you use/have the UGL.
Next Steps

- Develop Systematic Ongoing Assessment
- Use Jing in our Chat Interactions
- Staff a Tech Desk (working with partners)
- Create a Digital Learning Commons
- Provide Computer Availability Screen
- Investigate Tutoring Services
http://www.library.illinois.edu/ugl/

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