USING TABLEAU VISUALIZATION TO INFORM CREATION OF A CO-LOCATED SERVICE AREA

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Our start

The Learning Commons Assessment Task Force (LCATF) provided recommendations to the Provost’s Learning Commons Committee (PLCC) on facilities, service and technology updates required for the reinvigoration of the LC space. Our central questions:

How do students use the space, services, and technology in the Learning Commons?

How are undergraduate students motivated or discouraged from using the Learning Commons?
Recommendation based on our findings

We recognize that the multitude of service points on the lower level creates confusion for patrons. Despite signage, it remains unclear to users who can support technology needs, research needs, and assist with access.

We recommend reducing the number of service points as much as possible to reduce confusion and to improve inefficient staff models.
Collecting desk statistics
More than monthly reports
Forecasting Interactions by Service Area and Scale

Library Service/Location:
- Cenc/Reserves (G4)
- LC Desk
THANK YOU!